

Improving Ambulatory Glucose Profile (AGP) at Diabetes Follow-up Appointments at St. Joseph's Hospital

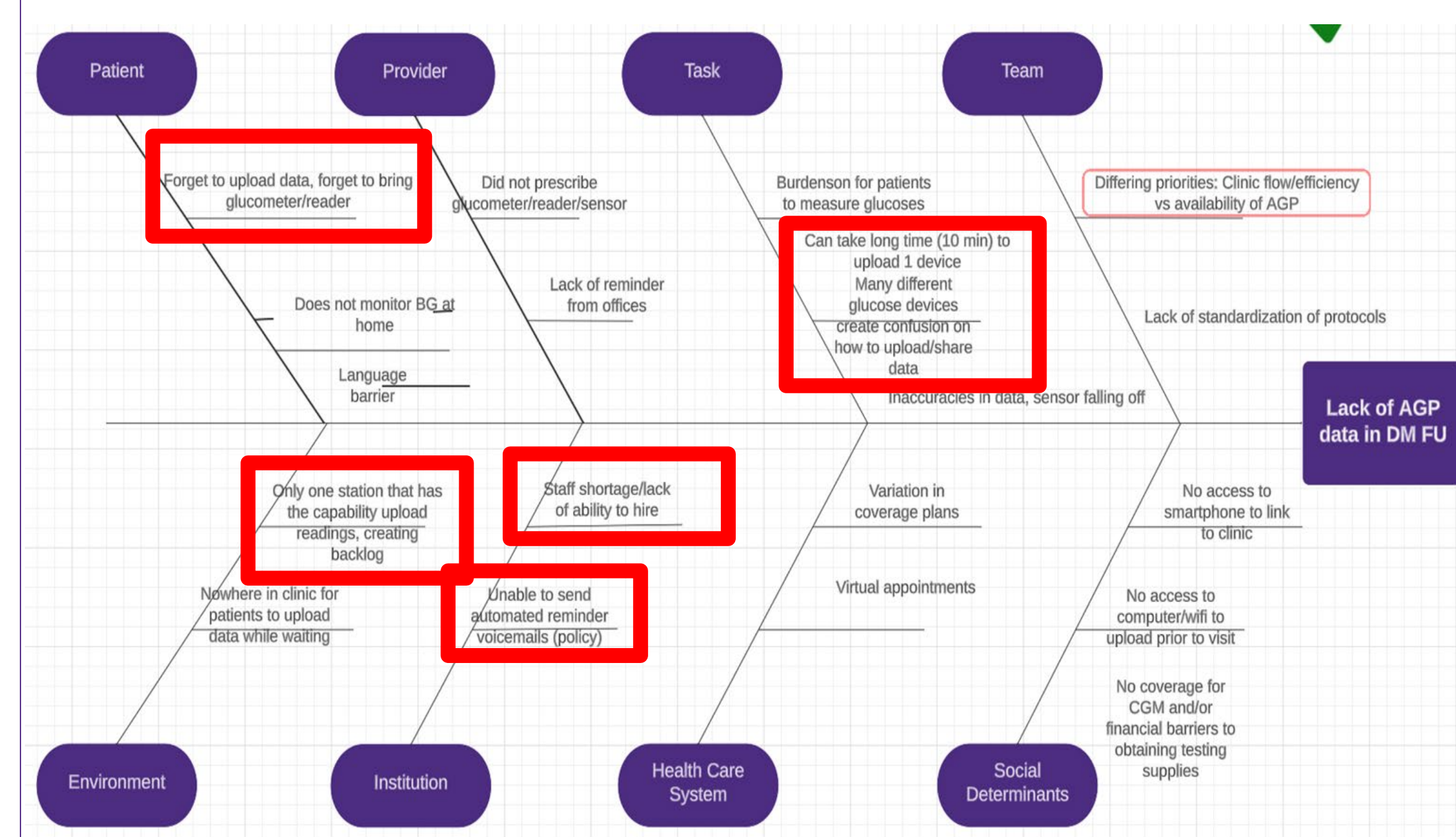
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AIM Statement: By April 2024, for diabetes follow-up appointments at St Joseph's Hospital endocrinology department, increase the percentage of patients with an ambulatory glucose profile by 10%

