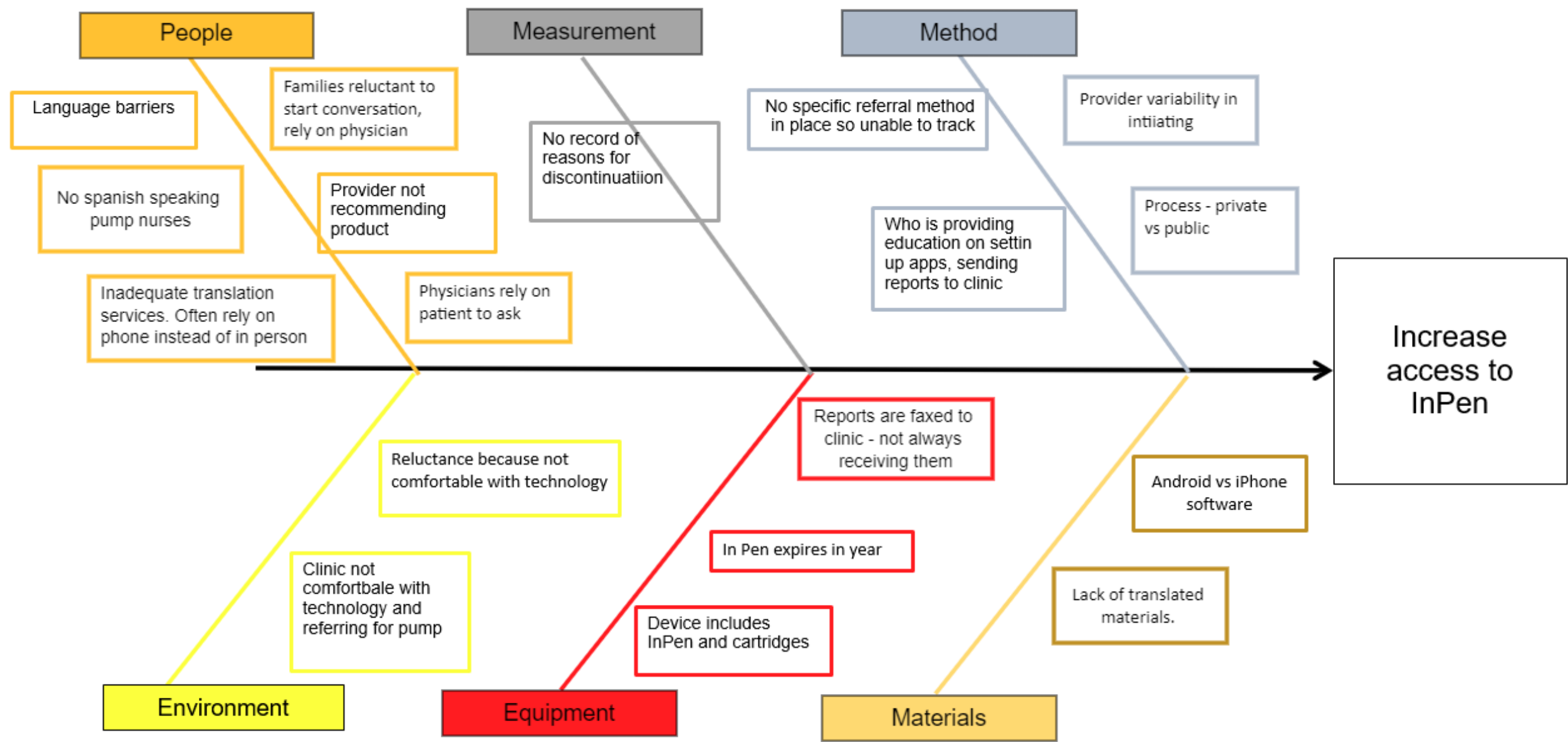


Increasing access to InPen



Increasing access to smart pens

Aim

Primary Drivers

Change Ideas

Increase the utilization of InPen use by 5% for people with T1D by December 2024

Address Inequities

Clinician Comfort Level with smart pen

Patient Education

Insurance Coverage

Process of prescribing smart pen

Improve smart pen data collection & analysis

- Host technology fair for our diabetes populations - Medtronic rep to be available
- Add smart pen slides to guide to pump therapy class in English, Spanish and Arabic
- Provide education to inpatient nurses

