# VR-SFP Chapter 7: Diabetes Self-Management Education Services

Revised June 26, 2023

## …

## 7.3 Assessment of Diabetes Self-Management

### 7.3.1 Assessment of Diabetes Self-Management Service Description

A diabetes self-management assessment is the diabetes educator's evaluation of a customer's ability to manage the diabetes. The assessment must gather information about the customer's:

* medical history;
* age;
* cultural influences;
* beliefs and attitudes about maintaining good health; and
* knowledge about diabetes.

A diabetes self-management assessment is provided in person with the trainer and customer at the same location. The diabetes self-management assessment may be provided remotely only with a VR director approved [VR3472, Contracted Service Modification Request](https://twc.texas.gov/vocational-rehabilitation-service-forms). Remote services must follow [VR-SFP 3.4.8 Remote Service Delivery](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s348).

Any request to change a Service Definition, Process and Procedure, or Outcomes Required for Payment must be documented and approved by the VR director, using the [VR3472, Contracted Service Modification Request for Blind and Visually Impaired Services](https://twc.texas.gov/vocational-rehabilitation-service-forms), before the change is implemented. The approved VR3472 must be maintained in the provider’s customer case file. For more information, refer to [VR-SFP 3.4.11 Contracted Services Modification Request.](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3411)

For more information refer to [VR-SFP 3.4.11 Contracted Services Modification Request](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3411).

For information on acceptable signatures refer to VR-SFP sections [3.2.14 Documentation](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3214) and [3.2.16 Signatures](https://twc.texas.gov/standards-manual/vr-sfp-chapter-03#s3216).

It is recommended that the diabetes educator use adaptive equipment and disposable supplies for demonstration during the assessment. The suggested items include:

* a talking blood-glucose meter;
* an insulin-measuring device, such as Count-A-Dose, which allows a blind or vision-impaired individual with diabetes to fill an insulin syringe without assistance;
* a syringe magnifier;
* a portion-control plate, such as Meal Measure;
* an insulin pen (or other injectable device for demonstration purposes);
* a talking blood-pressure monitor; and
* disposable supplies such as test strips, syringes, and insulin.

The customer and instructor develop an education and support plan that is created from evidence-based approaches for effective health communication and education while taking into consideration the customer's barriers to self-management, abilities, and expectations as well as information from the diabetes self-management assessment. (ADA, 2016)

The initial diabetes self-management assessment helps the diabetes educator recommend the skills training from which the customer would benefit. The training areas include information and skills relating to:

* an overview of the pathophysiology of diabetes;
* nutrition;
* exercise and activity;
* blood-glucose monitoring and how to use the monitoring results;
* diabetes-related complications;
* management of sick days;
* medical treatment;
* medication;
* foot, skin, and dental care;
* preconception care, pregnancy, and gestational diabetes, if applicable;
* insulin;
* use of the health care system;
* community resources;
* stress and psychosocial adjustment;
* goal setting;
* employment aspects and/or barriers related to diabetes; and
* adaptive diabetes self-management equipment and tools.

The initial assessment should evaluate all the above topics. The training plan should recognize the partial or complete deficits in self-management knowledge and identify the specific deficits that should be addressed. If the results of the initial diabetes self-management assessment warrant, training may begin immediately if:

* an initial diabetes self-management assessment was conducted in the previous 12 months;
* no significant change to the customer's medical status, including no new medications or new complications, has occurred;
* a service authorization has been issued; and
* the service provider has adequate information to begin skills training based on the results of the Initial Diabetes Self-Management Assessment.

Should the provider of the diabetes education training be different from the provider who conducted the initial assessment, the [VR2888, Diabetes Self-Management Education Assessment](https://twc.texas.gov/vocational-rehabilitation-service-forms), and the [VR2901, Diabetes Self-Management Pre- and Post-Assessment](https://twc.texas.gov/vocational-rehabilitation-service-forms), should be reviewed by the new provider prior to initiating diabetes education training.

If the new diabetes educator does not agree with the original assessment recommendations, a consultation between the VR counselor, new diabetes educator, and state office program specialist for diabetes education is scheduled to establish an agreement on appropriate diabetes education for the VR customer.

### 7.3.2 Process and Procedure

The initial diabetes self-management assessment may be conducted before or after eligibility is determined.

The diabetes self-management assessment provider begins services once a signed VR service authorization and a VR5000, Referral for Provider Services form, completed by the VR counselor, or the Independent Living Services for Older Individuals Who Are Blind (ILS-OIB) worker, have been received.

The VR5000, Referral for Provider Services form::

* indicates why the customer is referred for diabetes education evaluation; and
* describes issues and/or questions that are addressed in the diabetes educator's report.

The initial diabetes self-management assessment must not exceed two hours and must be held for each customer individually.

The provider must discuss additional hours with the VR counselor or the ILS-OIB worker and the VR diabetes program specialist. The request must be documented and approved by the VR director using [VR3472, Contracted Service Modification Request](https://twc.texas.gov/vocational-rehabilitation-service-forms).

…