

## DOMAIN 5: Systems-based Practice

*The diabetes care and education specialist applies business principles, systems practice, and population health management to support achievement of the Quadruple Aim<sup>18</sup> (reduced costs, better outcomes/population health, improved patient experience, and improved work life for healthcare providers).*

### **BUSINESS MANAGEMENT**

- 5.1 Understands impact of organizational culture and team dynamics on process and outcomes
- 5.2 Demonstrates effective development and management of the workforce
- 5.3 Identifies program goals, objectives, and resources to produce optimal outcomes for diabetes care and education services
- 5.4 Identifies a business plan that supports quality diabetes care and education services
- 5.5 Aligns diabetes-related services with the mission and strategic initiatives of practice settings and system
- 5.6 Applies business principles to support the fiscal sustainability of programs and services related to diabetes care and education services
- 5.7 Evaluates key performance indicators including return on investment of programs/services
- 5.8 Utilizes cost effective approaches in services provided without sacrificing quality

### **SYSTEMS PRACTICE**

- 5.9 Understands and applies the basic principles of health information technology
- 5.10 Applies appropriate value-based model to account for the uniqueness of each health delivery system
- 5.11 Drives the coordination of services for diabetes and cardiometabolic health across facilities, practice settings, and/or systems
- 5.12 Identifies systems-based errors and implements data-driven solutions
- 5.13 Analyzes healthcare systems to optimize delivery of care to individuals and populations
- 5.14 Creates innovative strategies to achieve the Quadruple Aim
- 5.15 Develops processes to improve transitions of care
- 5.16 Develops processes to ensure appropriate self-management education is provided during the episode of care
- 5.17 Develops processes to ensure access to resources needed for self-management at the time of transition
- 5.18 Advocates for appropriate and timely adjustments in plans of care to prevent therapeutic inertia

### **POPULATION HEALTH MANAGEMENT**

- 5.19 Participates in the design and/or implementation of initiatives to improve population-based outcomes
- 5.20 Utilizes population health needs assessments to design effective services
- 5.21 Applies principles of public health and/or population health management in designing diabetes care and education services