



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 [Ashley Biscardi](#) or call **1.800.642.8686, Ext. 137**.

Protocol & Workflow Actions

	Create a protocol to routinely screen patients for diabetes based on clinical guidelines.
	Create an office workflow/protocol to discuss DSMES referral with all patients living with diabetes.
	Refer eligible patients living with diabetes (including older adults, state employees, MCO, and high risk populations) to Diabetes Self-Management Education and Support (DSMES).

Practice & Clinical Solutions

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

	Partner with Quality Insights in a referral letter, portal message, or text campaign (with follow-up calls) for referrals to DSMES. Talk to your local PTS regarding patient populations who may be best suited for this campaign.
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	Partner with Quality Insights to support and promote DSMES referrals at your health system's Emergency Department.
	Participate in the Diabetes Academic Detailing from Quality Insights.
	Partner with Quality Insights to provide pharmacist-led Medication Therapy Management (MTM) at your practice for individuals living with diabetes and/or hypertension who receive Medicaid coverage. Information about available DSMES services and the Healthy Heart Ambassador Blood Pressure Self-Monitoring (HHA-BPSM) program will be provided.
	Participate in a worksite wellness training focused on the benefits of participating in DSMES and/or National DPP.
	Refer Delaware state employees living with diabetes to Livongo (DSMES).

Patient Education Actions

	Review the Delaware Diabetes Coalition Resource Guide for Persons Living with Diabetes .
	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.

