

Workflow Modifications to Improve Care for Patients with Diabetes

Providers and practices who are actively engaged in the Pennsylvania Department of Health's *A Strategic Approach to Advancing Health Equity for Priority Populations with or at Risk for Diabetes* program have the benefit of scheduling a no-cost, annual Workflow Assessment (WFA) with a Quality Insights Practice Transformation Specialist (PTS).

We encourage you to discuss with your Quality Insights PTS and implement at least **ONE** of the workflow modifications listed below. These workflow modifications are designed to improve clinical quality measures and health outcomes. For more information, please contact [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).

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.

Create a workflow in your office to document and address patients' barriers to care (e.g., language, literacy, medication adherence, and social determinants of health [SDOH]).

Practice & Clinical Solutions

Review Quality Insights' [2024 DSMES Practice Education Module](#) for clinical interventions.

[Refer eligible patients](#) living with diabetes to DSMES.

Partner with a local DSMES and create a multidirectional referral process to include community-based organizations to address patients' barriers to care (e.g., language, medication adherence, and SDOH).

Participate in [Type 2 Diabetes Academic Detailing](#) from Alosa Health.

Patient Education Actions

Review Quality Insights' [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.

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 of the risk test.

Address patients' barriers to care (e.g., medication adherence, SDOH, and health literacy), and follow up in order to refine processes.