Interactive Learning and Supportive Environment Results in High Satisfaction for Patients, Nurses and Providers at Bon Secours Richmond Health System

“With nearly 29 million Americans living with diabetes, and another 86 million with prediabetes, ensuring your hospital and health system deliver a comprehensive and highly satisfying program is critical. More than 3 million Virginians battle diabetes and prediabetes every day. Satisfaction of diabetes treatment and care has a direct correlation to positive outcomes, reduced disease costs and overall improved health. The diabetes program at Bon Secours Richmond exemplifies how satisfaction impacts glycemic management and diabetes education for patients and providers.

Bon Secours Richmond Diabetes Treatment Center (DTC), in partnership with Healthways, a Sharecare company, has achieved some of the highest quality satisfaction outcomes from patients, nurses and providers for almost 19 years. With a team of 20 registered dietitians, registered nurses, certified diabetes educators and support staff, diabetes care and education is delivered at four hospitals and affiliated physician practices across the Greater Richmond and Petersburg areas. The diabetes program provides an interactive learning environment for patients and professional education services for nurses and providers, while ensuring a continuity of diabetes care across the system.

Satisfaction is a critical component of adherence to treatment therapy—ensuring the person’s behavior in taking medication, following a healthy meal plan, and/or executing lifestyle changes, which corresponds with recommendations from a healthcare provider. To engage patients, the Bon Secours diabetes program is centered on interaction and collaboration. Unlike more traditional, lecture-based approaches, the program incorporates “conversation maps,” simulated dining out and grocery store tour experiences, live exercise sessions as well as take home resources like portion plates and resistance bands—all of which promote an innovative approach to diabetes management. Prior to adding this teach-back methodology to the group education curriculum, patient satisfaction scores were notably high at 94%. Now, 97% of outpatients are satisfied with the diabetes education and services they receive from Bon Secours. One patient explained that the diabetes program’s visual and hands-on approach made him more excited to learn how to manage his diabetes than if he was reading the material on his own time.”

–Nellie League, MSN, RN, NE-BC
Vice President, Patient Care Services / Chief Nurse Executive
Bon Secours Richmond St. Mary’s Hospital

Interactive Learning and Supportive Environment Results in High Satisfaction for Patients, Nurses and Providers at Bon Secours Richmond Health System

“The Diabetes Treatment Center (DTC) has afforded Bon Secours Richmond the opportunity to partner and collaborate with a nationally recognized program [Healthways] that has the expertise and up-to-date evidence-based practice to ensure our patients and families receive excellent education and care. The DTC quality initiatives support Bon Secours mission of ‘Good Help to Those in Need’ as well as meet our strategic quality plan goal to co-create healthy communities.”

–Nellie League, MSN, RN, NE-BC
Vice President, Patient Care Services / Chief Nurse Executive
Bon Secours Richmond St. Mary’s Hospital
Equally important to patient satisfaction—is that of nurses and providers delivering diabetes care. Healthways created a robust quality management program that includes clinical competencies, professional education, and inpatient/outpatient quality assurance audits and action plans. Providers, within the Bon Secours hospitals and affiliated physician practices, appreciate the accessibility, support, quality and service excellence that they and their patients receive. By delivering diabetes and glycemic management expertise—with certified insulin pump and continuous glucose monitoring, diabetes team members, nurses and providers are able to leverage a “top-of-license” care model. The most recent satisfaction survey results show that 92% of nurses are satisfied with the support they receive and 98% of providers are satisfied with the diabetes services that are delivered to their patients.

Bon Secours DTC offers diabetes self-management training for adults and children with type 1 or type 2. In addition, they provide education for individuals with gestational diabetes and prediabetes. A variety of services are available via group class or one-on-one including blood glucose monitoring, continuous glucose monitoring, insulin pump therapy, lifestyle change, medication management, nutrition management, preconception counseling and pre-surgical counseling.

In the inpatient setting, Bon Secours DTC offers a comprehensive diabetes and glycemic management program that includes standardized policies, order sets and protocols; consult-driven management, survival skill patient education and outpatient program referral; concurrent lab results review and intervention; GlucoStabilizer® IV Insulin Dosing System management; and clinical resources and professional education for providers and nurses. In the outpatient setting, the DTC delivers a nationally recognized, comprehensive diabetes self-management education program, which allows patients to learn the full-spectrum of diabetes care. The program enables all participants, regardless of their learning styles, the ability to comprehend the information with easy access to registered nurses and dietitians specializing in diabetes care.

---

"My practice has used the [Bon Secours Richmond] Diabetes Treatment Center for the last 12 years as an integral part of our management plan for diabetic patients. Patients learn invaluable tools to aid in self-management of their diabetes and/or obesity via these education classes. This fosters a better understanding of nutritional management, as well as a general increase in patient knowledge about diabetes. This, in turn, empowers patients to cope with this disease in a more positive manner."

—Ben D. Phillips, MD, Endocrinologist Virginia Endocrinology & Osteoporosis Center Affiliated with Bon Secours St. Francis Medical Center

---


The Sharecare Diabetes Solution™, formerly known as the Healthways Diabetes Support Solution™, is the branded and trademarked diabetes products and services described and offered by Healthways, a subsidiary of Sharecare, Inc. Healthways SC reserves the right to alter product and services offerings, specifications and pricing at any time without notice, and is not responsible for typographical or graphical errors that may or may not appear in this document. All other brand names, product names, registered trademarks or trademarks belong to their respective holders. For more information, go to www.sharecarediabetes.com © 2017 Healthways SC, Inc. All rights reserved.

GlucoStabilizer® is a registered trademark of Medical Decision Network, LLC. Healthways SC has an exclusive distribution agreement to license GlucoStabilizer® IV Software-Guided Insulin Dosing System to its clients. All clinical operations, training and technical support are delivered in conjunction with Healthways SC and MDN.