

Virtual Nursing: Group Home / Aging Adults Program

Complete Program Requirements

The following components must all be in place prior to successful program implementation.

Facility

- ✓ The facility will provide a UDAs that will assist the patient with carb counting, insulin administration, and hypoglycemic/hyperglycemic management. As described below, the UDAs must be willing to accept the delegated task of insulin administration and associated monitoring and not as a condition for employment.
- ✓ The facility will compensate and/or reimburse the UDAs for the 10 hours of required training and competency testing.
- ✓ The facility must provide a private area where the UDAs and patient can communicate with the virtual/delegating nurse.
- ✓ The facility must demonstrate through policy where the UDAs, virtual/delegating RN, and facility staff shall not be liable for civil damages as a result of the administration of medication, provided they act with reasonable care.
- ✓ The facility must provide a secure area or secure electronic medical record (EMR) where the patient's medical information can be stored.
- ✓ Dietician approved weekly menu or food service personnel must provide carbohydrate count for each item offered in the daily menu.
- ✓ The facility must demonstrate responsibility and a level of cooperation that extends into daily operations of the facility so the patient receives appropriate care. This may include recognition of hypoglycemic or hyperglycemic symptoms throughout the day, among other items outlined in the patient's Diabetes Medical Management Plan (DMMP).

Unlicensed Diabetes Assistants (UDAs)

- ✓ The UDAs must be willing to accept the delegated task of insulin administration and associated monitoring and not as a condition for employment.
- ✓ The UDAs must meet the South Dakota Board of Nursing's Medication Administration training requirements prior to administering insulin. See the South Dakota Board of Nursing's website for more information and training information: <https://doh.sd.gov/boards/nursing/uda.aspx>
- ✓ All UDAs' skills must be validated by the virtual/delegating nurse **upon completion of training** and on an **annual basis**.
- ✓ The UDAs must update the facility-approved weekly diabetes care logs to include estimated carbs consumed, blood sugars, and insulin administered, if not already recorded within the facility's EMR. (Sample logs are available upon request).

Virtual/Delegating Nurse

- ✓ An RN, holding an active South Dakota or multi-state compact RN license, currently employed in a health care facility has been identified to be the virtual/delegating nurse.

- ✓ The virtual/delegating nurse must validate each of the UDAs' skills in the following areas upon completion of training and on an annual basis:
 - Insulin administration
 - Carb counting
 - Blood glucose monitoring
 - Hypoglycemia recognition and treatment
- ✓ The virtual/delegating nurse must be available during business hours and must initiate a weekly contact with UDA and patient(s), as appropriate.
- ✓ The virtual/delegating nurse will maintain appropriate documentation related to interactions and weekly logs.

Communication

- ✓ The facility and patient, as appropriate must create a weekly communication that allows contact with the delegating nurse.

Health Care Team

Diabetes Medical Management Plan

- ✓ A Diabetes Medical Management Plan (DMMP) must be provided to the virtual nurse and UDAs by the patient's health care team annually.
- ✓ If the plan should change, the health care team should update the UDAs and virtual/delegating nurse prior to implementation of the new plan.
- ✓ A plan from the patient's healthcare team should include, as appropriate, the following:
 - Blood glucose/ketone monitoring;
 - Insulin administration;
 - Activity monitoring/Exercise plan;
 - Hypoglycemic recognition and treatment;
 - Hyperglycemic recognition and treatment;
 - Emergency Glucagon administration; and
 - Supplies to be kept at the facility needed for Diabetes Medical Management Plan.

Program Management

- ✓ Prior to implementation of the virtual/delegating nurse process, the virtual/delegating nurse and the UDA must have a logistical plan in place. Initially, the calls may occur daily until the virtual/delegating nurse, patient and UDAs have reached a level of comfort with the process.
- ✓ There shall be a minimum of one contact per week between the virtual/delegating nurse, UDAs and patient, as appropriate.
- ✓ The UDAs shall maintain weekly logs and share them with the virtual/delegating nurse. The virtual/delegating nurse will be responsible for maintaining the records in a secure location.
- ✓ Medication incidents must be reported to the virtual/delegating nurse and the virtual/delegating nurse will determine appropriate follow-up and reporting according to the specific facility guidelines.