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# Franciscan Medical Group

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## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Diabetes Services Program Manager	<b>JOB CODE:</b>	9261
<b>REPORTS TO:</b>		<b>LOCATION:</b>	
<b>DEPT NAME:</b>	Diabetes Services	<b>DEPT NO.</b>	
<b>Exempt</b> <input checked="" type="checkbox"/>	<b>Non-Exempt</b> <input type="checkbox"/>	<b>GRADE:</b>	55

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### JOB SUMMARY:

This job is responsible for planning, managing and evaluating the daily operations associated with the diabetes education program as delivered at Franciscan Medical Group (FMG) facilities in accordance with business objectives/plan, applicable regulatory requirements and recognized national standards for diabetes self-management education. An incumbent ensures that quality group and individual diabetes education is delivered through a coordinated and systematic process designed to improve effectiveness/efficiency of care in managing diabetes and to promote improved self-care behaviors and optimal outcomes for people diagnosed with the disease.

Work includes: 1) developing/implementing work unit standards/protocols/procedures to facilitate consistency in administrative processes between facilities and for providing high quality services relative to a highly complex disease; 2) participating in budget administration activities; 3) developing/adapting educational curriculum and clinical protocols (e.g. insulin adjustment); 4) ensuring customer satisfaction/relationships meet established objectives; 5) implementing effective continuous quality improvement processes; 6) serving as liaison between program staff, the Diabetes Education Advisory Committee and program director; and 7) supervising staff engaged in diabetes education and administrative support activities. An incumbent may function infrequently as a "working" supervisor, occasionally delivering patient education in addition to supervisory responsibilities.

Work requires knowledge of the concepts, standards and methodologies applicable to diabetes self-management education, and a variety of applicable regulatory requirements sufficient to ensure quality and compliant patient care and to exercise judgment and critical thinking in resolving complex issues. Also requires expertise in supervising and evaluating the work of professional staff.

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### ESSENTIAL JOB FUNCTIONS

1. Oversees individual and group diabetes education activities conducted in multiple FMG facilities to ensure that all services are conducted in a timely manner, in accordance with internal policies/standards/procedures and applicable regulatory requirements and meet the needs of the target population; oversees the resolution of daily clinical, administrative and operational issues; develops service standards founded on evidence-based best practice; monitors and audits educational care plans and related documentation to ensure conformance with established standards; prepares periodic productivity reports and program updates for review of higher-level authority.
2. Plans, manages and evaluates the work of subordinate professional and administrative staff engaged in delivering specialized education/training to diagnosed diabetics (e.g. Type 1, Type 2, gestational

diabetes); ensures that employees are qualified and properly trained to perform assigned job duties relative to topics such as insulin self-management, behavior modification, insulin pump management, blood glucose monitoring, diabetes control during pregnancy, nutrition concepts/meal planning and/or oral medication self-management; interviews job candidates and makes employment decisions within designated scope of authority; coaches and provides guidance to staff members as required; develops and communicates performance standards, and conducts performance appraisals; counsels employees and executes disciplinary actions; provides constructive feedback on an ongoing basis, and recognizes results achieved; addresses and resolves matters escalated from subordinate staff.

