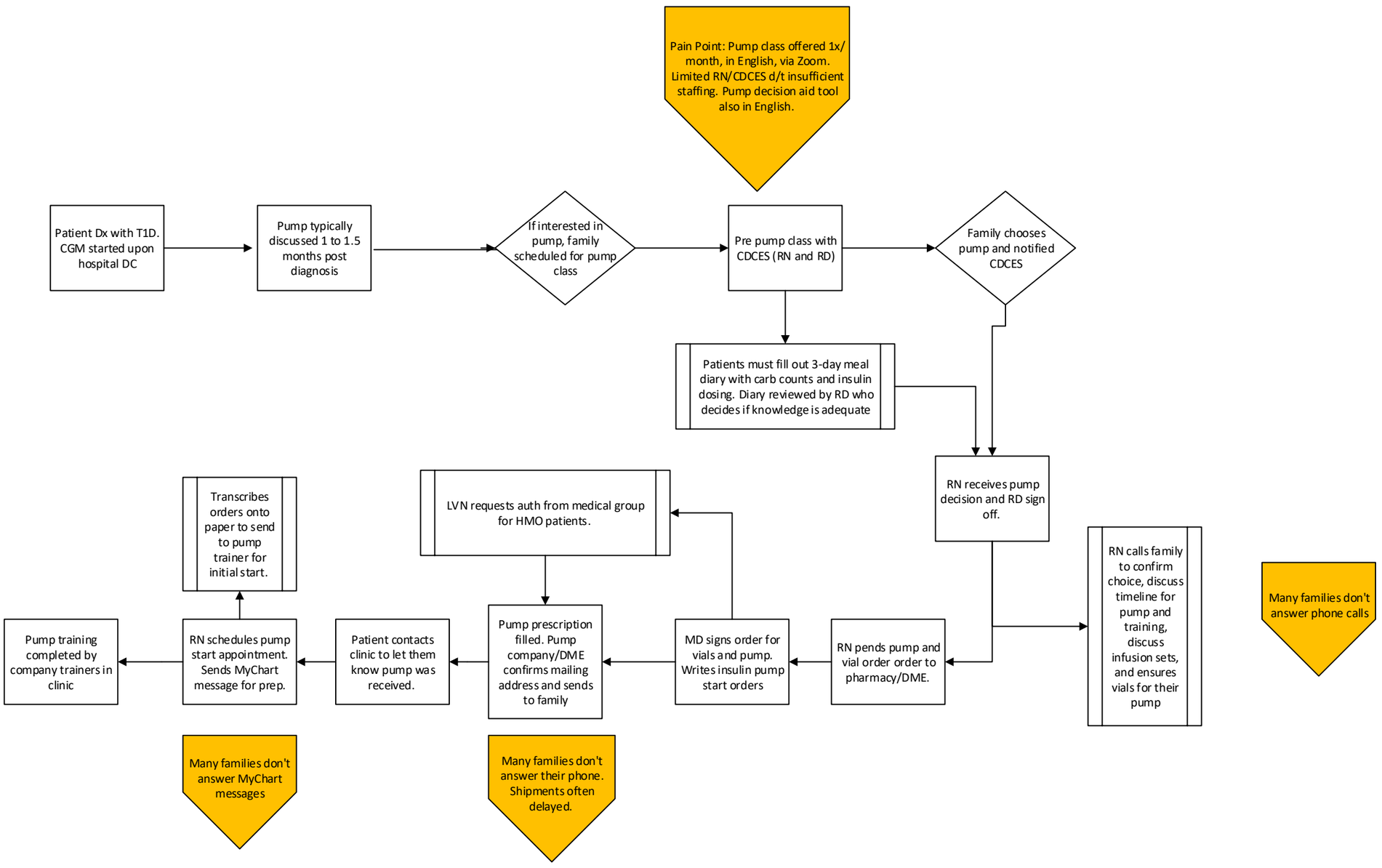
Pain Point: Pump class offered 1x/ month, in English, via Zoom. Limited RN/CDCES d/t insufficient staffing. Pump decision aid tool also in English.
Patient Dx with T1D. CGM started upon hospital DC
Pump typically discussed 1 to 1.5 months post diagnosis
If interested in pump, family scheduled for pump class
Pre pump class with CDCES (RN and RD)
Family chooses pump and notified CDCES
Patients must fill out 3-day meal diary with carb counts and insulin dosing. Diary reviewed by RD who decides if knowledge is adequate
RN receives pump decision and RD sign off.
RN calls family to confirm choice, discuss timeline for pump and training, discuss infusion sets, and ensures vials for their pump
Many families don't answer phone calls
RN pends pump and vial order order to pharmacy/DME.
MD signs order for vials and pump. Writes insulin pump start orders
LVN requests auth from medical group for HMO patients.
Pump prescription filled. Pump company/DME confirms mailing address and sends to family
Many families don't answer their phone. Shipments often delayed.
Patient contacts clinic to let them know pump was received.
RN schedules pump start appointment. Sends MyChart message for prep.
Many families don't answer MyChart messages
Transcribes orders onto paper to send to pump trainer for initial start.
Pump training completed by company trainers in clinic