

## **Standard 10**

The Diabetes Self-Management Education Program will measure the effectiveness of the education process and determine opportunities for improvement using a written continuous quality improvement (CQI) plan that describes and documents a systematic review of the entities' process and outcome data. Please see sample CQI below:

### **Continuous Quality Improvement Process**

Identified Problem:

Patient with Type 2 diabetes who are referred to our DSME Program do not always have a recent HgbA1c.

#### **PLAN:**

Improve the percentage of patients referred who have a current (within the past 3 months) HgbA1c.

#### **DO:**

Each patient enrolled in classes or individual track will be entered into the AADE7 software program (**This is not a requirement**).

At the end of each quarter, a report will be compiled of the percentage of patients enrolled last quarter who have recent HgbA1c values on enrollment.

Identify barriers to drawing and reporting HgbA1c values by discussion with referring offices.

Initiate a plan to increase the percentage of patients who are referred with a recent HgbA1c.

#### **STUDY:**

Monitor percentage of patients who are referred with a recent HgbA1c every quarter.

Analyze the effect of the plan to increase the percentage of patients who are referred with a recent HgbA1c.

Utilize spreadsheet to track data.

#### **ACT:**

Use strategies that are effective and create new ones as needed. Report results to Quality and Risk Management, and the advisory committee annually. Repeat cycle.