- Schedule Medtronic in service with clinic for RN's and providers
- Obtain pediatric articles on smart pen usage from Medtronic
- Set up meeting with Medtronic to review process of prescribing and training
- Inquire about samples of smart pens and purchasing them from clinic patients
- Inquire about coverage/copay for both private/public insurance


- Ask hospital outpatient pharmacy to stock insulin cartridges for smart pen usage

- Create a process for prescribing smart pens
- Create a process for providing smart pen samples in clinic
- Create a process for follow up about prescription is sent

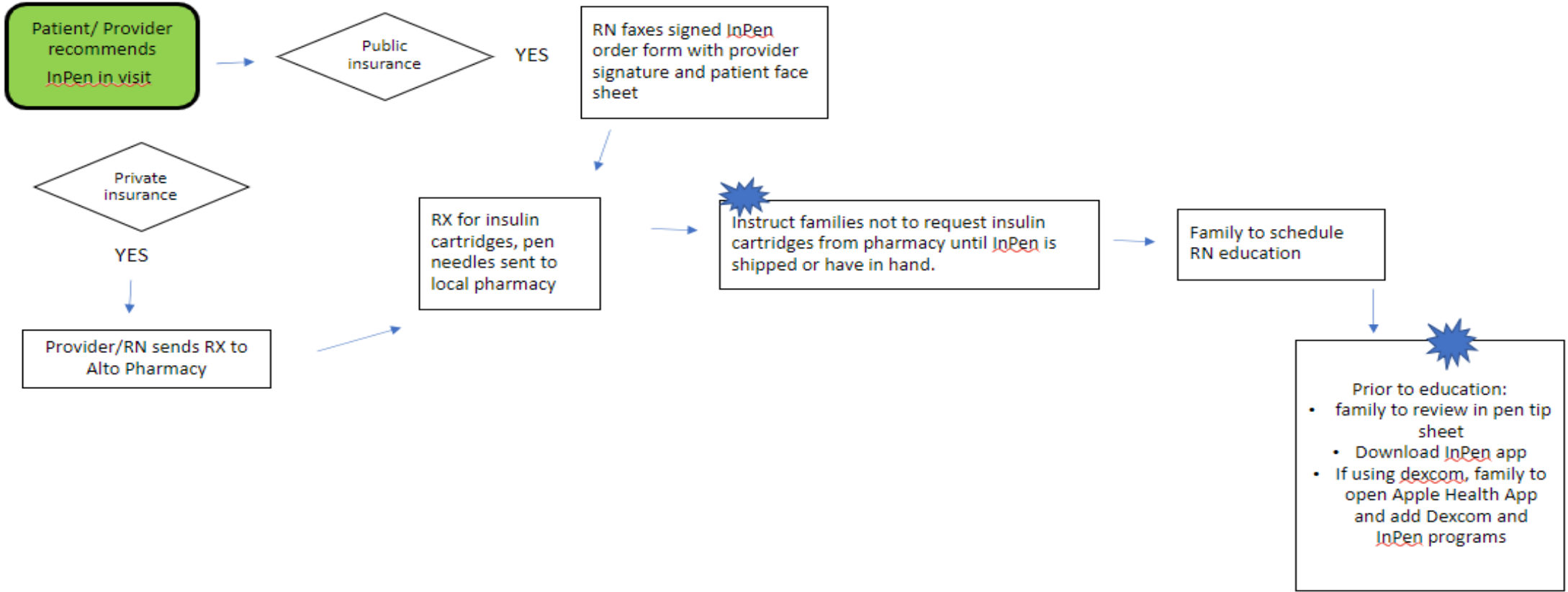
- Request smart pen usage from IT to obtain baseline data
- Analyze data for next steps



