CQI Toolkit

In this toolkit you will find an explanation of what is required by ADA Recognized DSMES services to meet the National Standards for Diabetes Self-Management and Support Standard 10’s criteria. You will also find a user friendly sample worksheets, templates, and examples.

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## Standard #10: Quality improvement

The provider(s) of DSME will measure the effectiveness of the education and support and look for ways to improve any identified gaps in services or service quality using a systematic review of process and outcome data.

<table>
<thead>
<tr>
<th>Review Criteria</th>
<th>Indicators</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
</table>
| **A.** The DSME program has a quality improvement process and plan in place for evaluating the education process and program outcomes. | 1. There is evidence of aggregation of the following participant outcomes:  
a. At least one participant behavioral goal outcome  
b. At least one other participant outcome.  
2. There is documentation of a Continuous Quality Improvement (CQI) project which will include:  
a. Opportunity for DSMES service improvement or change (what are you trying to improve, fix, or accomplish)  
b. Baseline project achievement (new providers may not have a baseline measure at the time of application)  
c. Project target outcome  
d. Outcome assessment and evaluation | ☐ | ☐ | ☑ |
| **B.** Quality improvement is based on regular aggregation of program outcomes data and application of results to enhance quality of the DSME and address gaps in service. | 1. DSMES service providers will have documentation reflecting an ongoing quality improvement project **and implementation of new project when applicable.**  
a. Existing DSMES service providers will have documented quality improvement project outcomes.  
b. Quality improvement outcomes will be measured annually at a minimum.  
c. Existing DSMES service providers will have documented plans and actions | ☐ | ☑ | ☐ |

**Standard Met?** Yes ___ No ___

**Findings / Notes:**
Standard 10 Cycle

A. Aggregated Behavioral Goal (at least one)

B. Aggregated Other Participant Outcome (at least one)

C. Select one of the above or another DSMES process or outcome

CQI Project
What are you trying to improve, fix or accomplish?

D. Target Outcome

E. Aggregated Outcome at a least every 6 months

F. Review Outcome versus Target

G. Review Current Operations

H. Amend Current Operations

I. Implement Amendments

J. Repeat Cycle as long as you continue to work on this CQI project

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Revised per 2017 NSDSMES 9/2017
CQI Project Worksheet

A. DSMES service’s one or more aggregate participant elected behavioral goal outcome
   - Behavioral Goal Category and Aggregated Outcome:
   - Add more lines if needed
B. DSMES service’s one or more aggregated other participant outcome
   - Other Participant Outcome Monitored and Aggregated Outcome:
   - Add more lines if needed.
C. CQI Project
   - Enter in line below either one of the above aggregated outcomes from A or B above or select another DSMES process or outcome that the CQI project will address
   - List below what your CQI project will be trying to improve fix or accomplish?
D. What is the CQI project outcome target? The % outcomes the DSMES service is trying to achieve?
   - ______%  
E. Determine the CQI project outcomes reporting and review cycle: At a minimum this must be every 6 months or more frequently. Note new DSMES services CQI project/s must be assessed with outcome measures within 6 months of the first day of the original application reporting period.
   - Outcome Report and review cycle will be every ________________ months.

CQI Cycle

F. Aggregate Outcomes
G. Review outcomes versus target
H. Review current operations as they relate to the CQI project
I. Amend current operations to improve CQI outcomes
J. Implement improvements

Repeat cycle starting with F.

<table>
<thead>
<tr>
<th>E) Reporting Review Date</th>
<th>Enter Date to Report/Review</th>
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<th>Enter Date to Report/Review</th>
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</thead>
<tbody>
<tr>
<td>D) CQI Target</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>F) CQI Outcome</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>G) Review Outcomes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H) Review current operations and consider amendments</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>I) List amendments to current operations</td>
<td></td>
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<tr>
<td>J) Date change Implemented</td>
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</table>
Sample CQI Project Worksheet – A1C

A. DSMES service’s one or more aggregate participant selected behavioral goal outcome
   • Behavioral Goal Category and Aggregated Outcome: Physical Activity 75%

B. DSMES service’s one or more aggregated other participant outcome
   • Other Participant Outcome and Aggregated Outcome: A1C 57%

C. CQI Project
   • Enter in line below either one of the above aggregated outcomes from A or B above or select another DSMES service process or outcome that the CQI project will address.
     • A1C
       • List below what your CQI project will be trying to improve, fix or accomplish?
         • Increase the number of participants who enter the DSMES service with an A1C above 8 with an A1C less than 7%

D. What is the CQI project target % outcome you are trying to achieve?
   • 85%

E. Determine the CQI project outcomes reporting and review cycle: monthly, quarterly, bi-annually.
   • Reporting and outcome review cycle will be bi-annually.

CQI Cycle

F. Aggregate outcomes

G. Review outcomes versus target

H. Review current operations as they relate to the CQI project

I. Amend current operations to improve CQI outcomes

J. Implement improvements

Repeat cycle starting with F.

