



## GATEWAY COMMUNITY HEALTH CENTER, INC.

### ***Policy and Procedure for the Referral of Patients Within the Self-Management Team and Programs***

**Policy:** The clinical self-management team (Physician, CDE, Promotora, Promotora Coordinator, Clinic LVN and staff) will work together to 1) maximize the skills of each team member, 2) maximize the coordination of patient care, 3) maximize the meeting of patient needs, and 4) maintain the safety of all patients. Criteria will guide the referral of patients to self-management team members/programs.

**Procedure:** Criteria that guide the referral of patients with diabetes to self-management experts within the clinic team include:

- 1) The providers will refer patients to the CDE based on the following criteria
  - i. Patients that are newly diagnosed with diabetes;
  - ii. Patients that are trying to manage complications related to diabetes including kidney failure, cardiovascular disease (i.e. MI, CHF, Stroke) hypertension, psychiatric or mental disease, peripheral vascular disease;
  - iii. Patients that have specific nutritional needs (i.e. hyperlipidemia, hypercholesterolemia);
  - iv. Patients that need additional instruction during or after completion of the Diabetes Self-Management Course.
- 2) The providers and the CDE will refer patients to the Diabetic Self-Management Course based on the following criteria:
  - i. Newly diagnosed patients with diabetes that have obtained survival skill education from CDE;
  - ii. Patients that have had diabetes for some time but have not attended a Diabetes Self-Management Course;
  - iii. Patients that have had diabetes education in the past but have not attended a self-management course;
  - iv. Patients who could benefit from simplified instruction and support from a Promotora
- 3) The Promotora will request a patient referral to the CDE when:
  - i. Patients taking the Diabetes Self-Management Course need additional education and support to comprehend self-management of diabetes (in particular nutritional needs, medication needs, and the management of complications);
  - ii. Patients who have some symptoms of depression;
  - iii. Patients who have barriers and/or problems that they are having difficulty managing.
- 4) Patients who have completed the Self-Management Course will be automatically registered for the Support Group. The CDE can decide to send a patient directly to the Support Group.

This product was developed by the diabetes self management project at Gateway Community Health Center, Inc. in Laredo, TX with support from the Robert Wood Johnson Foundation® in Princeton, NJ.