



Diabetes Self-Management Education and Support Workflow Modifications to Improve Care for Your Patients

Providers and practices who are actively engaged in the Delaware Division of Public Health (DPH) Diabetes Management program 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 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, email [Ashley Biscardi](#) 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).
	Use quality measures and EHR reports to identify and refer patients to DSMES programs.

Protocol and 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, and high risk-populations) to a DSMES program .
	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]).

Practice and Clinical Solutions

Using the 2023 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 and/or Urgent/Immediate Care.
	Participate in Diabetes Academic Detailing from Quality Insights.
	Partner with Quality Insights to provide Diabetes Health Coaching via Quality Insight's community health worker (CHW) at your practice. Information will be provided about DSMES programs and the University of Delaware's Dining with Diabetes program.
	Participate in multi-directional referrals to DSMES programs.
	Participate in a worksite wellness training focused on the benefits of participating in DSMES and/or the National Diabetes Prevention Program.
	Participate in a lunch and learn about the Delaware Emergency Medical Diabetes Fund. Learn about the program and the benefits/process of becoming a supplier.

Patient Education Actions

	Provide appropriate resources to diabetic patients who have low health literacy.
	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.
	Recommend diabetes apps for patients to download and use to help them better manage their diabetes.
	Address patients' barriers to care (e.g., medication adherence, SDOH, and health literacy), and follow up in order to refine processes.
	Provide materials/information to patients on the Delaware Emergency Medical Diabetes Fund .



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