



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](mailto:Ashley.Biscardi@delaware.gov) or call **1.800.642.8686, Ext. 137**.

Electronic Health Record (EHR) Actions

	Activate clinical decision support (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 eligible patients living with diabetes (including older adults, state employees, MCO, and high risk populations) to DSMES .
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	Create a workflow in your office to document and address patients' barriers to care in their chart (e.g., language, medication adherence, and social determinants of health [SDOH]).
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Practice & Clinical Solutions

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

	Partner with Quality Insights to support and promote DSMES referrals at your health system's Emergency Department.
	Participate in 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.. 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.

Patient Education Actions

	Review the Delaware Diabetes Coalition Resource Guide for Persons With Diabetes .
	Review the Medication Adherence Practice Module . Educate patients on the importance of medication adherence.
	Provide 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 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.
	Address patients' barriers to care (e.g., medication adherence, SDOH, and health literacy), and follow up in order to refine processes.



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