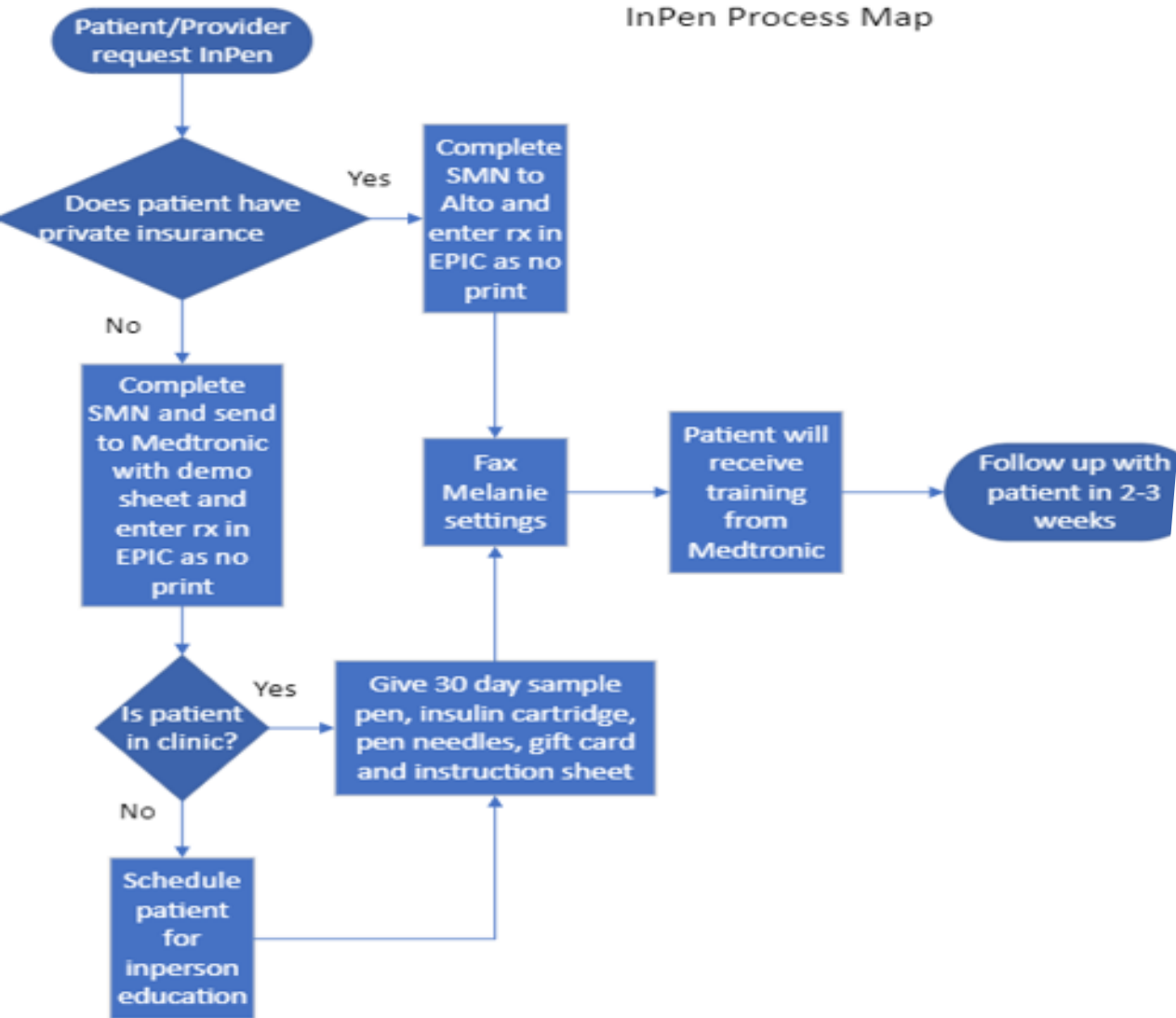
RCHSD InPen PROCESS

 = pain point

Need to send RX to pharmacy for denial
PA sometimes needed from Pharm Tech



InPen Process Map



New Process Map
Updated process map
Received samples
Humalog cartridge samples

Address Inequities

	use				to identify patients		
	Add Inpen to contact list to pump book 1/18/24						
	Add Inpen brochure to pump packets 1/18/24						
Patient education	Added InPen slide to our pump class to offer an additional technology if pump therapy is not for them	Added to pump class on 10/10/23	Educators		Look at 2-3 patients and assess who made change from sample pen to year-long pens within 30 days.	Feb/March/April = 1 person from each class choose InPen. Will need to follow up to see if any barriers.	

	Inpens to provide for patients			Training summary				
Address inequities	Request baseline data for InPen		Carla	10/6/23 - Carla to ask IT analyst for baseline data - pulling data from Medication list	1/18/2024: Carla asking for data with MDI and NPH	4/4/2024 Recieved data but need to validate it		Identify patients who are already using InPen (ask Carla to obtain info from IT) to contact to assess their barriers in the InPen process.
	Health Fair - Medtronic 11/18/2023							
	Pay the \$35 copay for patients who are denied the InPen	Set up account with Express RX	Christy	Utilizing basic needs funds to cover \$35 copay for patients who are denied by insurance	4/4/204 have not heard back from Express RX re: setting up accout			
RN education	January 5th- Melanie to provide education to RN group re InPen use				Work with Care navigation to identify patients			
