

**Overview of AllCare Pharmacy DSME Program**

AllCare Pharmacy Diabetes Self-Management Education (DSME) Program, an American Diabetes Association (ADA) Recognized Program, has provided quality Diabetes Education since May 2001. Patients are instructed by either the Registered Nurse or the Registered Dietitian at AllCare Pharmacy in Arkadelphia or at our “expanded” site in Prescott (Nevada County). AllCare Pharmacists assist in the program as needed. Patients must have a physician referral.

Sessions typically include a 1-hour individual assessment, during which goal setting is accomplished, and 9 hours of group education. Group sessions are held in the corporate office conference room, with the exception of the Food Choices class, and it is held at the local grocery store. The grocery store tour and food models provide an opportunity for the patients to have a “hands-on” learning experience, and are especially helpful for patients with low health literacy. A variety of media is used, including PowerPoint presentations, short DVDs, and discussion.

During the past 11 years, more than 80 physicians have referred over 900 patients from Clark County and the surrounding areas for Diabetes Self-Management Education. Average attendance is 6.5 hours (out of 10 possible). 95% of the patients served have Type 2 diabetes. 70% of the patients are between the ages of 19 and 64, with about 30% over the age of 65. About 60% of the patients have been women, with this shifting to 55% for current operations.

Sessions include:

1. Individualized Assessment and Behavioral Goal Setting
2. Nutrition: Basics
3. Nutrition: Exchange Diets
4. Diabetes Overview, Medications, Monitoring, and Results
5. Prevention, Detection, and Treatment of Acute and Chronic Complications
6. Nutrition: Heart Health
7. Nutrition: Food Choices—Trip to Grocery Store
8. Stress and Psychosocial Adjustment and Community Resources
9. Exercise, Activity, and Foot, Skin, and Dental Care
10. Progress Toward Goals and Behavior Change Strategies

A follow-up is conducted via telephone after sessions are completed and the referring provider is contacted with a patient summary.

**Target Population**

<b>POPULATION</b>	<b>TARGET POPULATION (Numbers from 2010 Census)</b>										
Number to be served in Clark and Nevada Counties as primary target areas	Diagnosed with Diabetes 3,935  (Based on average rate of diabetes in Clark and Nevada Counties of 12.3%, which is higher than the state rate of 9.6%).  <table data-bbox="808 583 1372 688"> <tr> <td>Population Clark County</td> <td>22,995</td> </tr> <tr> <td>Population Nevada County</td> <td><u>8,997</u></td> </tr> <tr> <td>Total</td> <td>31,992</td> </tr> </table>	Population Clark County	22,995	Population Nevada County	<u>8,997</u>	Total	31,992				
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Ethnicity Clark and Nevada Counties (combined)	<table data-bbox="808 758 1279 940"> <tr> <td>70.2% White</td> <td>22,451</td> </tr> <tr> <td>25.6% African American</td> <td>8,177</td> </tr> <tr> <td>3.6% Hispanic</td> <td>1,146</td> </tr> <tr> <td>0.5% Asian</td> <td>160</td> </tr> <tr> <td>0.5% Indian</td> <td>166</td> </tr> </table>	70.2% White	22,451	25.6% African American	8,177	3.6% Hispanic	1,146	0.5% Asian	160	0.5% Indian	166
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Unique Characteristics	<ul style="list-style-type: none"> <li>• Designated Medically underserved area 1978 (US Dept of Health and Human Services, HRSA)</li> <li>• Certified Diabetes Educators on staff (RN and RD)</li> <li>• No other local DSME Programs</li> <li>• No endocrinologists in area served</li> <li>• 18.7% and 24.6% Uninsured, Clark and Nevada Counties (2010 Behavioral Risk Factor Surveillance System, Arkansas)</li> <li>• 698,819 Arkansans on Medicaid during fiscal year 2009 according to statehealthfacts.org (about 24% of population)</li> <li>• No hospital in Nevada County</li> </ul>										
Special Educational Needs	Percent lacking basic prose literacy skills (Low Literacy Rates):  <table data-bbox="808 1692 1279 1801"> <tr> <td>Clark Co.</td> <td>15%</td> </tr> <tr> <td>Nevada Co.</td> <td>19%</td> </tr> <tr> <td>Arkansas State Average</td> <td>14%</td> </tr> </table> <p>(From US Dept of Ed., National Assessment of Adult Literacy, 2003)</p>	Clark Co.	15%	Nevada Co.	19%	Arkansas State Average	14%				
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**BEHAVIORAL AND OTHER OUTCOME DATA MEASUREMENTS**

**Cumulative Data  
(5/2001-8/2012)**

	<b>Date of Admission</b>	<b>Date of Discharge</b>	<b>Change</b>
<b>Average Glucose</b>	211	134	-77
<b>Average A1C</b>	9	7.2	-1.8
<b>Monitoring</b>	49%	95%	+46%
<b>Foot Exam (done daily)</b>	37%	97%	+60%
<b>Exercise (at least 30 min. 3X/wk)</b>	35%	74%	+39%
<b>Lipid Panel</b>			
■ Total Cholesterol	198	184	-14
■ HDL	44	45	+1
■ LDL	110	108	-2
■ Triglycerides	247	164	-83

**BEHAVIORAL AND OTHER OUTCOME DATA MEASUREMENTS**

**Current Operations (8/2011-8/2012)**

	<b>Date of Admission</b>	<b>Date of Discharge</b>	<b>Change</b>
<b>Average A1C</b>	9.4	7.3	-2.1

**Patient Satisfaction** is based on returned questionnaires. The rating of questions related to the “helpfulness of the program,” is the average of scores from 1 to 5, with “1” (not very helpful), to “5” (very helpful).

<b><u>Questions</u></b>	<b><u>Cumulative Patient Satisfaction (8/12)</u></b>
Assessment and Goal Setting	4.9
Medications and Monitoring	4.5
Nutrition-Basics	4.6
Nutrition-Carb Counting and Exchange Diets	4.6
Exercise and Foot Care	4.5
Nutrition-Healthy Heart	4.5
Nutrition-Food Choices-Grocery Store	4.6
Complications-Acute and Chronic	4.5
Stress	4.4
Follow-up	4.5