

Improving patient involvement in Diabetes clinic discussions

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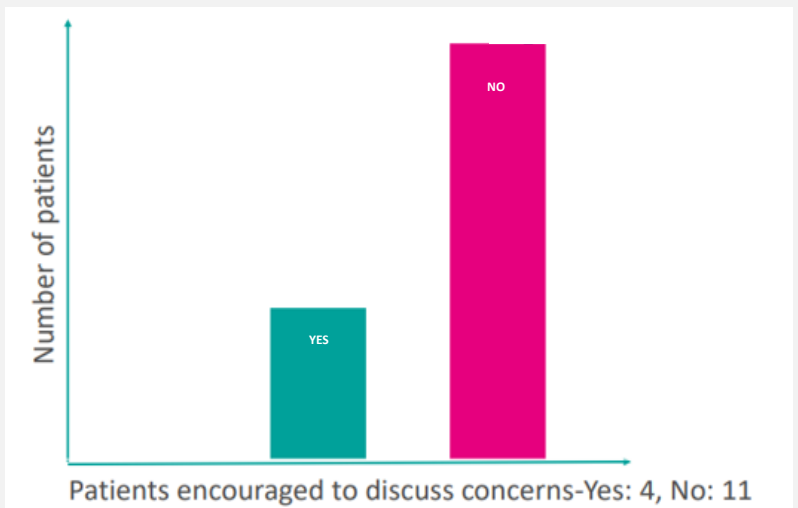
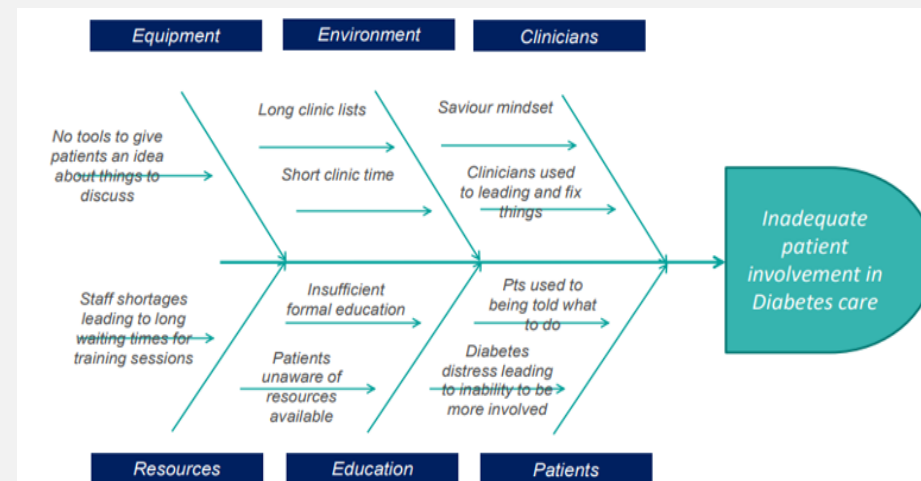
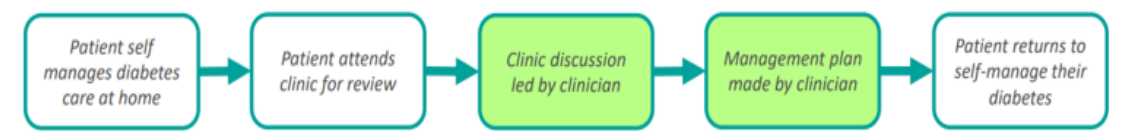
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BACKGROUND

98% of Diabetes management decisions are taken by patients themselves. But when they see us we leave them on the sidelines and try and 'fix' things for them

DIAGNOSTICS



AIM & MEASUREMENT DEFINITION

AIM:
Improve patient involvement in Diabetes clinic discussions

INCLUSIONS
Patients seen in later half of week (my working days)