3. Oversees the orientation and on-the-job training of assigned staff, and records/reports progress of individual employees; observes performance and assesses clinical competency; provides clinical consultation and guidance to staff members on policies, standards, regulations and general functions of the department; develops and delivers ongoing continuing education programs to ensure that employees possess the knowledge and skills necessary to meet new/changing standards and requirements.
4. Participates in development/administration of the overall department budget; exercises effective cost control by monitoring and adjusting labor/administrative expenses as needed to stay within budget; identifies variances and takes corrective action to remedy within designated scope of authority; keeps department management apprised of all issues with potential for budgetary impact.
5. Maintains and applies current knowledge of diabetes disease processes and continuous advances in diabetes understanding/treatment and self-management principles, standards, practices and tools; keeps abreast of the latest clinical advances and related methodologies/protocols; addresses service recovery for all customer feedback regarding assigned programs; assumes responsibility for difficult and/or complex cases as referred by lower-level staff or when the need arises.
6. Develops and/or updates written curriculum for diabetes education and related program services, including criteria for successful learning outcomes; reviews educational materials available for purchase and makes recommendations as to viability for FMG; develops internal guidelines and program materials for staff training and use; ensures that principles and concepts of the AADE 7 self care behavior framework are used as part of a coordinated set of courses and overall educational experiences are in keeping with AADE standards and criteria for accreditation.
7. Implements continuous quality improvement projects/processes to evaluate the effectiveness of education experiences provided, and to determine opportunities for improvement; develops quality improvement objectives that are measurable, consistent with organizational goals and based on professional best practices; develops data collection instruments, and ensures that program data is collected, analyzed and stored as required and adequately considered in improvement activities.
8. Serves as liaison to the Diabetes Education Advisory Committee which provides oversight relating to program activities and services; plans, coordinates and serves as chairperson for bi-annual meetings; develops and presents program plan, including assessment of target population and methods for continuous quality improvement; provides feedback on program achievements and results.
9. Keeps abreast of organizational initiatives, changing needs/priorities and regulatory requirements with potential for impacting matters within designated scope of responsibility; assesses applicability to current initiatives/objectives, identifying opportunities to enhance current processes, customer service and overall productivity.
10. Keeps abreast of the latest resources available in the community; maintains liaison with external organizations to facilitate cooperative efforts; represents the diabetes education function, attending meetings and/or serving on various committees as appropriate.
11. Works with interdisciplinary healthcare team to review outcomes of specific standards and protocols for patients with diabetic disorders.
12. Receives and reviews internal/external audits and survey reports/findings to determine appropriate changes or corrective action required.

13. Provides management with accurate and complete financial/budget/productivity information, including variance reports, financial projections and statistical reports; ensures that reports contain information that is relevant, accurate and satisfies the needs of the target audience.
14. Participates in quality assurance programs by developing quality indicators within areas of responsibility; monitors and assures compliance with safety, and regulatory.
15. Participates in the development, implementation and evaluation of effective strategies/plans designed to maintain and expand FHS/FMG market share in physician practices; promotes development and growth of the practice by keeping abreast of new technologies/procedures/equipment, regulatory standards/requirements and competitive practices/services in the market place; researches customer needs and identifies viable opportunities; may prepare feasibility studies regarding the provision of enhanced current or newly proposed services for the consideration of higher-level authority. Works collaboratively with FHS/FMG Marketing/Communications Dept. to develop marketing strategies and promotional materials for the diabetes education program that are designed to enhance awareness, expand market share and increase revenue to FMG.
16. Performs related duties as required.

### **Age Specific Criteria**

Demonstrates competency in adjusting interactions appropriately to address the age specific needs of the customer

### **VALUES BEHAVIOR**

It is essential that the incumbent support and integrate the values of the organization and interact effectively with physicians, patients, visitors and staff. The incumbent is expected to demonstrate a commitment to service, hospital values and professionalism through appropriate conduct and demeanor at all times.

#### **REVERENCE:** *Awe, respect and love—the essence of our ministry*

1. Treat all members of the hospital community with respect as unique, valued individuals and provide the highest level of service to everyone regardless of who they are.
2. Listen, show empathy and understand other people's feelings, perceptions, and points of view.
3. Create an environment where people feel supported and can safely express needs and issues so we can respond to them.
4. Consider the impact of decisions, processes, actions, and outcomes on the patients, families, employees, and physical environment.

#### **INTEGRITY:** *Trust, honesty, wholeness, commitment*

1. Communicate effectively by giving clear and truthful messages, by fully sharing information people need to do their job, and by expressing my ideas, opinions, and reactions constructively.
2. Look for solutions rather than complaining when I encounter problems.
3. Care for all the resources entrusted to me with as much care as I show my own. Resources include people, traditions, time, money, equipment, and facilities.
4. Be ethical in my behaviors, including avoiding any conflict of interest of appearance or conflict of interest.

#### **COMPASSION:** *Caring deeply for all people, especially for the poor*

1. Contribute positively to the healing environment and mission of Franciscan Health System and Catholic Health Initiatives.
2. Be responsive to people and issues promptly and appropriately.
3. Go directly, as soon as possible, to individuals to resolve problems, issues and conflicts and then let it go.
4. Behave in a professional, collaborative, supportive manner regardless of my personal feelings.
5. Maintain the confidentiality and privacy of patients, visitors, co-workers and the organization.

