



How to Use This Guide

The PPOD Guide is a resource to help you and other pharmacy, podiatry, optometry, and dentistry (PPOD) providers better understand the interactive roles each other plays in treating people with diabetes and to integrate with the rest of the health care team. It is not a comprehensive guide to all diabetes concerns in any one of the PPOD disciplines, but is instead a “key issues” guide to messages that every health care professional can give to support comprehensive care.

Learning Objectives

In this guide, you will learn how to:

- Identify ways to be involved with the whole health care team.
- Determine key messages to convey to all patients with diabetes.
- Understand the key concerns about foot, eye, and oral health care, as well as medication management issues, for people with diabetes.
- Review the key basic concepts of diabetes care and prevention.
- Learn about and be able to access resources of the [National Diabetes Education Program \(NDEP\)](#).

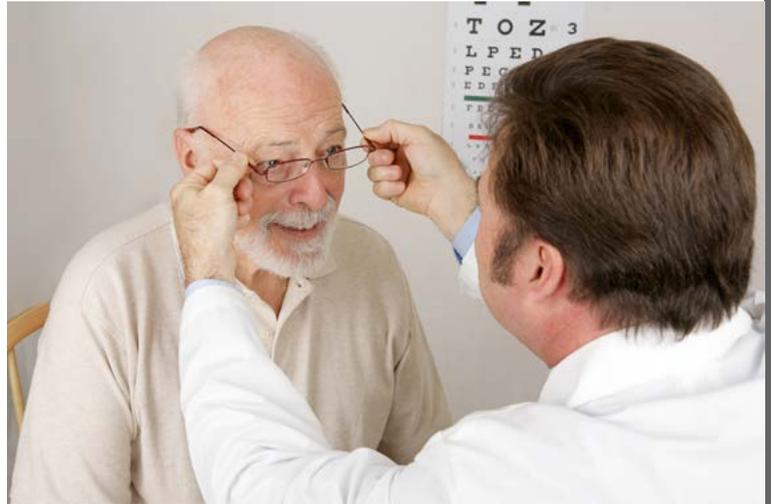
Using the Guide in Practice

You can use *Working Together to Manage Diabetes: A Guide for Pharmacy, Podiatry, Optometry, and Dentistry* and other PPOD Toolkit materials to:

- **Facilitate a team approach to care and increase communication across the four PPOD specialties and with other key providers.**

The content in this Guide, along with the PPOD marketing sheets and PowerPoint presentation, can help you educate other providers in the community about the benefits of a comprehensive team approach to caring for people with diabetes.

- **Educate patients with diabetes about needed exams and care.** Several of the materials will help patients understand diabetes and the four PPOD specialty areas. The patient materials are clear, concise, and user friendly.



Other Helpful Tips

A few points to keep in mind about the PPOD Guide include:

- As an online resource, each section may be accessed or downloaded separately so that the content is easy to find. Feel free to access and read the sections in the order that best meets your needs.
- Each specialty section provides a “quick course” on that specialty and its relation to diabetes.
- Each section is written for providers outside of the specialty. As a result, your own specialty section may seem simplistic.
- The [Resource Center](#) section and [PPOD-related Organizations List](#) provide additional resources and links to organizations across all four PPOD specialties to help you put the ideas in this Guide into practice.



Other Resources in the PPOD Toolkit

The PPOD Guide is just one component of the PPOD Toolkit, which also includes the following information and resources to provide comprehensive, team-based diabetes care to patients:

For Patients

- **A patient education sheet and patient care [checklist](#):**
 - » Side one, *I Can Control My Diabetes By Working With My Health Care Team!*—Helps patients understand how to work with PPOD providers to successfully control their diabetes.
 - » Side two, *Diabetes Head to Toe Checklist Examination Report*—Documents recommended care and encourages communication among all health care providers.
- **Patient fact sheet series.** Provides patients with a brief overview of diabetes-related health issues in each PPOD area and offers patient-centered steps and tips to manage diabetes and stay healthy. The series includes:
 - » [Diabetes and You: Healthy Eyes Matter!](#)—Explains eye problems that can occur with diabetes and provides important tips for patients to keep their eyes healthy.
 - » [Diabetes and You: Healthy Teeth Matter!](#)—Explains the dental problems that can occur with diabetes and provides important tips for patients to keep their mouths healthy.
 - » [Diabetes and You: Healthy Feet Matter!](#)—Explains the foot problems that can occur with diabetes and provides important tips for patients to keep their feet and limbs healthy.
 - » [Diabetes and You: All Medicines Matter!](#)—Explains the importance of managing medications and provides tips for patients on working with their pharmacist to manage their medications.

For Providers

- **[PPOD PowerPoint presentation](#).** Introduces the PPOD approach to comprehensive diabetes care and includes an overview of each of the four PPOD specialty areas and ways that you and other PPOD providers can work together, both among yourselves and with other health care providers, to provide team care. When you attend professional conferences, you may use, and customize, the template to deliver a presentation about the PPOD goals and resources.