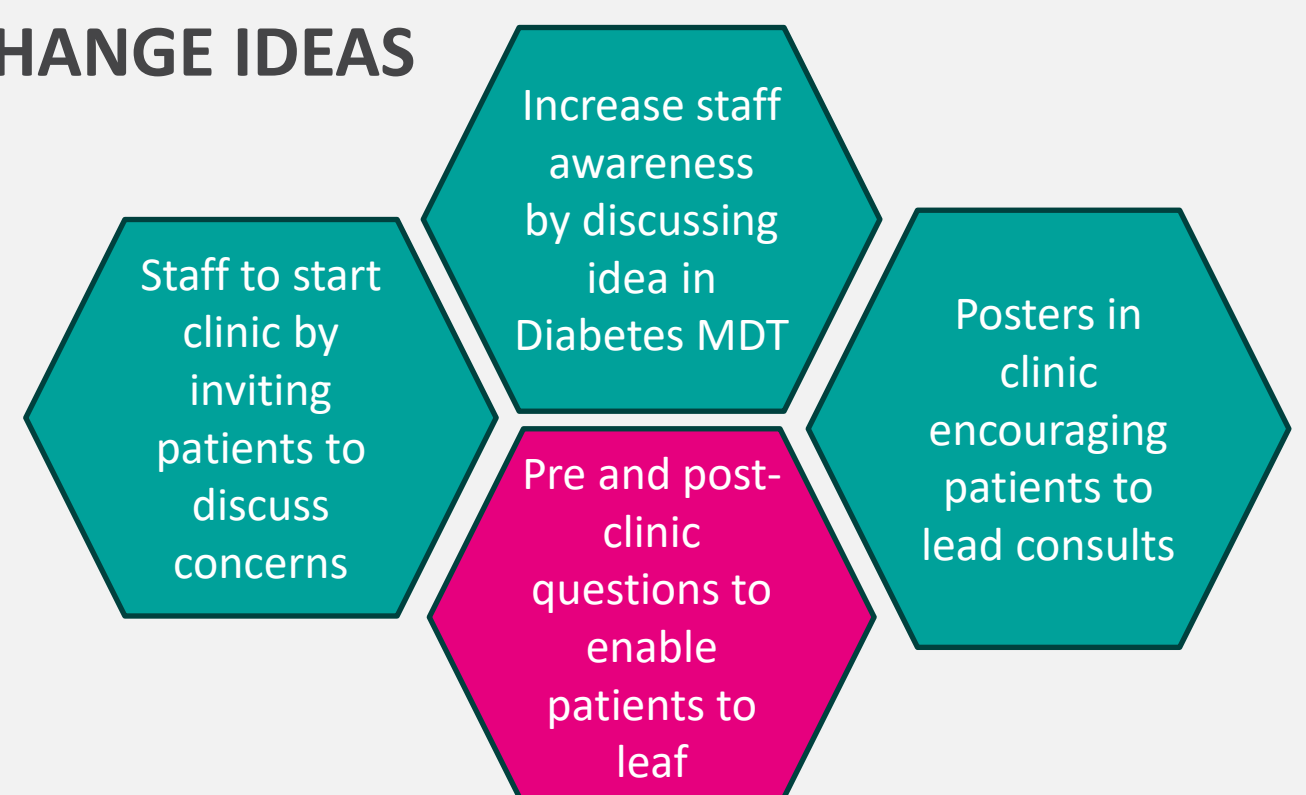
EXCLUSIONS
Young adult clinic patients

CHOSEN MEASURE:

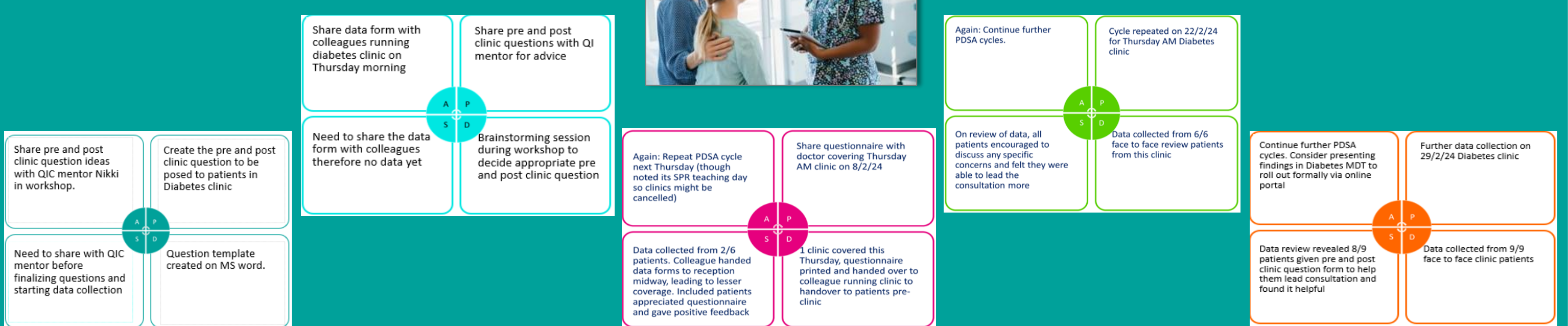
Number of patients encouraged to be involved in care discussion by using a Pre-clinic question: Would you like to make a list of things you would like to discuss with the doctor today?