Patient education	Add Inpen to contact list to pump book 1/18/24							
	Add Inpen brochure to pump packets 1/18/24							
	Added InPen slide to our pump class to offer an additonal technology if pump therapy is not for them	Added to pump class on 10/10/23	Educators		Look at 2-3 patients and assess who made change from sample pen to year-long pens within 30 days.			

Patient #1 13y, F, Race – other, public insurance

- Attended pump class in April - reached out and requested InPen first before starting OP5. CMN started at that time. Took about 10 days for completed CMN to be faxed to Medtronic.
- June – mom sent TDD - sent settings to Medtronic. Mom reports no word on InPen. Sent message to Medtronic re: status - CMN was received but sent to Las Vegas team???
- Patient cancelled appointment in June, next appointment 7/26

Patient #2 17y, F, white, private insurance

- Attended pump class March 2024. Chose InPen
- Sample (Novolog InPen) sent to family - Insulin RX sent to pharmacy, CMN/training orders started. *request sent to our pharm tech (same process for pump) and was returned "we don't follow up on InPens"
- Insurance wouldn't cover Novolog, Humalog preferred - New RX for InPen and cartridges sent late April to Medtronic and pharmacy.
- June – provided appointment - no mention of Inpen from provider, family or nurse (float)

Patient 3 13y, F, Hispanic, public insurance

- Attended pump class in March 2024. Chose InPen
- InPen process started
- Provider visit in May 2024 – no mention of InPen - ordered Tandem Mobi.

