



# National Certification Board for Diabetes Educators

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## Diabetes Educator Mentorship Program

### Mentee Application Packet

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*People come in and go out of our lives all the time. Some of these relationships help us grow, and through them, we learn personal and professional lessons of life. Special relationships provide a catalyst for our transformation as individuals and help us grow, open windows to new capabilities, and create new ways of interacting with the world around us. These relationships constitute the reciprocal, interactive process of learning that connects us so we can reach our goals and grow together.\**

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## Introduction

Thank you for your interest in learning more about the Diabetes Educator Mentorship Program (Program), a program developed by a coalition of organizations. The organizations -- The National Certification Board for Diabetes Educators (NCBDE), the American Association of Diabetes Educators (AADE) and the American Diabetes Association (ADA) have created the program to promote careers that will lead to a Certified Diabetes Educator<sup>®</sup> (CDE<sup>®</sup>) designation and improve access to much needed diabetes self-management education (DSME).

The Program will partner experienced CDE<sup>®</sup>-credentialed diabetes educators with healthcare professionals who are interested in gaining experience in providing diabetes self-management education. The goal is to assist these professionals with meeting the current hours of experience practice requirement for CDE<sup>®</sup> certification.

“There are more than 23\* million people in the United States who have diabetes. The national price tag for diabetes is at an astounding \$174 billion per year and that cost is estimated to almost triple in the next 25 years. Factoring in the additional costs of undiagnosed diabetes, pre-diabetes, and gestational diabetes brings the total cost of diabetes to \$218 billion.” said David Randal, PsyD, LP, CDE<sup>®</sup>, NCBDE Board of Directors Chair. “By 2025, it is estimated that more than 40 million will have the disease. To help people with diabetes maintain and improve the quality of their lives, it is critical that we dramatically increase the number of qualified healthcare professionals who provide diabetes self-management education.”\*\*

“We are pleased to be part of this mentorship program because it seeks to promote careers in diabetes education,” said Deborah Fillman, MS, RD, LD, CDE<sup>®</sup>, AADE President. “Diabetes education is the key to helping patients successfully manage their diabetes, prevent and manage complications, and maintain optimum health.”\*\*

“Diabetes is a growing epidemic and is taking a devastating physical, emotional and financial toll on our country. With recently released research from the Centers for Disease Control and Prevention estimating one in three Americans will have diabetes by the year 2050, we must continue to ensure that there will be enough, qualified health care professionals to successfully help patients manage their diabetes,” said Christine T. Tobin, RN, CDE<sup>®</sup>, President Health Care & Education, American Diabetes Association. “This new mentorship program will work to increase the number of Certified Diabetes Educators available to people with diabetes and ensure they have access to life-saving diabetes self-management education.”\*\*

The Program will be administered by the NCBDE.

\*Per the Centers for Disease Control and Prevention 2011 National Diabetes Fact Sheet, the number is now estimated to be 25.8 million people (February 2, 2011) - <http://www.cdc.gov/diabetes/pubs/estimates11.htm#1>.

\*\* Reference: New Mentorship Program to Increase Number of Certified Diabetes Educators; Improve Access to Diabetes Self-Management Education, news release “dated November 2010.

## What is Mentoring?

Terms utilized when discussing mentoring:

- Mentor/Mentee refers to the individuals involved
- Mentoring/Mentorship refers to the actual process

Mentoring is more than a professional association and should also include developing a personal rapport with you as a mentee.

One usually charts unfamiliar territory when attempting to define "mentoring." Mentoring is not a term that is easy to define because it is an ever-changing process. The mentoring process links an experienced person (mentor) with a less experienced person (mentee) to help foster the career development and professional growth of the mentee.

The mentoring process requires that the mentor and mentee work together to reach specific goals and to provide each other with sufficient feedback to ensure that the goals are reached. Mentoring can be described as a process by which you open a passageway to knowledge by sharing ideas and information.

## What is a Mentor?

Many define a mentor as a teacher who assigns tasks and reviews performance, but a mentor is more than a teacher. A mentor facilitates personal and professional growth in an individual by sharing the knowledge and insights that have been learned through the years. The desire to want to share these "life experiences" is characteristic of a successful mentor.

