QI Collaborative success in increasing %CGM users (July 2018 – June 2019)

This chart shows the percent of individuals with type 1 diabetes who are currently using continuous glucose monitors (CGMs). Each line represents data offered by one of nine clinics.
ONE POPULATION IN NEED

Population health is a field of research that has been growing rapidly in recent years. The overall aim is to improve health of the entire population and reduce health inequities within it. To harness the QIC model to perform population health research, the Collaborative looked at a subset of patients, those at high risk of complications, to assess the effect of the QIC method. The graph (below) shows that the QIC model indeed worked to increase CGM uptake, even in this high-risk population. However, the increase was not as high as in the overall population; in fact, some clinics did not reach goal for this specific subpopulation. Given this finding, the Collaborative has decided to target a stream of future efforts specifically as this subset of the population.

Success even in high risk populations
(July 2018 – June 2019)
ONE CLINIC STANDS OUT

As QIC baseline data emerged in May 2018, one clinic, Cincinnati Children’s Hospital Medical Center (CCHMC), noted that the rates of CGM use amongst its patients were lower than the Collaborative average, and far below goal. After evaluating the existing processes, the Cincinnati team aimed specifically to streamline its technology acquisition process. Using QI methods, the Cincinnati team implemented small changes in care, including:

- Surveying patients to learn what they needed and their interest in technology
- Increasing training and education for staff on every pump, CGM, and class to support more patients
- Using lean methods to eliminate redundancy and inefficient processes, resulting in a simplified process for communication: one fax number, email, and voicemail that reduced application time from three weeks to just one week.
- Hiring an insurance specialist to help navigate insurance and prior authorization processes for CGMs and insulin pumps again reduced processing time from 1 week to 1 day, on average

In the end, all of these changes contributed to remarkable success. Not only did a significantly larger number of patients at Cincinnati begin using CGMs (dark blue line), the team surpassed the Collaborative goal (dotted line) and continues to improve over time.

One Clinic’s Success Story: Cincinnati Children’s Hospital Medical Center
(July 2018 – June 2019)