Addressing Inequities & Patient Education



JOIN US FOR THE
**DIABETES FAMILY
HEALTH FAIR**

**Saturday November 18th
11:00am-2:00pm**



**FREE
GIVEAWAY
ITEMS, FOOD,
AND FUN!**

**EDUCATIONAL INTERACTIVE EVENT INCLUDING
A DIABETES TECHNOLOGY FAIR**

WHERE

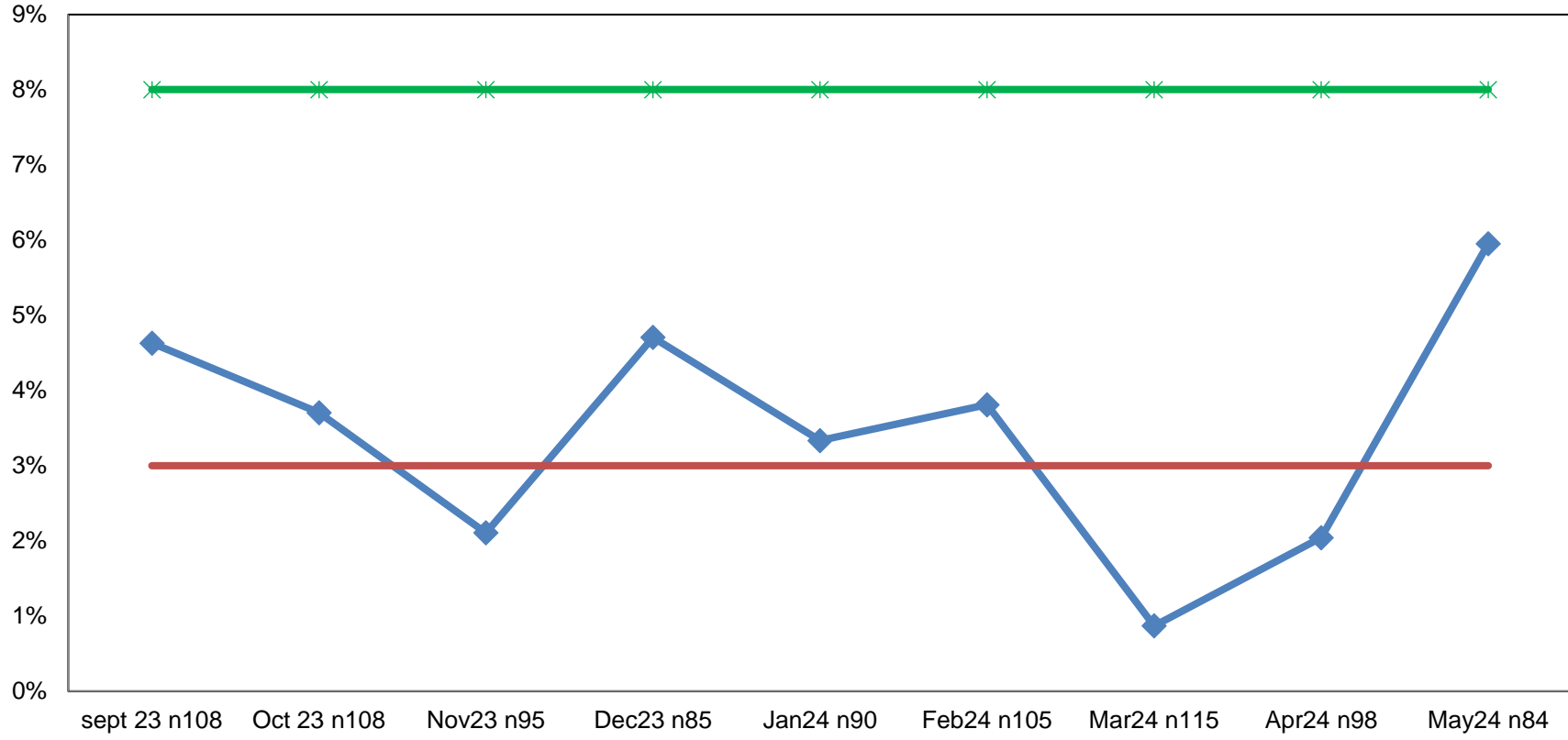
RADY CHILDREN'S HOSPITAL:
EDUCATION OFFICE BUILDING
7960 BIRMINGHAM DR.
SAN DIEGO, CA 92123

PARKING

PLEASE PARK AT THE MAIN
HOSPITAL VISITOR SOUTH
PARKING GARAGE ACROSS FROM
3020 CHILDREN'S WAY

SPACE IS LIMITED-RSVP REQUIRED

MGAWARAN@RCHSD.ORG
OR CALL MARIEMEL AT 858-576-1700 X243715



◆ Measure - Rate
 — Baseline
 ✱ Goal

Next Steps/PDSA Cycles

Provide education to our clinic/team

Process of ordering and following up

Address copay/coverage