



TITLE

INPATIENT DIABETES EDUCATOR REFERRAL AND TRIAGE GUIDELINES

SCOPE

Calgary Zone

DOCUMENT #

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APPROVAL AUTHORITY

Manager, Endocrinology and Metabolism Program

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SPONSOR

Calgary, Endocrinology and Metabolism Program

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Not applicable

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NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact the Policy & Forms Department at policy@ahs.ca. The Policy & Forms website is the official source of current approved policies, procedures, directives, standards, protocols and guidelines.

OBJECTIVES

- To clearly communicate the services provided by the Inpatient Diabetes Educator(s) within the Calgary Zone Urban Acute Care sites.
- To guide the Inpatient Diabetes Educators in triage decisions.
- To ensure appropriate, consistent and timely access to diabetes education services within the Calgary Zone urban hospitals
- To emphasize the importance of available outpatient (community) diabetes educational resources.

PRINCIPLES

One in five of adult patients admitted to an Alberta hospital has diabetes. The Diabetes Centre Calgary (DCC) has an FTE of 2.8 dedicated to Inpatient Diabetes Educator Services, shared among four acute care sites. These educators support the learning needs of patients admitted to hospital with diabetic emergencies, as well as those of inpatient staff.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary) with specific applicability to those working within Calgary zone hospitals and Inpatient Diabetes Educators working within Endocrinology and Metabolism Program, Calgary zone.

ELEMENTS

1. Referral Process for the Inpatient Diabetes Educator:

- 1.1 Calgary Zone hospital staff are to enter a consult order for the Inpatient Diabetes Educator through Sunrise Clinical Manager (SCM). Referral is to include the following information:
- a) Reason for referral.
 - (i) If the reason for referral does not match criteria listed in 2.1, the referrer is to clearly state on the referral the reason(s) why patient requires inpatient diabetes education.
 - (ii) The Inpatient Diabetes Educator will see referrals listed in 2.1.
 - (iii) The Inpatient Diabetes Educator will not see patients for the reasons listed in 2.2.
- 1.2 Calgary Zone hospital staff are to consider the following resources for those patients who do not meet criteria to see an inpatient diabetes educator:
- a) Diabetes Centre Calgary (DCC) Referral:
 - (i) DCC can see most patients who meet urgent criteria within 24-48 hours. Also, most patients who meet routine criteria are offered appointments within 1-2 weeks or sooner. See References below for link to the DCC Referral form.
 - b) Diabetes in Pregnancy (DIP) Clinic Referral:
 - (i) Refer pregnant patients with pre-existing type 1 or type 2 diabetes, or planning pregnancy within the next year to the appropriate DIP clinic.
 - c) Community Referral:
 - (i) Some patients are already connected to a Primary Care Network (PCN). Most PCN's have chronic disease management educators who also provide diabetes education. See References below for link to PCN information.
 - (ii) Alberta Healthy Living Program (AHLP) has many chronic disease management classes as well as Registered Dietitians available to provide education. See References below for link to AHLP information.

- d) Insulin teaching:
 - (i) Calgary hospital nurses are responsible for insulin administration and teaching. See References below for link to insulin teaching resources.
- e) Glucose meter instruction:
 - (i) The ACCU-CHEK Inform II Glucose Meter is the only approved glucose meter to be used in hospital to guide treatment decisions. See AHS Policy PS-90, Point of Care Testing for more details.
 - (ii) Patients can be referred to their community pharmacy, or on-site hospital pharmacy upon discharge for glucose meter teaching.
 - If required, the doctor is encouraged to provide prescription for 'Diabetes Supplies,' which should include a glucose meter, lancets, and test strips.

