

# Value of a Credentialled Diabetes Educator

## Who is a Credentialled Diabetes Educator?

In Australia the Australian Diabetes Educators Association (ADEA) credentials its diabetes educators. Credentialled Diabetes Educators (CDEs) are healthcare practitioners qualified to provide a client-centred approach to diabetes education and care, empower patients and assist them in dealing with daily self-management, in accordance with the Australian National Standards of Practice for Diabetes Educators.

This national standard assures people with, or at risk of diabetes, their families, carers and healthcare providers that they will receive quality diabetes education and advice that will help them to maintain their HbA<sub>1c</sub> level and manage their lifestyle.

## Study Aims

To define the value of the Credentialled Diabetes Educator (CDE) in diabetes care and management within an integrated primary care model.

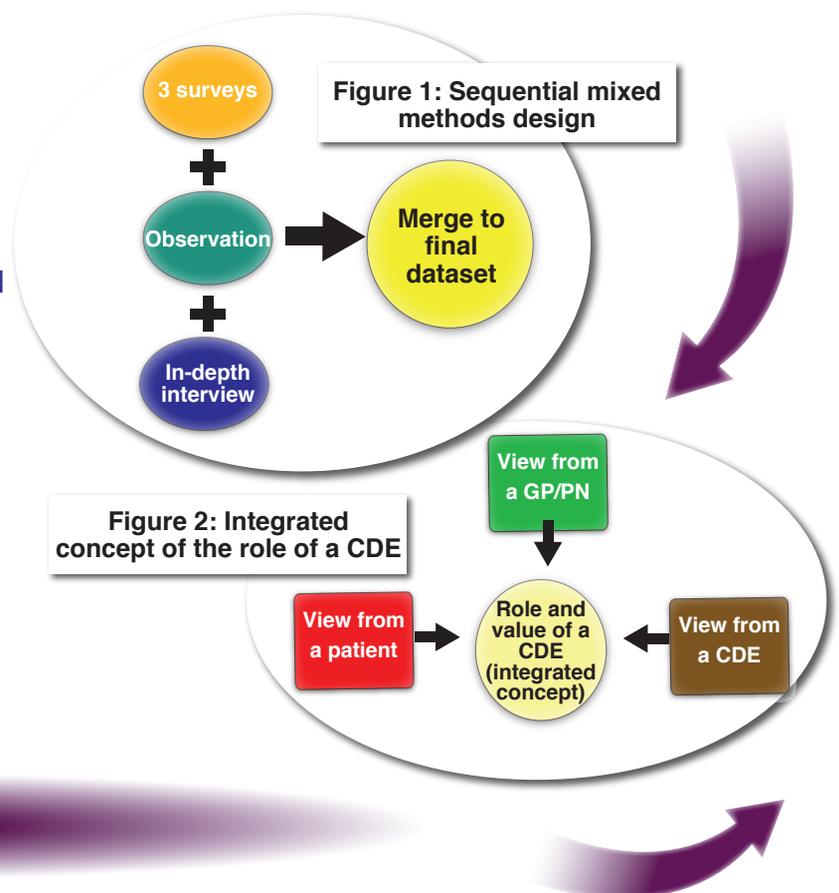
The objectives were to investigate:

- Understanding of what a CDE is by primary health care professionals and people with diabetes
- How CDEs understood their role in diabetes education within the care team

## Methods and data analysis

Sequential mixed methods were used to collect data from three surveys to define the role of a CDE from three different perspectives: the patient (61 consumers), the healthcare professional (42 General Practitioners (GPs) and Practice Nurses (PNs)) and CDE (27 participants).

Collected data were used to articulate the proposed key messages that ADEA (as the national credentialling body) can use to promote the value of a CDE to the community and to health care professionals. The integrated concept was then tested during the second stage in-depth interviews to test the effectiveness of such key messages.



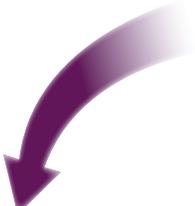
# Results

The research identified three values of a CDE: **empowerment, education and support; and a client-centred approach**. The meaning of “credentialling” status was also valued as it differentiated a non-credentialled Diabetes Educator from a Credentialled Diabetes Educator.

CDEs were valued for improving patients’ skills in managing various situations and ensuring people are on the right track to self-management to maintain their HbA<sub>1c</sub> level and manage their lifestyle. In addition, CDEs boost confidence so that people with diabetes can deal with day-to-day management of their condition themselves—a core concept of self-management.

The level of confidence of people with diabetes in managing their diabetes before and after seeing a CDE was assessed. Before the session with a CDE, average rating of all responses was 1.61 out of a possible 5. This increased to 2.9 after the session, reflecting a large shift in level of confidence in self-management. The result also indicated positive shifts towards healthy eating in particular as well as other improvements in lifestyle behaviours.

CDEs identify that they tailor educational materials and messages to an individual’s needs for self-management, helping to form a partnership to achieve health improvements.



## Conclusions

CDEs make a positive difference to the health conditions and lifestyle of people with diabetes because of their education and experience. Their main value is in their ability to empower individuals to undertake self-management; by using a client centred approach to tailor their support and education to each individual.



[www.adea.com.au](http://www.adea.com.au)

For more information please contact  
Dr Joanne Ramadge, PhD  
[Joanne.Ramadge@adea.com.au](mailto:Joanne.Ramadge@adea.com.au)