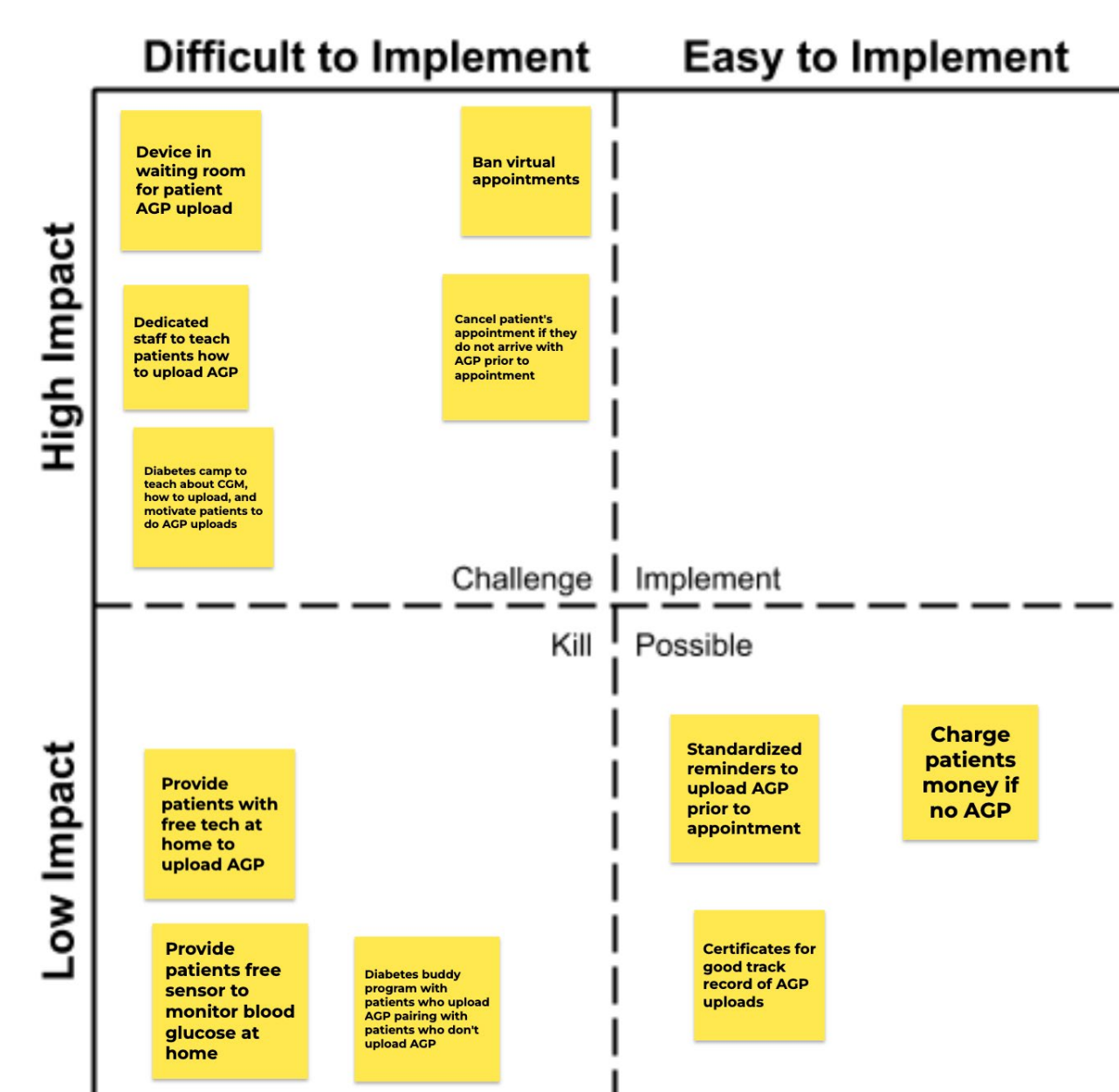
