

# Diabetes Management in Primary Care Series

Three Consecutive Wednesdays:

each with a different focus

August 9, August 16 and August 23

12 PM - 1 PM

Live Webinar

## Overview

This series of three interactive webinars for the practice team addresses different aspects of primary care management of patients with diabetes. With a focus on improving equity and patient outcomes, these webinars cover identification and risk stratification of this patient population, patient engagement and self-management support, and accessing and utilizing community resources.



[Register Online at Northwestahec.org](https://www.nwstahec.org)

## Objectives

Upon completion of the activity, you should be better able to:

- Define diabetes classifications.
- Define diagnostic criteria.
- Explain the importance of diagnoses documentation.
- Describe how the use of patient panels can improve patient care.
- Identify the root cause of a patient's non-adherence using the 5 Whys.
- Facilitate brief action planning where patients set goals for self-management.
- Assess a patient's readiness to change, and confidence to make a change.
- Communicate more effectively with patients using the 'OARS' tool.
- Describe how to identify insurance resources available to your patients.
- Describe how to find and utilize community resources.
- Discuss resources attendees find helpful in improving patient outcomes, equity and accessibility.
- Recognize problem-solving with interdisciplinary communication.

## Who Should Participate

Practice Managers, Clinic Staff, Certified Medical Assistants, Certified Nursing Assistants, Licensed Practical Nurses, Quality Improvement Managers and other front line patient care workers.

As part of our commitment to diversity and inclusion, the Northwest AHEC provides compassionate education and respectful care for all, regardless of socioeconomic status, race, ethnicity, language, nationality, sex, gender identity, sexual orientation, religion, geography, disability and age.

*Provided by: Northwest Area Health Education Center (AHEC), a program of Wake Forest University School of Medicine and a part of the NC AHEC System, with Northwest AHEC Practice Support & Continuing Professional Development.*



**Wake Forest University**  
**School of Medicine**

**NORTHWEST AHEC**  
**PART OF NC AHEC**

## Session Breakdown

### Session 1 - Panel Management for Diabetic Patients in Primary Care

Date: August 9, 2023

Faculty: Lara Dickerson, BA, AAS and Medina Wilson, MBA, CPC, CPPM

Credit: 1.0 Contact Hours from Northwest AHEC

Session Description: This presentation will provide practice guidelines and recommendations for health care providers serving adults and children who have been diagnosed with diabetes. This presentation will provide population management tools to proactively monitor and manage diabetic patients through risk stratifying patient panels and their needs.

[To register for this session, click here!](#)

### Session 2 - Change is Hard - Tools You Can Use with Patients on Their Journey to Better Health with Diabetes

Date: August 16, 2023

Faculty: Leslie D McDowell, DNP, ANP-BC, RN and Meaghan Holloway, MSW

Credit: 1.0 Contact Hours from Northwest AHEC

Session Description: Let's face it, most of diabetes 'management' takes place outside your clinic walls---where patients do their living! Diabetes is a challenging medical condition because it usually requires not just careful and ongoing medical assessment, pills and/or injectable medicines, but that people make big lifestyle changes.

[To register for this session, click here!](#)

### Session 3 - Care Management for Patients with Diabetes

Date: August 23, 2023

Faculty: Meaghan Holloway, MSW

Credit: 1.0 Contact Hours from Northwest AHEC

Session Description: Care management is designed to assist in the problems that can arise from a patient's social determinates of health with the goal of improving a patient's health status. Care Management for a patient with diabetes utilizes a patient's insurance, support system and community resources with the goal of improving patient outcomes, equity and accessibility.

[To register for this session, click here!](#)

## Registration

There is no fee to attend these programs.

Register online at for each session individually at [www.northwestahec.org](http://www.northwestahec.org).

When planning for an educational activity, registration fees are not based on credit hours or agenda. Registration fees are based on expenses such as meeting room rentals, equipment, staff, etc., and are not adjusted by issues such as cancellation of speakers or other unforeseen circumstances. Every effort will be given to ensure the activity is a success.

**Payment Policy:** Payment is required on or before entrance into any Northwest AHEC activity. If a corporate payment has not been received before the activity start date, you will be required to provide a personal credit card or check. If and when the corporate payment has been received, Northwest AHEC will issue a full refund based on your original form of payment. To avoid personal payment, you should check with the financial staff at your organization to determine status of payment prior to the event date.

**Refund Policy:** Cancellations received in our office at least two weeks (14 business days) before the activity will receive a 100 percent refund. Registrants cancelling between two weeks and two full business days prior to the first day of the event will be refunded at 70% of the registration fee subject to a minimum \$25 cancellation fee. The registration fee will not be refunded if a cancellation is received less than two days before the activity. Cancellations must be in writing (fax, email or mail). You may send a substitute in your place. Participants may change their viewing option from in-person to Webex (or vice versa) no later than one week prior to the activity. Please email Samantha Garvens at [sagarvens@wakehealth.edu](mailto:sagarvens@wakehealth.edu) to change the status of your registration.

If you have not received confirmation of your registration 24 hours before the program date, please call Samantha Garvens at 336-713-7754 or email [sagarvens@wakehealth.edu](mailto:sagarvens@wakehealth.edu) to verify the status of your registration.

Attendance at this activity grants permission for Northwest AHEC and Northwest AHEC Practice Support & Continuing Professional Development to use any photographs, audio, video, or other images from this activity for promotional or educational purposes. If you do not wish to be photographed, you may opt out of photographs the day of the activity. Please notify a Northwest AHEC staff member if you have concerns.

## For More Information and Assistance

If you have questions about registering for this activity or need auxiliary aids or special services to attend, please contact Samantha Garvens at least five working days before the activity at 336-713-7754 or email [sagarvens@wakehealth.edu](mailto:sagarvens@wakehealth.edu).