## Mentee Eligibility Criteria

- Meet NCBDE discipline requirements in effect at the time of application (*Note:* to review all of the eligibility requirements for the Certification Examination, visit <http://www.ncbde.org/eligibility.cfm>.)
- Volunteer hours must be accrued within a maximum 4 year period immediately prior to applying for certification
- Provide DSME volunteer hours under guidance of NCBDE Mentor
- Accumulate a maximum of 400 volunteer hours of the total 1000 hrs of DSME experience
- Hours provided in practice accredited by Centers for Medicare and Medicaid Services (CMS), e.g., ADA recognition, AADE accreditation, Indian Health Service Model Diabetes Programs, or other program that can demonstrate compliance with national standards

## NCBDE Discipline Requirements

To qualify for the Program, the following requirements must be met by the mentee at the time of application:

1. Clinical psychologist, registered nurse, occupational therapist, optometrist, pharmacist, physical therapist, physician (M.D. or D.O.), or podiatrist holding a current, active, unrestricted license from the United States or its territories.

### **OR**

2. Dietitian holding active registration with the Commission on Dietetic Registration, physician assistant holding active registration with the National Commission on Certification of Physician Assistants, exercise specialist holding active certification as an American College of Sports

Medicine Certified Clinical Exercise Specialist<sup>®</sup>, or exercise physiologist holding active certification as an American College of Sports Medicine Registered Clinical Exercise Physiologist<sup>®</sup>.

**OR**

3. Health care professional with a minimum of a master's degree\* in social work from a United States college or university accredited by a nationally recognized regional accrediting body.  
*\* To verify the program of study specific to social work, an official transcript that indicates that the advanced degree in social work was awarded must be submitted with the Mentee Application.*

### **Definition of Diabetes Self-Management Education (DSME)**

Diabetes education, also referred to as diabetes self-management education or diabetes self-management training is performed by health care professionals who have appropriate credentials and experience consistent with the particular profession's scope of practice. For purposes of this packet, diabetes self-management education (DSME) is used.

DSME $\pm$  involves the person with pre-diabetes or diabetes and/or the caregivers and the educator(s) and is defined as the ongoing process of facilitating the knowledge, skill, and ability necessary for self-care. It is a component of a comprehensive plan of diabetes care. The process incorporates the needs, goals and life experiences of the person with pre-diabetes or diabetes and is guided by evidence-based standards. The overall objectives of DSME are to support informed decision-making, self-care behaviors, problem-solving and active collaboration with the health care team and to improve clinical outcomes, health status, and quality of life. The process includes:

- An individual assessment and education plan developed collaboratively by the individual and educator(s) to direct the selection of appropriate educational interventions and self-management support strategies.
- Educational interventions directed toward helping the individual achieve self-management goals.
- Periodic evaluations to determine attainment of educational objectives or need for additional interventions and future reassessments.
- A personalized follow-up plan developed collaboratively by the individual and educator(s) for ongoing self-management support.
- Documentation in the education record of the assessment and education plan and the intervention and outcomes.

In addition, program development and administration provided in support of the diabetes patient education program are considered part of the DSME process.

$\pm$ Adapted from National Standards for Diabetes Self-Management Education, American Diabetes Association Clinical Practice Recommendations. Diabetes Care, Vol. 33, Supplement 1, January, 2010.

### **Matching.....**

NCBDE will not be matching mentees to mentors. A list of mentors by state will be available for review on NCBDE's web site. You may want to review this list to verify that mentors are located in areas that you can access prior to applying. Note: If you do not see a mentor in your area, please consider encouraging CDEs you may already know to review the Program information and to apply for approval as a mentor if they meet the eligibility requirements.

Once a mentee's application for the Program has been approved, a list of available mentors with full contact information will be provided and mentees will contact mentors regarding their availability. When you and a mentor have decided to participate in the program together, the mentor will send the NCBDE national office a completed agreement form for our records.

The steps a mentee decides to use in finding a compatible mentor is left in the hands of the individual. An application for an approved mentee is valid for one year from the date of the approval notice. If a mentor match cannot be finalized in that time frame, an updated application may be required before continued participation in the program is allowed. Below is some information that may prove helpful in identifying a good match.

Mentees are empowered to play a very strategic and proactive role in this program. In order to take full advantage of the mentoring experience, they must become active players by: 1) reflecting on professional goals, 2) finding the right fit, and 3) being open to feedback and coaching.