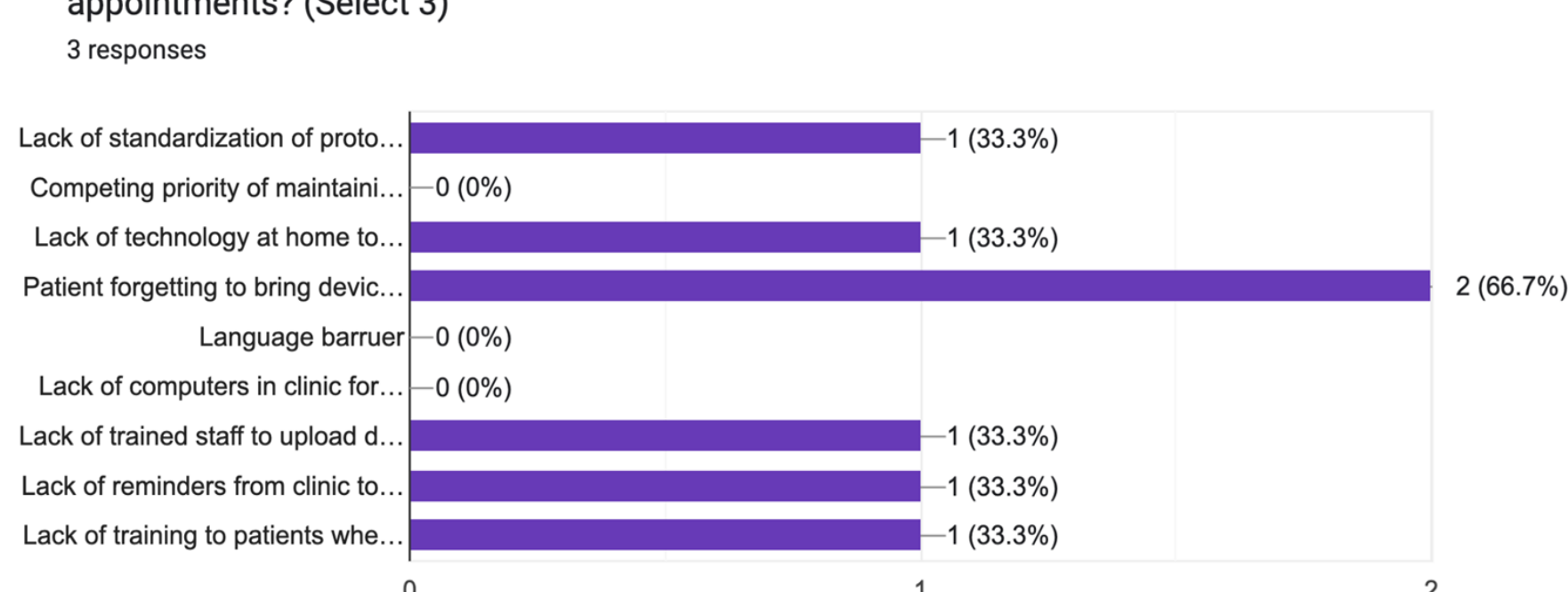
PROBLEM DEFINITION

