

Implementing Patient-Reported Intake Forms to Integrate Clinic Efficiency with Patient-Centered Care

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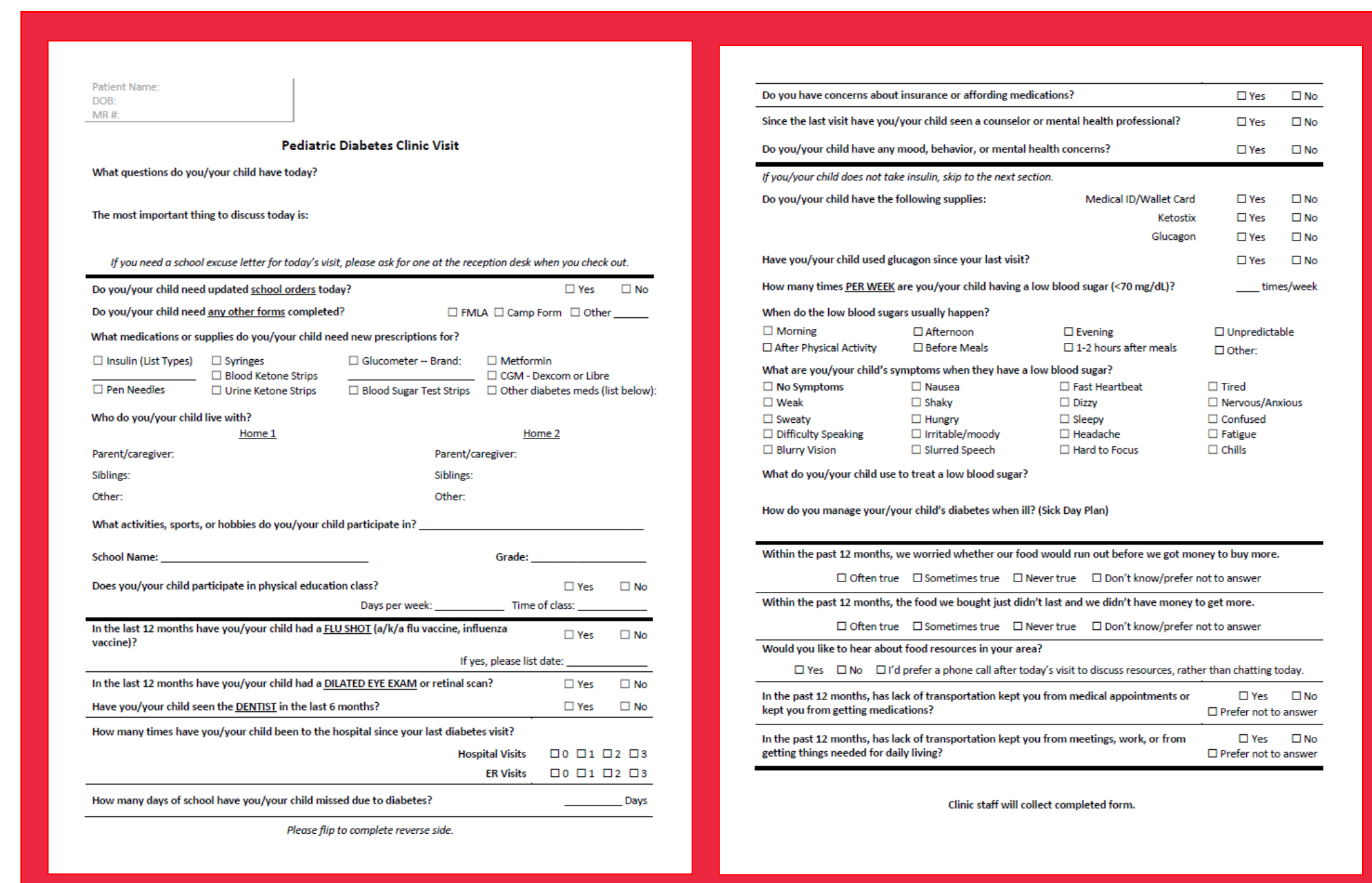
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BACKGROUND/OBJECTIVE

- Patient-centered care and education in pediatric diabetes clinics requires significant data collection and synthesis.
- Currently, Registered Nurses (RNs) are responsible for gathering this data from patients, documenting it in the electronic medical record, and from this, identifying priority topics to address during the clinic visit.
- **To mitigate potential team bias, accurately capture patient/family visit priorities, while increasing clinic efficiency, we proposed use of a patient-reported intake form (PRIF).**