- **[A patient education sheet and patient care checklist:](#)**
 - » Side one, *I Can Control My Diabetes By Working With My Health Care Team!*—Helps patients understand how to work with PPOD providers to successfully control their diabetes.
 - » Side two, *Diabetes Head to Toe Checklist Examination Report*—Documents recommended care and encourages communication among all health care providers.
- **[Working Together Medications Supplement.](#)** Serves as a quick reference guide to medications commonly used by people who have diabetes. It is intended to help you and other providers to understand these medications.

Benefitting From the PPOD Guide and Toolkit

An integrated PPOD approach to care benefits everyone involved—health care providers, patients, and the community. The materials within the PPOD Guide and Toolkit can be customized to meet your needs in helping manage diabetes in your patients. Below are ways in which the materials can help providers, patients, and the community to promote diabetes management.

Patient Case Example

A 70-year-old woman with diabetes tells her optometrist that her blurred vision is such a problem that she is afraid to cut her toenails. She states, “They are so long, my shoes don’t fit!” She is wearing oversized bedroom slippers to the appointment.

The optometrist asks the patient to take off her slippers, and finds overgrown, thickened toenails that have curled around and are cutting the skin. The patient has little sensation and has noticed no pain, although several areas are red.

The optometrist arranges for her to be seen that day by a podiatrist and emphasizes the importance of prompt treatment to avoid serious injury.

The optometrist also gives the patient helpful NDEP materials about managing diabetes.



You and other PPOD providers can use the kit to:

- Create a network of engaged PPOD providers in your local community. Establishing a referral system with PPOD and other health care providers can improve your patients' health and increase your knowledge of medical professionals in these fields, as well.
- Help recognize possible signs of diabetes across all four PPOD specialties.
- Recommend that patients receive routine exams, including dental exams, comprehensive foot checks, and dilated eye exams, to prevent complications.
- Help explain to patients the importance of managing the ABCs (A1C, blood pressure, cholesterol, and smoking cessation).
- Help reinforce to patients the importance of self-exams and self-management education.
- Offer materials and resources that are easy to use and understand that educate and help the patient cope with diabetes.
- Ensure that, when PPOD providers work with primary care providers, people with diabetes receive clinical practice recommendations such as comprehensive foot and oral health exams. Documentation of these exams certainly can help primary care providers achieve the results needed for favorable “pay for performance” quality improvement programs.
- Improve the quality of health care a patient receives through use of evidence-based educational materials from NDEP. The materials can potentially become one of the components of the [Meaningful Use Program](#) to promote the electronic exchange of health information. “Meaningful use” is the set of standards defined by the Centers for Medicare & Medicaid Services' Incentive Programs that governs the use of electronic health records and allows eligible providers and hospitals to earn incentive payments by meeting specific criteria.

The kit offers **patients**:

- An approach to enhanced, integrated diabetes care across all four specialty areas.
- A strong educational focus on their preventive care and ways to decrease their risk of diabetes complications.
- Patient education materials that are science-based, tested, and easy to use and understand.

The **community** benefits because:

- Integrated, high-quality diabetes care leads to healthier patient populations and healthier communities.
- An integrated approach to health care generates a network of engaged providers who look at the whole patient when delivering care, creating the best health outcomes for their patients.
- This integrated approach supports the goals of [Healthy People 2020](#), a science-based, 10-year national set of [objectives](#) for improving the health of all Americans. (See each section for specific Healthy People 2020 goals.)

Taking Time to Discuss Diabetes Care With Patients

You may be wondering how realistic it is to practice team care. For example, is it realistic for a busy optometrist to look at a patient's feet or for any provider to accomplish any of the scenarios described in the Patient Case Examples? They can be done, and are being done, by providers all around the country.

In fact, you don't need to be an expert or do a thorough exam to identify that a problem needs attention by a specialist. It takes less than a minute to look at a person's feet, mouth, or eyes, or to ask a few questions about medications, supplies, or tobacco use. Although you have limited time for patient care, you can provide comprehensive care efficiently. You can make a big difference in your patients' lives and help your patients prevent complications from diabetes:

- Prioritize messages based on the patient's specific needs.
- Reinforce the importance of preventive care by taking the time to check a complaint yourself before referring the patient to another provider.
- Use direct health messages such as "I recommend that you..." (Research has shown that health messages direct from a provider are more effective than generalized or third-person recommendations such as "You should see someone about that...")
- Support comprehensive diabetes care by thinking beyond your own discipline to identify other potential problems. Then refer the patient with an "I recommend..." message. Patients will appreciate your concern for their health and well-being as a whole.
- Keep in mind that every team member does not need to be involved in every patient's care. A flexible plan will help determine the most effective team, as patient needs will change over time.