Patients with diabetes seen at the St. Joseph's Hospital endocrinology department were found to be missing AGP. AGPs help inform management strategies in achieving a patient's HbA1C target and reducing diabetes complications.

ROOT CAUSE ANALYSIS



Which factors do you think are most responsible for lack of access to AGP reports at clinic appointments? (Select 3)



Implement reminder letters to patients to increase AGP data access

Test of change observation: There was no improvement in AGP data collection

Plan

Do

Act

Check

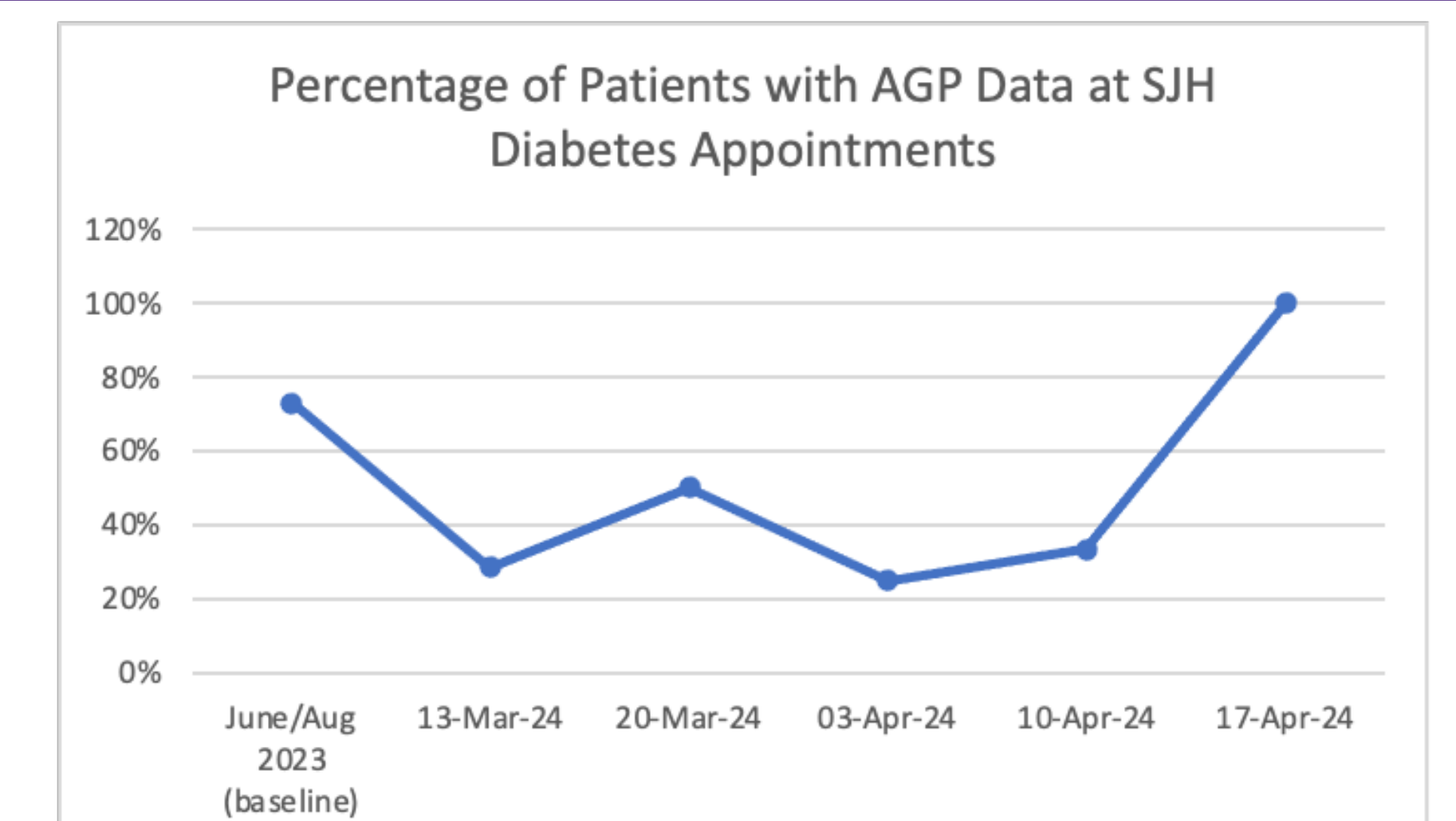
The reminder letters as a change idea should be evaluated on a larger scale by sampling more clinics

Staff called patients that did not have AGP data to ask about the reminder letter to ask if the letter was received and/or helpful

IMPLEMENTATION LESSONS

- Letter content requires review by several stakeholders, including clinic support specialist and endocrinologists
- Patient caregivers find letters helpful
- Kiosk delay given larger scale project, more stakeholders and staff training required

MEASUREMENT & RESULTS



- Lack of improvement in AGP availability after implementing reminder letter
 - No difference in results when all patients included (11/23) vs. patients on insulin only (9/19)
- Reasons for lack of improvement:**
- Another root cause for lack of AGP data not discovered/addressed
 - Small sample size

FUTURE STEPS

- Include the following:
- Talk to more patients without AGP data to find out the reasons that prevented them from bringing or downloading AGP.
 - Collect data from other clinics.
 - Computer kiosk to upload AGP - instruct patients how to use the kiosk to upload AGP, staff training.