### **Reflecting on Professional Goals**

In preparation for the mentoring relationship, individuals should:

- Think about their short- and long-term professional goals,
- Assess their current situations, and
- Determine where they wish to be in terms of their professional field and individual performance level

### **Finding the Right Fit**

Mentees should carefully think about what characteristics and knowledge are personally important to them in a mentoring relationship. When searching for a mentor who is a good "fit," mentees should look for someone who has the characteristics and abilities mentioned below:

- Understanding of diabetes education
- Understanding vision, values, and norms of their practice/organization
- Strong interpersonal skills
- Organizational knowledge
- Supportive and patient demeanor
- Can maintain confidentiality of the mentoring relationship
- Sense of personal power
- Strong leadership skills
- Interested in people and their development
- Motivates and inspires others to reach their full potential
- Comfortable providing constructive feedback

At the initial meeting with a prospective mentor, mentees should discuss their specific professional needs and expectations for the relationship, and ask a few probing questions. More insight on the potential mentor may be gained through such questions as:

- What knowledge do you have of diabetes education and care?
- What can you, as a mentor, bring to a mentoring relationship?
- What positions have you held in the past?
- How much time do you anticipate being able to spend working with me?

- What type of communication methods (i.e., phone, in person, email) would you prefer for this mentoring relationship?
- What is a typical day on the job like for you?

### **Being Open to Feedback and Coaching**

Mentees should want feedback and coaching from their mentors to enable professional growth. Participation in the Program provides opportunities to receive confidential one-to-one guidance, feedback, and coaching to improve performance and support the achievement of professional goals. Also, regular feedback sessions help mentees to put newly acquired knowledge and skills into use.

### **Documentation**

**Mentoring Progress Report** - In order to ensure effective mentor/mentee relationships, NCBDE will monitor the progress of the mentoring pairs and will gather feedback about the program from participants. The goal is to ensure that the relationship is mutually beneficial and to detect potential issues as early as possible. The timing of these reports is still being determined, but attempts will be made to minimize the time needed to submit reports.

**Partnership Completion Survey** - To evaluate the Program's overall effectiveness, participants will be asked to assess the program once a mentee has achieved the agreed upon hours providing diabetes education (up to 400). This completion survey will help to determine if the partnership was successful. Evaluation is important in measuring the mentoring relationship's success, as well as the overall Program's success. NCBDE staff will provide the survey after completion of a mentorship partnership.

### **Final Comment**

We appreciate your interest in the possibility of participating as a mentee in the Program. If after reviewing the information in this packet, you wish to pursue participation, please complete the application and submit it to the NCBDE national office.

If after reviewing the packet, you feel now is not the right time for you to apply as a mentee, we hope you will consider spreading the word to others interested in diabetes education about the Program.

### **Acknowledgments**

The information used in creation of this packet was derived from numerous sources including the Department of Health and Human Services Mentoring Program, Blood Matters Breakthrough Collaborative Mentor Information Packet, USDOT Mentor Handbook, and various web resources including about.com.





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## Mentee Application

Thank you for your application to participate as a mentee in the Diabetes Educator Mentorship Program. Please complete the application and submit it to the NCBDE national office (contact information above).

First Name	Middle Initial	Last Name
Mailing Address		
City, State, Zip		
Daytime phone (w/ area code)	Alternative phone (w/ area code)- <i>circle</i> → <i>mobile</i> <i>home</i> <i>other</i>	
Fax (w/ area code)	Email address* ( <i>required</i> )	
<small>*Please be sure to add @ncbde.org to your safe senders list to ensure receiving communications from NCBDE.</small>		

*Please continue to page 2...*

**MENTEE DISCIPLINE INFORMATION**

**1. LICENSE OR REGISTRATION\***

Indicate the license or registration under which you are applying.

- Clinical Exercise Physiologist (RCEP)
- Clinical Exercise Specialist (CES)
- Clinical Nurse Specialist (CNS)
- Clinical Psychologist (LP )
- Doctor of Medicine (MD)
- Doctor of Optometry (OD)
- Doctor of Osteopathy (DO)
- Doctor of Podiatric Medicine (DPM)
- Nurse Practitioner (NP)
- Occupational Therapist-Registered (OTR)
- Physical Therapist (PT)
- Physician Assistant Certified (PA-C)
- Registered Dietitian (RD)
- Registered Nurse (RN)
- Registered Pharmacist (RPh w/ baccalaureate degree)
- Registered Pharmacist (RPh w/ Doctor of Pharmacy degree)

*\*NOTE: Verification of licensure, including original date of licensure and current expiration date must be submitted with the application.*

**OR**

**2. ADVANCED DEGREE\*\***

- Advanced degree in social work

*\*\*NOTE: An official transcript that indicates the degree, date awarded and area of concentration/major must be submitted with the application.*

**Please review the criteria below and provide your initials verifying the requirement has been met.**

Initials	Criteria
	Should I be accepted into the Program, I agree to complete and submit appropriate documentation by the identified deadlines.
	I agree that NCBDE may rely on the accuracy of the representations made herein. Should I be accepted in the Program, I agree that NCBDE shall not be responsible for my actions or inactions during participation in the Program.

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_