OUR SERVICES
By providing coaching, education and tools, we can help to empower Registered Dietitian Nutritionists and Certified Diabetes Educators to achieve personal and professional success by taking them from good to best.
Meet the Team

Michelle Mathura, RDN, LRD, CDE
Director

Jenny Sisco, RDN, LD
Executive Success Coach

Aubrey Applegate, RDN, LD
Executive Success Coach

Brooke May, RDN, LD
Executive Success Coach

John Lamberson, MS, RDN, LD, CDE
Executive Success Coach

Nha Nguyen
Program & Data Manager
Areas of Focus

Professional Coaching, Education & Training:

- Inpatient Nutrition Services
- Outpatient Nutrition Services
- Diabetes Self-Management
- Telenutrition Support
Clinical Nutrition Services
Malnutrition Education and Training Program

Accurate identification, intervention and documentation of malnutrition will allow hospitals to be reimbursed for the resources required to care for the specific needs of malnourished patients.

DID YOU KNOW?
An estimated 35% of adult patients admitted to the hospital have some degree of malnutrition. Malnutrition is associated with a higher rate of complications, increased hospital stay and increased cost of health care.

OVERVIEW
During each visit the DM&A Success Coaches provide education and training to the clinical nutrition team along with many other interdisciplinary team members including but not limited to: clinical documentation specialists, coding, finance, nursing, physicians and providers, revenue cycle, decision support, information system, discharge planning, and the hospital executive team.

The number of onsite visits, focus of education and training, and agendas are created to support the hospitals program success and to meet their individual needs.

PROGRAM OUTCOMES
- Improve quality of patient care.
- Provide tools and coaching for dietitians in the overall nutrition care process including hands-on training on the nutrition focused physical assessment.
- Increase insurance reimbursement.
- Positively impacts the hospitals comparative data scores.
- Accurately reflect the diagnosis of malnutrition and the related patient severity of illness, case mix index, readmission, and length of stay.

PRELIMINARY REVIEW
A single hospital will receive a complimentary review of the current malnutrition rate and focus.

This review identifies areas of opportunity to enhance patient care and reimbursement potential.
Clinical Nutrition Services
Nutrition Focused Physical Assessment Training

Nutrition Focused Physical Assessment (NFPA) is a standard of nutrition assessment and care that allows Registered Dietitian Nutritionists (RDN) to provide a much more thorough nutrition assessment and intervention, with a large focus on assessing for malnutrition.

YOUR facility, YOUR patient population, and YOUR entire RDN Staff.

WHAT TO EXPECT

Your RDN Coach will teach you how to approach a patient, put a patient at ease, get more out of your interview, differentiate nuances of malnutrition-related changes in body composition versus those associated with aging or neurodegenerative diseases, assess body composition changes in the difficult historian, and assess if there is edema or ascites masking fat and muscle loss.

UNLIMITED COMMUNICATION

Included in our program is unlimited emails and/or phone calls for Nutrition Focused Physical Assessment questions and a scheduled follow-up call for one month later; at this time, your RDNs are asked to present patient cases so that we may monitor that they are progressing in their NFPA skills.

We also provide a NFPA competency assessment for your team to assess their skills and keep a competency on file.

CARING FOR MALNUTRITION WORKSHOP

Interested in becoming the leader in your region regarding malnutrition and the nutrition focused physical assessment? Contact us about being a host hospital for your community for a one-day workshop.
Telenutrition Support

Offsite Telenutrition Support for Patient Care

Who?
Critical Access, Behavior Health, and Acute Care Hospitals

What?
Providing RDN services for the following related to patient care:
- Nutrition Screening
- Nutrition Assessment
- Nutrition Focused Physical Assessment (NFPA) to be performed onsite
- Nutrition Intervention
- Nutrition Care Plan
- Daily and Weekly Patient Team Meetings

Offsite Co-Signature Support for Nutrition Care
DM&A Nutrition Division provides offsite support to assist clinical nutrition managers and their teams in the patient care setting. Review, coaching, and co-signing patient charts for dietitians eligible to take the RDN (Registered Dietitian Nutritionist) exam!

DM&A Offsite Support Services
- RDN expert review of clinical nutrition and / or outpatient patient care assessment electronic chart notes
- RDN co-signature of clinical nutrition and / or outpatient patient care assessment electronic chart notes
- Coaching to the dietitian eligible to take the RDN exam and their team members on best practice patient care
- Follow up with dietitian eligible to take the RDN exam on chart review

Please note: All services listed are completed remotely. This may include emails, phone calls, webinars, and / or live video interaction. Onsite support may also be provided or requested by DM&A or customer. The customer must be able to provide approved video equipment to be used for telenutrition.
Outpatient Nutrition Services

GOAL

To provide training, education, coaching, tools, analysis and review of outpatient nutrition programs and processes.

OUTPATIENT PROGRAMS

- Medical Nutrition Therapy (MNT)
- Diabetes Self-Management Education (DSME) Programs
- Renal Nutrition / Dialysis
- Wound Care Clinic
- Cancer Care Services

AREAS OF FOCUS

- Program Development and / or Expansion
- Policy and Procedure Development
- Patient Counseling Review and Development
- Scheduling Individual and Group Visit Review / Development
- Best Practice / Guidelines
- Marketing Focus
- Reimbursement Processes and Payment
- Medicare MNT Benefits
Improve Patient Outcomes

What's the benefit of “another set of eyes” looking at clinical and outpatient nutrition?

- Empower the Registered Dietitian!
- Ensure department best practice for best patient care!
- Positively impact team culture!
- Invest in your dietitians!

WE PROVIDE

Onsite and offsite education and coaching:
- Review and Assessment of current Clinical Nutrition & Outpatient Nutrition Services relative to the following but not limited to:
  o Policy and procedures
  o Job descriptions
  o Productivity
  o Staffing
- Conduct a value-added feasibility study on current outpatient medical nutrition therapy (MNT) and diabetes education and training program (DSME) services
- Best Practice training in patient care and dietetics
- Educating, Training, and Coaching for your dietitians on all aspects of patient care and job performance
- D10 Executive Leadership and Management Coaching

VALUE ADDED QUALITY OUTCOMES

- Accurately reflect severity of illness (SOI), risk of mortality (ROM), and case mix index (CMI) score
- Best practice in patient screening, assessment, and overall care
- More efficient workplace
- Improve team culture and focus on value of Registered Dietitian
- Increase employee job satisfaction, productivity, and retention
- Improved documentation and coding
Contact Us Today!

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