

## Performance Improvement Project

Goal: Increase attendance at DSMES by increasing awareness of both participants and providers of the benefit and by improving accessibility

Department: Diabetes Education Services

Project Start Date: \_\_\_\_\_

Estimated Completion Date: \_\_\_\_\_

Team Members:					
Background/Current Condition					
<p><b>Low enrollment/attendance at DSMES sessions:</b> February session cancelled-no enrollment despite contacting many our pts via mail including a postcard with all relevant information and directions for enrolling and letter saying they were referred by their PCP. April Saturday session: Only 3 participants of the 8 that enrolled and verified they were coming 2 days before the session showed up. On both occasions, participants received personal phone call or voice message with a reminder of all details of the program.</p>					
<p>Literature/References:                  DSMES in Type 2 Diabetes: A Joint Position Statement of the ADA, AADE, and AND, 2015.                  Making early consistent DSMES the norm, not the exception-Special Joint commentary <a href="http://www.ajms.com/about/ebdm">www.ajms.com/about/ebdm</a></p>					
PDSA					
P L A N	<b>Action Steps to be Taken</b>	<b>Person Responsible</b>	<b>Start Date</b>	<b>Completion Date</b>	<b>Measures</b>
	1. Develop an RX for DSMES for providers and poster for exam rooms				Posters and RX cards distributed
	2. Distribute Algorithm of Care to all providers and information about the focus on utilization of DSMES, provide program stats				All providers are informed via 2 communication channels: email, announcement at provider meetings
	3. Adjust schedules to provide more options and times, post in Community Resources booklet				Distributed in June newsletter
D O	<b>Observations and/or results during data collection:</b> Referral rates from providers met expected goal, but participant enrollment dropped				
S T U D Y	<b>Analysis of Results:</b> Need to collect attendance data for 6 months to give new schedule a chance				
A C T	<input type="checkbox"/> Adopt: change to be standard of care (attach policy) <input type="checkbox"/> Adapt: Additional PDSA needed <input type="checkbox"/> Abandon: Discontinue aim				