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# Franciscan Medical Group

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## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Diabetes Educator	<b>JOB CODE:</b>	9410
<b>REPORTS TO:</b>	Diabetes Services Manager	<b>LOCATION:</b>	
<b>DEPT NAME:</b>	Diabetes Services	<b>DEPT NO.</b>	
<b>Exempt</b> <input type="checkbox"/>	<b>Non-Exempt</b> <input checked="" type="checkbox"/>	<b>GRADE:</b>	38

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### JOB SUMMARY:

This job is responsible for providing group and/or individual diabetes self-management education/training (DSMT) to patients (and family members) so as to enable them to learn techniques to bring their disease under control, avoid potential complications and bring about lasting improvements in quality of life. Educational topics may include blood glucose monitoring, insulin self-management, behavior modification, nutritional/exercise concepts, dietary modification/meal planning, oral medicine self-management, diabetes care during illness/pregnancy, and/or insulin pump management. An incumbent assesses patient needs and develops an individualized education plan of care to facilitate the development and application of needed skills to positively impact diabetes management.

Since education has been recognized as key to the management of diabetes, work requires professional expertise in not only in the disease state, but also in education, motivation techniques for behavior change, and translating the science of nutrition and medicine into practice to help people with diabetes to manage the disease themselves.

Work requires either current licensure as a registered nurse (RN) *or* current certification as a Dietician, with commensurate advanced education in the specialty area. Certification as a CDE (Certified Diabetes Educator) is strongly preferred.

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### ESSENTIAL JOB FUNCTIONS: -

The following section contains representative examples of job duties that might be performed in positions allocated to this job class. FHS is a dynamic organization, and the environment can be fluid. Roles and responsibilities may be altered to accommodate changing business conditions and objectives as well as to tap into the skills and experience of its employees. Accordingly, employees may be asked to perform duties that are outside the specific work that is listed. It is not required that any position perform all duties listed, so long as primary responsibilities are consistent with the work as described. Performance standards developed for incumbents allocated to this job class may also contain relevant job content information and are referenced hereto.

1. Assesses and evaluates individuals with diagnosed diabetes (e.g. Type 1, Type 2, gestational diabetes) to identify knowledge deficits and assess education needs; reviews physician's referral information relating to patient's diagnosis and related medical conditions/medications; identifies the patient's specific diabetes self-management and/or medical nutrition therapy goals, and develops unique educational care plan to best meet individual needs and lifestyle; establishes and records baseline data for use in monitoring/evaluating ongoing progress.
2. Conducts group training and behavioral intervention directed towards educating patients/families in diabetes, helping the patient achieve identified self-management objectives and to modify behavior and lifestyle; addresses topics such as overall diabetes management, coping with the disease and managing risk factors; using motivational techniques, counsels patients on methods for incorporating healthy eating

and physical activity in their lifestyle; helps patients understand how their medications work, teaches them how to use an insulin pump and to monitor their blood glucose, and explains the risk of complications; documents diabetes education activities and interventions in accordance with established procedures.

3. Monitors and documents ongoing patient progress to ensure lifestyle and behavior have been adapted to facilitate effective diabetes self-management skills; follows up where progress is less than expected and initiates intervention in accordance with established procedures.
4. Conducts individual training sessions for patients who need to work on specific diabetes self-care skills in order to reduce existing risk factors (e.g. elevated cholesterol/triglyceride levels, etc) or for other medically-necessary reason.
5. Makes assessments relating to the need for insulin adjustment to control blood sugar within scope of practice and as authorized by physician's (or qualified non-physician practitioner) order; may test blood sugar and/or give insulin injections; consults and interprets existing protocols to determine appropriate adjustment; notifies physician of change.
6. Receives questions from patients/families and troubleshoots/provides timely responses within scope of practice; consults with, or refers patients to, other healthcare providers as required to triage/address emergency, specific and/or changing needs.
7. Monitors and evaluates effectiveness of training activities, and reviews evaluation data to recommend changes in instructional objectives, methods and programs; participates in the development, revision and evaluation of diabetes educational materials and programs for individuals with diabetes.
8. Maintains and applies current knowledge of diabetes disease processes and continuous advances in diabetes understanding/treatment and self-management principles, standards, practices and tools; keeps abreast of the latest clinical advances and related methodologies/protocols.
9. Establishes and maintains relationships with other community agencies for referral and networking purposes.
10. Performs related duties as required.

#### **STANDARD PRECAUTIONS STATEMENT:**

Uses Standard Precautions including personal protective equipment for anticipated contact with blood or other potentially infectious materials.

#### **AGE SPECIFIC CRITERIA:**

Demonstrates competency in adjusting the delivery of care and/or clinical technique appropriate to address the age specific needs of the patient. Demonstrates competency in adjusting interactions appropriately to address the age specific needs of the customer.