2. Patient Referral Triage Procedure for Inpatient Diabetes Educator:

- 2.1 The following reasons for referral will be immediately accepted and seen as soon as able:
 - a) New diagnosis of type 1 diabetes
 - b) Hyperosmolar, Hyperglycemic State (HHS)
 - c) Diabetic Ketoacidosis
 - d) Severe hypoglycemia
 - e) Pregnant patient with diabetes (in collaboration with DIP clinic)
- 2.2 The following reasons for referral will be declined. See section 3.0 for decline process.
 - a) Initial insulin pen teaching (exception: see 4.1)
 - b) Pre-diabetes
 - c) New diagnosis of type 2 diabetes
 - d) Psychosocial concerns related to the management of diabetes
 - e) Request for cognitive assessment
 - f) Nutrition, dietary teaching

- g) Glucose meter teaching
- h) IPT (Insulin pump therapy) management
- i) Completion of an outpatient DCC referral form
- j) Diabetes medication adjustments

2.3 The patient referral is to be declined if the reason for referral is not clearly stated on the referral.

3. Referral Decline Process:

- 3.1 The Inpatient Diabetes Educator is to decline referrals based on criteria listed above.
- 3.2 The Inpatient Diabetes Educator is to call the unit charge nurse and explain the referral has been declined. The Inpatient Diabetes Educator can refer the charge nurse and/or unit Clinical Nurse Educator (CNE) to Program Coordinator Sasha Wiens if any concerns by calling 403-651-1168 during business hours or emailing sasha.wiens@ahs.ca.
- 3.3 The Inpatient Diabetes Educator is to chart in SCM that the referral is declined and reason(s) why.
 - a) The Inpatient Diabetes Educator is to chart in the MPR (Multidisciplinary Progress Record) with the subject "Diabetes Referral Declined".
 - b) The charting content can be copied and pasted from Appendix A: Inpatient Diabetes Educator Referral Decline Letter.
- 3.4 The Inpatient Diabetes Educator will then complete the referral in SCM.

4. Hospital Staff Procedure to Request Inpatient Staff Education:

- 4.1 Inpatient Nurses may request support with diabetes education (i.e. insulin pen teaching with patient and Nurse present) by calling appropriate inpatient diabetes educator office number. See Appendix B: Inpatient Diabetes Educator Contact Information.
- 4.2 Inpatient staff are encouraged to discuss diabetes educational needs with their Clinical Nurse Educator (CNE) who can then call the appropriate inpatient diabetes educator (Appendix B) and request education. Education may include mentorship of staff, presentations and/or clarification of policies, including the Guidelines for the Safe Management of Insulin Pump Therapy in Hospital.

5. Inpatient Staff Education Triage Procedure for Inpatient Diabetes Educator:

- 5.1 The Inpatient Diabetes Educator is to prioritize patient education for those patients who meet criteria in 2.1.
- 5.2 The Inpatient Diabetes Educator is to submit requests for formal staff inpatient presentations to Clinical Coordinator Sasha Wiens (sasha.wiens@ahs.ca) and patient care manager Maria Ilnyckyj (maria.ilnyckyj@ahs.ca) for approval.

DEFINITIONS

Patient, for the purposes of this document, means an adult who receives or has requested health care or services from Alberta Health Services and its health services providers or individuals authorized to act on behalf of Alberta Health Services.

REFERENCES

- Appendix A: Inpatient Diabetes Educator Decline Letter
- Appendix B: Inpatient Diabetes Educator Contact Information
- Alberta Health Services Governance Documents:
 - Point of Care Testing Policy (POCT) PS-90
 - Guidelines for the Safe Management of Insulin Pump Therapy in Hospital: www.ipumpit.ca or <http://www.albertahealthservices.ca/scns/Page13209.aspx>
- Alberta Health Services Resources:
 - Diabetes Centre Calgary referral form: <https://www.albertahealthservices.ca/frm-100206.pdf>
 - Basal Bolus Insulin Therapy: www.bbit.ca
 - Alberta Healthy Living Program: www.ahs.ca/ahlp
 - Insulin safety (teaching) and diabetes management resources: <https://insite.albertahealthservices.ca/pmmc/Page13292.aspx>
 - Diabetes Information Resource for Health Care Professionals: www.diabeteseducatorscalgary.ca
 - Inform Alberta for lists of diabetes clinics outside of Calgary: <https://informalberta.ca>
- Diabetes Canada resources: <http://guidelines.diabetes.ca/patient-resources>
- Non-Alberta Health Services Documents:
 - Calgary PCNs www.mypcn.ca