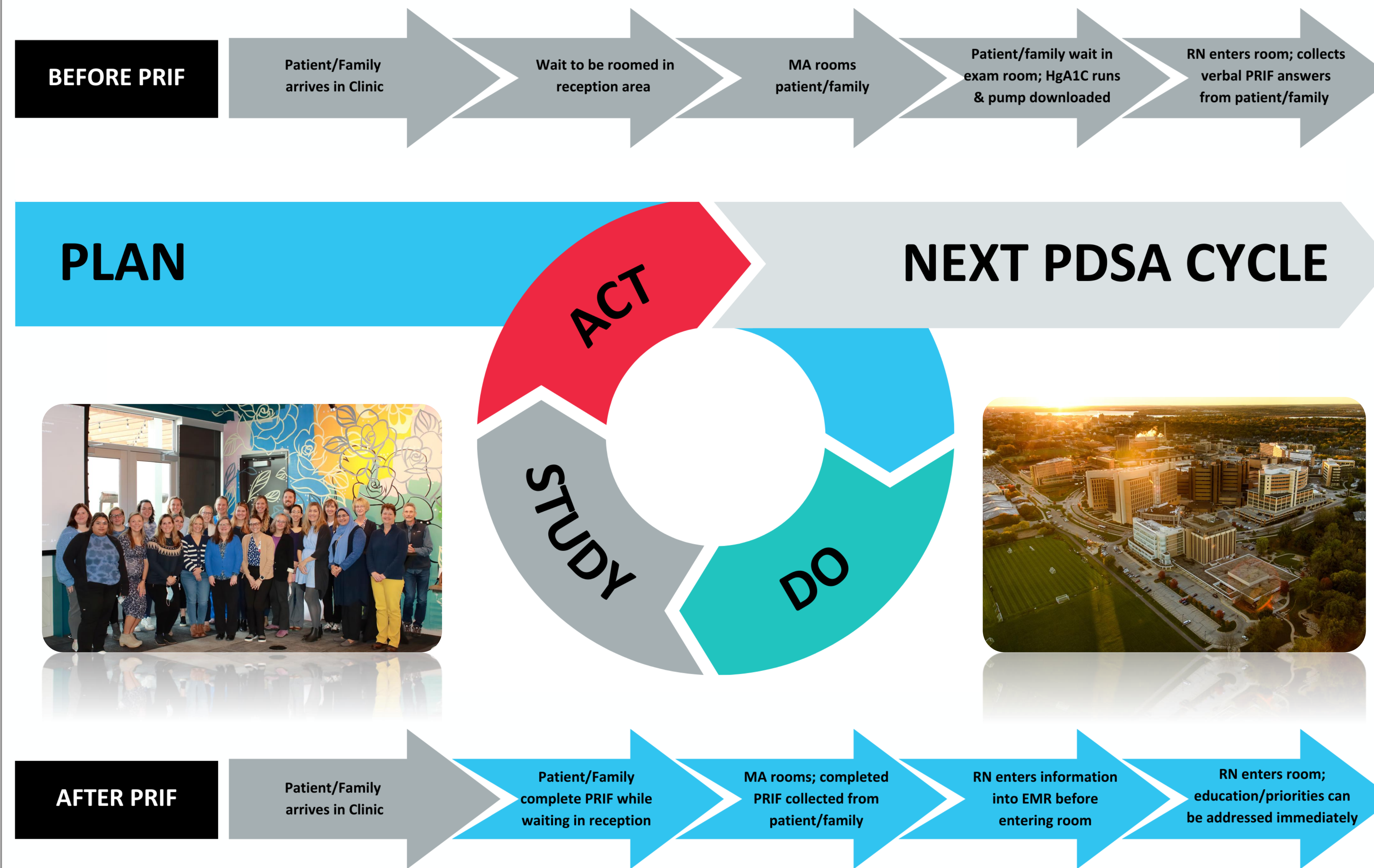
METHODS

- A single page, double-sided PRIF was developed to gather clinical, and diabetes self-management data previously collected verbally by RNs.
- Two open-ended, goal-setting questions were added (#1 and #2), to help facilitate a patient-centered visit.



- PRIF usage was trialed in 1 clinic location from April – May 2023 to primarily assess feasibility of the proposed changes to clinic workflow.
- Qualitative feedback from clinic staff was gathered and PRIF responses were reviewed.

CLINIC WORKFLOW



CONCLUSIONS

- Use of a PRIF in pediatric diabetes clinic visits was feasible and acceptable by clinic team members (reception, MAs, RNs, providers).
- More formal assessment of patient/family feedback regarding the PRIF is necessary for ongoing improvement to clinic workflows, goal-setting, and meeting patient's needs.
- Use of the PRIF gives clinic RNs more flexibility during clinic visits to accommodate patients needs and provider requests.

FUTURE DIRECTIONS

- Roll out to all pediatric diabetes clinic visits (including second location).
- Adapt and integrate “My Diabetes Journey” prompts (see excerpt below) into PRIF to assist patients/families with idea generation and selection of visit priorities.

Skipping insulin for food because of the math	Skipping insulin for high sugar because of the math	Not sure how to take care of diabetes when I am sick	Not sure how to take care of diabetes outside of home or school
“Over” Diabetes	Needing more help taking care of diabetes at home	Tired of checking blood sugar	Having a hard time taking my rapid-acting (bolus) insulin
Afraid of low blood sugars	Having a hard time taking long-acting (basal) insulin	Needing more help taking care of diabetes at school	Not sure how to take care of diabetes when I exercise or play

RESULTS

Number of Clinic Visits Assessed:	42
PRIF Completion Rate for ALL Questions:	82%
Completion of Goal-Setting Questions Only (#1 and #2):	40%

Themes from Responses to Goal-Setting Questions

- Technology Questions (Continuous Glucose Monitors)
- Review of Blood Glucose Patterns

RN Assessment of PRIF Workflow

- Allowed time with family to be used for **more meaningful conversations**
- Reviewing PRIF before going in with family **helps gauge diabetes engagement** and health literacy
- Allows for **more flexibility with visit time** with family; previously ~10-15 minutes was dedicated to asking the PRIF questions verbally, now that time can be used for education OR can be passed along to MD/RDN
- **Less nonverbal feedback** obtained
- Some sections (like refills needed) are **not always filled out accurately**

ACKNOWLEDGEMENTS & FUNDING

- We are grateful for our patients, families, and clinic team members. Their participation, support, and patience as we trial new workflows is invaluable.
- Funding and support for this work has been provided by the T1D Exchange - Quality Improvement Collaborative.