#### **VALUES BEHAVIOR**

It is essential that the incumbent support and integrate the values of the organization and interact effectively with physicians, patients, visitors and staff. The incumbent is expected to demonstrate a commitment to service, hospital values and professionalism through appropriate conduct and demeanor at all times.

#### **REVERENCE:** *Awe, respect and love—the essence of our ministry*

1. Treat all members of the hospital community with respect as unique, valued individuals and provide the highest level of service to everyone regardless of who they are.
2. Listen, show empathy and understand other people's feelings, perceptions, and points of view.
3. Create an environment where people feel supported and can safely express needs and issues so we can respond to them.
4. Consider the impact of decisions, processes, actions, and outcomes on the patients, families, employees, and physical environment.

**INTEGRITY:** *Trust, honesty, wholeness, commitment*

1. Communicate effectively by giving clear and truthful messages, by fully sharing information people need to do their job, and by expressing my ideas, opinions, and reactions constructively.
2. Look for solutions rather than complaining when I encounter problems.
3. Care for all the resources entrusted to me with as much care as I show my own. Resources include people, traditions, time, money, equipment, and facilities.
4. Be ethical in my behaviors, including avoiding any conflict of interest of appearance or conflict of interest.

**COMPASSION:** *Caring deeply for all people, especially for the poor*

1. Contribute positively to the healing environment and mission of Franciscan Health System and Catholic Health Initiatives.
2. Be responsive to people and issues promptly and appropriately.
3. Go directly, as soon as possible, to individuals to resolve problems, issues and conflicts and then let it go.
4. Behave in a professional, collaborative, supportive manner regardless of my personal feelings.
5. Maintain the confidentiality and privacy of patients, visitors, co-workers and the organization.

**EXCELLENCE:** *Innovation, quality, collaboration and stewardship.*

1. Encourage and support innovative ideas and ways of doing things that promote resource management and generation of new resources.
2. Seek feedback and give others constructive feedback.
3. Demonstrate that helping is our business through good service behavior, especially a genuine willingness to assist.
4. Maintain a high level of competence, continue to grow in skill, and encourage others to do so also.
5. Support quality performance by others through frequent encouragement and recognition of contribution and efforts.

## **QUALIFICATIONS**

### **Education/ Work Experience:**

- Bachelor's degree from an accredited institution in foods and nutrition (including completion of internship, traineeship, or coordinated undergraduate program)
- Minimum one year of recent work experience teaching hospital inpatient and out-patients with diabetes

**OR**

- Graduation from an accredited school of nursing (BSN preferred)
- Three years of recent work experience involving the technical aspects of providing nursing care, including a minimum of one year recent work experience involving inpatient diabetes education in a hospital setting.

### **Job Knowledge and Skills:**

- Knowledge of the principles, standards, practices and protocols of the science of nutrition and/or nursing as applied to diabetes education/control.
- Knowledge of the practices, standards, techniques, treatment modalities, legal requirements and tools/equipment related to matters within designated scope of authority.
- Knowledge of the principles, standards, techniques and tools relating to diabetes self-management.
- Knowledge of the principles, practices and tools relating to adult education and learning.
- Knowledge of the lifelong process of managing a chronic disease (e.g. diabetes).
- Knowledge of community services and resources, and referral network(s) applicable to activities within designated scope of responsibility.
- Knowledge of counseling techniques sufficient to provide effective service to patients.
- Knowledge of the purpose, function and delivery of diabetes medications and medication delivery systems.
- Ability to utilize appropriate calculation techniques in order to determine/adjust insulin.
- Ability to keep abreast of continuous advances in scientific knowledge and understanding/treatment of diabetes, and of related educational methodologies.
- Ability to express ideas and convey information effective in verbal and written communication, including group/classroom presentations and individual interactions.

- Ability to provide regular continuing education in the areas of diabetes management, behavioral interventions and teaching/learning/counseling skills.
- Ability to use office equipment and automated systems/applications/software at an acceptable level of proficiency.
- Ability to establish and maintain effective working relationships as required by the duties of the position.

**Licensure/Certifications:**

- Either: 1) Certified by the state of Washington as a Dietician, and registration as a Dietician by the American Dietetic Association; **OR** 2) current licensure as a Registered Nurse (RN) by the Washington State Board of Nursing.
- Current certification in Diabetes Education (CDE) by the National Certification Board for Diabetic Educators (NCBDE) is strongly preferred.
- Current BLS certification.
- Current driver's license valid in the state of Washington or other evidence of equivalent mobility.

**Physical/Mental Requirements:**

*See attached Physical/Functional Job Requirements*

**Working and Environmental Conditions**

*See attached Physical/Functional Job Requirements*