VERSION HISTORY

Date	Action Taken
February 11, 2019	Revised
Click here to enter a date	Optional: Choose an item

APPENDIX A

APPENDIX A: INPATIENT DIABETES EDUCATOR DECLINE LETTER

Diabetes Inpatients Educator Referral Declined for following reason(s) (educator to copy and paste most appropriate reason below):

- Glucose meter teaching can be done at hospital or community pharmacy. See resources* listed below.
- Insulin pen teaching is best initiated at the bedside by responsible RN. See resources* listed below if further support for nursing staff is requested.
- This patient would receive the most appropriate education in an outpatient appointment. See below* for instructions on how to refer to Diabetes Centre Calgary or Primary Care Network. It is the most responsible health practitioner's (doctor or NP) responsibility to refer to DCC or PCN.
- Inadequate information provided on referral. Please call Diabetes Inpatient Educator at _____ or page _____ to provide more detailed information as to why patient would benefit from inpatient education.

Referrals accepted by Diabetes Inpatient Educator include:

- Diabetic Ketoacidosis (DKA)
- HHS (Hyperglycemic, Hyperosmolar Syndrome)
- New diagnosis of type 1 diabetes
- Severe hypoglycemia
- Pregnant with diabetes (in collaboration with Diabetes in Pregnancy clinic)

*Resources (educator to copy and paste most appropriate resources below):

-Glucose meter Instruction:
The ACCU-CHEK Inform II Glucose Meter is the only approved glucose meter to be used in hospital to guide treatment decisions. Please refer your patient to their community pharmacy, or on-site hospital pharmacy upon discharge for home glucose meter teaching. Encourage physician to provide prescription for 'Diabetes Supplies'.

-Insulin teaching:
Calgary hospital nurses are responsible for insulin administration and teaching. The Inpatient Diabetes Educator can be asked to provide support to the inpatient nurse (with patient present) if requested. Visit the following website for resources: <https://insite.albertahealthservices.ca/pmmc/Page13292.aspx>

-Diabetes Centre Calgary (DCC) Referral:
We can see patients who meet urgent criteria within 24-48 hours. Also, most patients who meet routine criteria are offered appointments within 1-2 weeks. You can print off and fax our referral form found here: <https://www.albertahealthservices.ca/frm-100206.pdf>

-Community Referral:
Some patients are already connected to a 'Primary Care Network' (PCN). When discharge planning, you are encouraged to ask if the patient is part of a PCN. Most PCN's have chronic disease management educators who also provide diabetes education. For more information you can visit www.mypcn.ca

Other:

- Diabetes Canada for patient handouts: <http://guidelines.diabetes.ca/patient-resources>
- Basal Bolus Insulin Therapy: www.bbit.ca
- Insulin Pump Therapy: www.ipumpit.ca
- Alberta Diabetes Clinics outside of Calgary: www.informalberta.ca (for rural, search "Calgary Rural Diabetes Clinics")
- Alberta Healthy Living Program (Diabetes classes): www.ahs.ca/ahlpMovies123

APPENDIX B: INPATIENT DIABETES EDUCATOR CONTACT INFORMATION

Hospital	Phone Number	Pager Number	Fax Number
Foothills Medical Centre	403-944-1280	05838	403-944-1150
Peter Lougheed Centre	403-943-4860	05839	403-943-5426
Rockyview General Hospital	403-943-3259	05834	
South Health Campus (Mon-Fri; 1300-1600)	403-956-3817		403-956-3835