



Diabetes Workflow Modifications You Can Implement in Your Practice

Effective diabetes management takes continued commitment from both the patient and his/her care team. To support healthcare providers in your efforts to help patients with diabetes best manage their disease and keep it under control, Quality Insights recently released a new [Diabetes Care and Prevention Practice Module](#) that provides clinicians with information about diabetes management education, online resources and tools for providers and patients, links to educational training sessions, and more.

One section of the module discusses how specific workflow modifications can be made within your practice that could ultimately improve outcomes for patients with diabetes. Quality Insights has compiled a list of suggested workflow modifications for you to consider implementing in your practice. These items are listed below.

As an active participant in our Hypertension and Diabetes project, Quality Insights is requesting your participation in **implementing at least ONE workflow improvement related to diabetes**. Quality Insights is available to support your workflow modification efforts - **at NO COST to your practice**. Simply contact one of our Practice Transformation Specialists - [Ashley Biscardi](#), [Danielle Nugent](#), [Sarah Toborowski](#) or [Marti Deacon](#).

Office Workflow Modifications

- Refer patients to Diabetes Self-Management Programs (DSMP) and Diabetes Self-Management Education Classes (DSME) – [Delaware Division of Public Health DSMP Programs](#), [American Association of Diabetes Educators DSME Classes](#).
 - Refer patients to [The National Diabetes Prevention Program](#) (National DPP).
 - Quality insights can assist you in referring patients to an online DSME course at no cost.
- Quality Insights can assist your practice in a letter campaign at **NO COST** that refers patients with diabetes or prediabetes to the appropriate programs.
- Create a protocol to routinely screen patients for diabetes based on clinical guidelines.
- Practices that use Allscripts EHR have the opportunity to referral patients to the YMCA National DPP electronically through their EHR. Contact Quality Insights for additional information.
- Educate patients on the importance of medication adherence and create a workflow in your office to document and address patient communicated barriers.
- Refer to the [Quality Insights Diabetes Care and Prevention Practice Module](#) on page 7 to view the recommended American Diabetes Association (ADA) *Standards of Medical Care in Diabetes – 2019* screening guidelines.
- Participate in Quality Insights’ prediabetes and diabetes academic detailing. These educational sessions will provide in depth information regarding diagnosis, screening and treatment programs.
- Turn on CDS (clinical decision support) in your EHR as a reminder to refer patients with diabetes to DSMP and/or DSME classes.
- Consider implementing a DSME in your practice.
 - Click [here](#) for information on the DSME accreditation process.
 - Click [here](#) for the DSMES toolkit.
- Create an office workflow/protocol to discuss DSMP and DSME tandem referral with all patients living with diabetes.
- Recommend [diabetes apps](#) for patients to download and use to help them better manage their diabetes.
- Provide patient education on flash drives provided by Quality Insights.
- Promote the [National DPP Prediabetes Risk Test](#) and the [Diabetes Risk Test](#) to your patients. Have the tests available in the waiting area and exam rooms to educate your patients and help identify patients at risk for diabetes.