Post-clinic Question: Did you feel able to be lead the consultation?

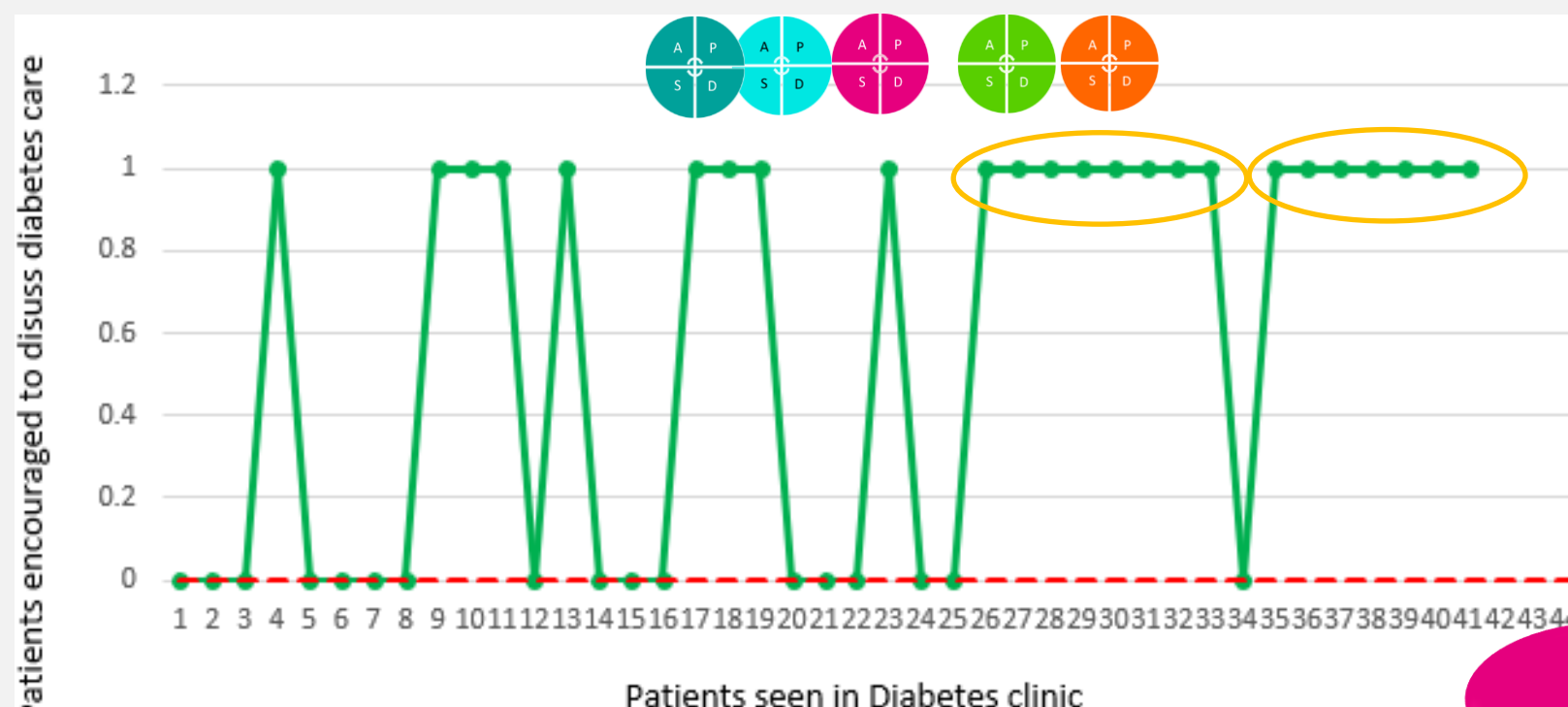
CHANGE IDEAS



PDSA CYCLES



RUN CHART



CONCLUSIONS

- The 'runs' above the median baseline indicate a clear improvement in patient's being encouraged to lead clinic discussions. The outlier (pt 34) had complicated clinic issues and was unable to fully engage with our questionnaire.
- Patient involvement by use of pre-clinic question proved successful in getting them more engaged in clinic discussions.
- Small change in form of pre-clinic question was easy to adapt as evident from run chart.

REFLECTIONS

- Change doesn't need to be huge to make an impact.
- Team involvement in important for success of project.

