Overall Program Goal

Educational and Skills Training for Patients
- Provide self-management support (SMS) educational and skills training programs for patients

Training Programs for Providers and Care Teams
- Train providers and health care teams on SMS methods

Collaboration with Community Partners
- Demonstrate strong partnerships that increase providers’ and patients’ access to SMS resources

Follow Up Care, Support, and Communication
- Provide patient follow up and support, including screenings, monitoring care continuity

To demonstrate that collaborative, multi-component, self-management diabetes programs can be delivered in a variety of health care and community settings

Key Program Inputs

Process Improvements
- Improvement in patient skills, knowledge, and behavioral changes (e.g., AADE 7) related to SMS
- Improvement in provider SMS skills
- Improvements in patient and provider satisfaction with the provision of SMS

Shorter-term Outcomes

Program Effectiveness
- Improved participation and retention rates in SMS programs
- Increased use of SMS resources and tools
- Improved ability to monitor patient-level outcomes
- Improved processes of care related to SMS (e.g., referrals to community partners, follow-up care practices, care continuity, etc.)

Patient Outcomes
- Improved patient clinical measures (e.g., A1c, BP, BMI)
- Improved health and quality of life

Program Outcomes
- SMSs integrated into routine care
- Continued training of care providers around the provision of SMSs
- Community-based strategic alliances
- Program sustainability

Organizational Outcomes
- Improvements in data management and patient monitoring
- System wide improvements in chronic illness care
- Shifts in clinical, administrative, and cultural practices and policy changes related to SMS
- Integration of SMS into quality improvement processes

System Wide Spread
- Spread of SMS tools and resources to other target populations (other conditions)
- Buy-in from other care providers
- Support from senior level management
- Diffusion of SMS tools and resources to other clinic sites/locations

Longer-term Outcomes

Engage in Clinical Feedback and Quality Improvement Efforts