

## Standard 10 Continuous Quality Improvement

### CQI~ Identifying Barriers to Access for Diabetes Education

**Identified Problem:** Participants eligible for diabetes education do not always have adequate transportation to class.

**PLAN:** Improve the percentage of patients able to attend class by providing transportation when needed.

**DO:** Participants enrolled in class will be contacted to communicate the availability of transportation resources through the NA Transportation Department.

Initiate a plan to increase access to education by making transportation resources available.

Upon registration, participants will have the opportunity to request transportation to class.

A referral will be made to the NA Transportation Department. The Policy for providing transportation services will be communicated to participants.

**STUDY:** Evaluate the percentage of clients who choose to have transportation provided.

Further, evaluate the compliance rate with the Transportation Department's policies. (No more than 3 No-Shows, cancellations, etc) to determine if these policies present a barrier, and if so, evaluate ways to overcome this. One method we are using is to place a reminder call to participants about the weekly scheduled class. Should a participant indicate they are unable to attend class, (and they have registered to have transportation provided) the transportation dept is contacted to cancel their scheduled ride.

Monitor the percentage of patients who take advantage of the transportation option and monitor the compliance rate with the transportation policies.

Use a spreadsheet to track this data.

**ACT:** Use this data to develop and refine additional options for transportation~ i.e. group rides, public transportation, more flexible locations for classes.

These results will be reported to stakeholders annually.