



Prediabetes Workflow Modifications to Improve Care for Your Patients

Providers and practices who are actively engaged in the Delaware Division of Public Health’s [Implementation of Quality Improvement Initiatives to Improves Diabetes and Hypertension](#) project have the benefit of scheduling a no-cost Workflow Assessment (WFA) with a local Quality Insights Practice Transformation Specialist (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 of workflow modification options can be used to achieve better patient outcomes for those with prediabetes. 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, email [Ashley Biscardi](#) or call **1-800-642-8686, Ext. 137**.

Electronic Health Record (EHR) Actions

	Activate clinical decision support (CDS) reminders for prediabetes (i.e., diagnosis parameters, use of Prediabetes Risk Test , and referral to a National Diabetes Prevention Program [National DPP]).
	Run an EHR report to identify all patients with prediabetes. Engage in bidirectional referrals to National DPP utilizing the Unite DE platform.
	Add a diagnosis of prediabetes (R73.03) to the medical record.
	Run a report of current, tracked prediabetes quality measures (i.e., NQF 0059), and identify areas for improvement.

Protocol and Workflow Actions

	<p>Create a protocol to routinely screen patients for prediabetes utilizing the Prediabetes Risk Test. Include a consistent process for reviewing the outcome and referring patients to a National DPP. Partner with Quality Insights to conduct a letter/text message/patient portal (including follow-up calls) campaign.</p>
	<p>Review or create an office protocol for prediabetes. Assess for the following components and, if needed, update to include:</p> <ul style="list-style-type: none"> • Current guidelines • Medication (and adherence) processes • Team-based care • Appointment processes (including follow-up) • Use of Prediabetes Risk Test

Practice and Clinical Solutions

Using the [Prediabetes Practice Module](#) as a guide:

	Utilize the assistance of Quality Insights to become an accredited National DPP.
	<p>Provide training to clinical staff on:</p> <ul style="list-style-type: none"> • The appropriate use of the Prediabetes Risk Test; and • How to facilitate conversations about prediabetes
	Engage in Quality Insights' Prediabetes Academic Detailing .
	Partner with Quality Insights to participate in a worksite wellness training focused on the benefits of participating in National DPP and/or DSMES.
	Utilize Unite DE to provide referrals to National DPPs.
	Utilize Quality Insights' Prediabetes Health Coaching services.

Patient Education Actions

	Promote the Prediabetes Risk Test (English and Spanish versions) to your patients. Have the tests available in the waiting area and exam rooms to educate your patients and help them identify their risk for diabetes. Contact Quality Insights for laminated or paper copies.
	Provide promotional materials from National DPP sites in your vicinity to encourage patients with prediabetes to participate.
	Review the Delaware Diabetes Resource Guide .
	For patients who are struggling to afford medical services, medications, and/or supplies related to prediabetes or diabetes, refer to the Delaware Emergency Medical Diabetes Fund by calling 302-744-1020 . Download the patient and provider flyers for additional information.
	Refer Delaware state employees living with prediabetes to Solera (National DPP).
	Address barriers to care (e.g., medication adherence , SDOH , and health literacy), and follow up in order to refine processes.



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