



Diabetes Workflow Modifications to Improve Care for Your Patients

Providers and practices who are actively engaged in the [Delaware Division of Public Health \(DPH\) Hypertension and Diabetes Control and Prevention program](#) have the benefit of scheduling a no-cost Workflow Assessment (WFA) with a local Quality Insights Practice Transformation Specialists (PTS). WFAs are completed annually and designed to initiate a future state of processes that will move the needle on clinical quality improvement activities.

The following list includes solutions aimed at achieving better patient outcomes in cooperation with the WFA. We encourage you to partner with your Quality Insights PTS to discuss scheduling a WFA and implementing at least ONE of the recommendations listed below. If you are not currently working with a PTS and would like assistance, please email [Robina Montague](#) or call **1.800.642.8686, Ext. 7814**.

Electronic Health Record (EHR) Actions

	Activate CDS reminders for diabetes (i.e., diagnosis A1c testing, referral to Diabetes Self-Management Education and Support [DSMES] programs).
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Protocol & Workflow Actions

	Create a protocol to routinely screen patients for diabetes based on clinical guidelines.
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	Create an office workflow/protocol to discuss DSMES referral with all patients living with diabetes.
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	Refer patients to a local or online DSMES (ADA-recognized, ADCES-accredited or non-recognized/accredited programs). Create a process for referral and feedback.
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Practice & Clinical Solutions

Using the Quality Insights [DSMES Practice Module](#) as a guide:

	Participate in a letter campaign that refers patients with diabetes to a DSMES program.
	Participate in the Diabetes Academic Detailing from Quality Insights.
	Refer patients to no-cost medication therapy management. Take the no-cost Medication Therapy Management (MTM) EDISCO™ course offered in partnership with the Delaware Pharmacist Society to learn more.

Practice & Clinical Solutions

	Review the Medication Adherence module . Educate patients on the importance of medication adherence and create a workflow in your office to document and address patient communication barriers.
	Provide medication adherence patient education on flash drives provided by Quality Insights.
	Recommend diabetes apps for patients to download and use to help them better manage their diabetes.
	Promote the American Diabetes Association Risk Assessment to your patients. Have the tests available in the waiting area and exam rooms to educate your patients and help identify risk for diabetes.



This publication was supported by the Cooperative Agreement Number NU58DP006516 from the Centers for Disease Control and Prevention. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Centers for Disease Control and Prevention. Publication number DEDPH-HD-111020A