



# Diabetes Systems of Care

Indian Health Service Division of Diabetes Treatment and Prevention  
5300 Homestead Road NE, Albuquerque, New Mexico 87110  
(505) 248-4182 [www.ihs.gov/medicalprograms/diabetes](http://www.ihs.gov/medicalprograms/diabetes)



Is a Best Practice Diabetes System of Care right for your diabetes program?

➔ Do you want your diabetes program to be better at:

## 1. Forming a diabetes team?

Yes  No

**What you will be doing:** Ensuring that the organization leadership is committed to diabetes care by providing necessary resources and infrastructure for the team ♦ Forming a multi-disciplinary team of experts ♦ Defining roles and responsibilities for each team member

**Who will be doing it:** Community program staff ♦ Health care providers ♦ Organization leaders

## 2. Identifying people at risk for diabetes and implementing appropriate interventions?

Yes  No

**What you will be doing:** Identifying and targeting all patients with prediabetes ♦ Using materials from programs such as the Diabetes Prevention Program or the National Diabetes Education Program

**Who will be doing it:** Health care providers

## 3. Using a systems approach to manage people with diabetes and at risk for diabetes?

Yes  No

**What you will be doing:** Establishing a diabetes registry ♦ Identifying subgroups of patients who could benefit from proactive care ♦ Using reminders for patient appointments ♦ Offering individualized patient care ♦ Integrating specialist expertise into primary care

**Who will be doing it:** Community program staff ♦ Health care providers

## 4. Monitoring and evaluating outcomes?

Yes  No

**What you will be doing:** Measuring clinical outcomes, physical activity levels, patient satisfaction, health care service utilization, quality of life, costs, and hospital admissions

**Who will be doing it:** Community program staff ♦ Health care providers

## 5. Implementing systems and program changes?

Yes  No

**What you will be doing:** Assessing the organization's infrastructure, capacity, and readiness to implement a systems approach to diabetes ♦ Integrating elements of good chronic disease care management into diabetes care systems

**Who will be doing it:** Community program staff ♦ Health care providers ♦ Organization leaders

➔ If you answered "Yes" to many of these questions, go to page 2 to learn how a Best Practice Diabetes System of Care can benefit your diabetes program!

## What does “diabetes systems of care” mean?

Diabetes systems of care means providing quality diabetes and chronic disease care, prevention, and treatment through an integrated, multi-disciplinary approach.

## Why are diabetes systems of care important to American Indian and Alaska Native communities?

- Effective diabetes prevention and treatment can decrease morbidity, mortality, and costs.
- A multidisciplinary systems approach is more likely to occur with active leadership, long-term investments, and the involvement of policy makers, health organizations, communities, and patients.
- A diabetes systems approach can decrease complications of diabetes, reduce the number of deaths, prevent and delay the onset of diabetes, and reduce health care costs.

## The good news about diabetes systems of care...

A diabetes systems approach can decrease complications of diabetes, reduce the number of deaths associated with diabetes, prevent and delay the onset of diabetes, and reduce health care costs.



“Our diabetes team is made up of doctors and nurses, a diabetes educator, podiatrist, community health representative, nutritionist, dietitian, and pharmacist. I think our level of care is excellent. People don’t fall through the cracks.”

—Dee Messih, Dietitian, Toiyabe Indian Health

A Best Practice Diabetes System of Care will require a coordinated approach. Here are some tips on how health care providers, community programs, health care administrators, and tribal leadership can work together.

## ➔ Working together to improve diabetes systems of care:

### 1. Who can help?

**Ask for and enlist support from:** Your local health care team ♦ Community health and wellness programs, such as senior centers, recreation centers, and local walking and running clubs ♦ Community and tribal leaders ♦ Local schools ♦ Local businesses, such as grocery stores, restaurants, and fitness clubs

### 2. Why is it important to work together?

**Working with clinic, community, and leadership partners will help you:** Leverage resources ♦ Avoid duplicating services ♦ Share staff, ideas, and resources ♦ Get support for your common goal of improving the health of your community

### 3. How can you work together?

**Work with your partners to:** Develop a strategic plan for diabetes ♦ Focus on diabetes prevention ♦ Mobilize community resources to meet patients’ needs ♦ Shift the paradigm from acute care to the prevention and care of chronic diseases ♦ Share what you are doing ♦ Determine what each partner needs to do ♦ Assign tasks and timelines ♦ Develop and implement goals and objectives ♦ Design evaluation plans