#### **EXCELLENCE:** *Innovation, quality, collaboration and stewardship.*

1. Encourage and support innovative ideas and ways of doing things that promote resource management and generation of new resources.
2. Seek feedback and give others constructive feedback.
3. Demonstrate that helping is our business through good service behavior, especially a genuine willingness to assist.
4. Maintain a high level of competence, continue to grow in skill, and encourage others to do so also.
5. Support quality performance by others through frequent encouragement and recognition of contribution and efforts.

### **QUALIFICATIONS**

#### **Education/ Work Experience:**

- Bachelor's degree in nutrition, dietetics, nursing, or related field, and five years of related work experience, including two years in a "lead" or supervisory capacity.
- Work experience, in both inpatient and outpatient settings, as well as experience in group instruction, is required.
- An equivalent combination of additional qualifying work experience or education may be substituted for the degree requirement.

**Job Knowledge and Skills:**

- Knowledge of the principles, standards, techniques and tools relating to diabetes self-management.
- Knowledge of lifelong process of managing a chronic disease (e.g. diabetes).
- Knowledge of the content, intent and application of regulations, policies, standards, operations, and requirements applicable to the business function(s) under designated scope of authority.
- Knowledge of community services and resources, and referral network(s) applicable to activities within designated scope of responsibility.
- Knowledge of the purpose, function and delivery of diabetes medications. and medication delivery systems.
- Knowledge of the practices of budget administration, program evaluation and staff supervision, evaluation and performance management.
- Knowledge of diabetes, and the science of diabetes nutrition, sufficient to educate others on complex issues and act as a clinical resource to staff.
- Knowledge of standards and guidelines relating to healthcare reimbursement for diabetes education.
- Ability to identify budget variances, compliance deficiencies and/or systemic weaknesses and implement timely corrective action to remedy or forestall.
- Ability to complete and document assessments in an efficient, accurate and timely manner.
- Ability to provide regular continuing education in the areas of diabetes management, behavioral interventions and teaching/learning/counseling skills.
- Ability to understand financial and/or operational reports, analyze data, identify improvement opportunities and implement effective responses.
- Ability to communicate, interpret and apply policies, standards, protocols and procedures applicable to matters within assigned scope of authority.
- Ability to keep abreast of continuous advances in scientific knowledge and understanding/treatment of diabetes, and of related educational methodologies.
- Ability to use office equipment and automated systems/applications/software at an acceptable level of proficiency.
- Ability to establish and maintain effective working relationships as required by the duties of the position.
- Ability to successfully lead, manage, oversee, develop and evaluate the work of subordinate staff.
- Ability to convey information effectively in verbal and written communication, and through group/business presentations.
- Knowledge of the principles, practices, regulatory requirements and FMG policies applicable to budget administration, resource/expense control, employee supervision and performance management.
- Knowledge of the healthcare industry in general, and of the vision, values, strategies, objectives, policies and systems of the organization.
- Knowledge of the principles and practices of continuous process/performance improvement in a healthcare environment.

### **Licensure/Certifications:**

- Either: 1) Certified by the state of Washington as a Dietician, and registration as a Dietician by the American Dietetic Association; **OR** 2) current licensure as a Registered Nurse (RN) by the Washington State Board of Nursing.
- Current certification in Diabetes Education (CDE) by the National Certification Board for Diabetic Educators (NCBDE) is required.
- Current BLS certification.
- Current driver's license valid in the state of Washington or other evidence of equivalent mobility.

### **Physical Requirements:**

Work is classified as sedentary in physical requirements. Requires the ability to lift/carry 10 pounds maximum, 1 - 5 pounds frequently. Requires the ability to balance, hand/finger dexterity, hand-eye coordination, sitting, standing, walking, stooping, and substantial movement of wrists, hands, and fingers. Requires continuous sitting, fingering and eyestrain. Also requires frequent grabbing and stretching. Hearing compensated to a functional level that is required to meet the essential functions of the job. Requires manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment as necessary. Requires color vision and depth perception and visual acuity correctable to 20/20.

### **Mental Requirements:**

Work requires high attention and mental demands, including the ability to prioritize and process information with accuracy and clarity. The ability to handle mentally stressful situations as well as the capacity to function during acute emergencies is required.

### **Working and Environmental Conditions**

Normal office or administrative working conditions with little or no exposure to undesirable elements. Working schedules can vary which may require long days, weekend work, and telephone and pager accessibility.