<table>
<thead>
<tr>
<th>E) Reporting Review Date</th>
<th>June 20____Enter Date to Report/Review</th>
<th>December 20____Enter Date to Report/Review</th>
<th>June 20____Enter Date to Report/Review</th>
<th>December 20____Enter Date to Report/Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>D) CQI Target</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>F) CQI Outcome</td>
<td>57 %</td>
<td>64%</td>
<td>79%</td>
<td>%</td>
</tr>
<tr>
<td>G) Review Outcomes</td>
<td>93 of the 163 participants had a post DSMES A1C less than 7%.</td>
<td>119 of the 186 participants had a post DSMES A1C less than 7%.</td>
<td>219 of the 277 participants had a post DSMES A1C less than 7%.</td>
<td></td>
</tr>
<tr>
<td>H) Review current operations and consider amendments</td>
<td>Currently how often you should have your A1C tested is reviewed during class 4 of the 5 class series.</td>
<td>The participants reported feeling empowered when they learned of different changes that can be made that can impact A1C including medication and behavior/lifestyle changes.</td>
<td>Participants reported feeling hopeful after learning that reducing A1C levels can reduce chances of getting DM complications. Participants ask what BG levels are associated with A1C levels.</td>
<td></td>
</tr>
<tr>
<td>I) List amendments to current operations</td>
<td>Add activity to class 1 to help the participants start considering different changes they can make that will positively impact the level of their A1C.</td>
<td>Add content to class 2 discussing the positive impact with each % reduction in A1C level.</td>
<td>Create scale with BG average and A1C scale handout. Participants will be able to track their BG and how it relates to A1C levels.</td>
<td></td>
</tr>
<tr>
<td>J) Change date</td>
<td>June 4 15, 20____</td>
<td>December 2, 20____</td>
<td>Jun 12, 20____</td>
<td></td>
</tr>
</tbody>
</table>
Sample CQI Project Worksheet – Physical Activity

A. Service’s one or more aggregate participant selected behavioral goal outcome
   - Behavioral Goal Category and Aggregated Outcome: Physical Activity – 40%

B. Service’s one or more aggregated other participant outcome
   - Other Participant Outcome and Aggregated Outcome: Hospital Admissions due to diabetes – 3%

C. CQI Project
   - Enter in line below either one of the above aggregated outcomes from A or B above or select another DSMES process or outcome that the CQI project will address.
     - Physical Activity
   - List below what your CQI project will be trying to improve fix or accomplish?
     - Increase the % of DSMES participant’s who are achieving their physical activity goal.

D. What is the CQI project target % outcome you are trying to achieve?
   - 85%

E. Determine the CQI project outcomes reporting and review cycle: monthly, quarterly, bi-annually.
   - Reporting and outcome review cycle will be quarterly.

**CQI Cycle**

F. Aggregate outcomes

G. Review outcomes versus target

H. Review current operations as they relate to the CQI project

I. Amend current operations to improve CQI outcomes

J. Implement improvements

Repeat cycle starting with F.

<table>
<thead>
<tr>
<th>E) Reporting Review Date</th>
<th>March 20 Enter Date to Report/Review</th>
<th>June 20 Enter Date to Report/Review</th>
<th>September 20 Enter Date to Report/Review</th>
<th>December 20 Enter Date to Report/Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>D) CQI Target</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>F) CQI Outcome</td>
<td>40%</td>
<td>48%</td>
<td>75%</td>
<td>%</td>
</tr>
<tr>
<td>G) Review Outcomes</td>
<td>8 of the 20 participants that selected a physical activity goal met their goal.</td>
<td>25 of the 52 participants that selected a physical activity goal met their goal.</td>
<td>36 of the 48 participants that selected a PT goal met their goal.</td>
<td></td>
</tr>
<tr>
<td>H) Review current operations and consider amendments</td>
<td>Currently the benefits of physical activity is discussed during class 2 of the 4 class series</td>
<td>Additions noted in March have resulted in improved outcomes but more improvements needed</td>
<td>Participants like June additions and stated this during class. PT goal outcome data reflected many said they were doing the activities discussed in class during 10 min. after meals or during commercials</td>
<td></td>
</tr>
<tr>
<td>I) List amendments to current operations</td>
<td>Add physical activity handouts to class 2 that recommend various activities and how many calories a 150#, 200# and 250# woman or man burn per 60 minutes of the activity.</td>
<td>During the 2nd class show participants how to do one standing in place and one chair exercise for 5 minutes. Ask them if they could do this during commercials or after each meal for 10 mins.</td>
<td>Incorporate 5 minutes of a new chair or new standing in place activity during each of the 4 classes and continue to encourage participants do them during commercials or after meals.</td>
<td></td>
</tr>
<tr>
<td>J) Change date</td>
<td>March 15, 20</td>
<td>June 20, 20</td>
<td>September 12, 20</td>
<td></td>
</tr>
</tbody>
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Top
Sample CQI Project Worksheet – DSMES Referrals

A. Service’s one or more aggregate participant selected behavioral goal outcome
   • Behavioral Goal Category and Aggregated Outcome: Physical Activity – 73%

B. Service’s one or more aggregated other participant outcome
   • Other Participant Outcome and Aggregated Outcome: LDL – 57%

C. CQI Project
   • Enter in line below either one of the above aggregated outcomes from A or B above or select another DSMES process or outcome that the CQI project will address.
     - Increase the number of DSMES referrals
   • List below what your CQI project will be trying to improve fix or accomplish?
     - Increase the number of DSMES referrals from the current average of 50 per month to 100 per month.

D. What is the CQI project target % outcome you are trying to achieve?
   • Not a % but 100 referrals.

E. Determine the CQI project outcomes reporting and review cycle: monthly, quarterly, bi-annually.
   a. Reporting and outcome review cycle will be monthly

CQI Cycle

F. Aggregate outcomes

G. Review outcomes versus target

H. Review current operations as they relate to the CQI project

I. Amend current operations to improve CQI outcomes

J. Implement improvements

Repeat cycle starting with F.

<table>
<thead>
<tr>
<th>E) Reporting Review Date</th>
<th>March 20  ____ Enter Date to Report/Review</th>
<th>April 20  ____ Enter Date to Report/Review</th>
<th>May 20  ____ Enter Date to Report/Review</th>
<th>June 20  ____</th>
</tr>
</thead>
<tbody>
<tr>
<td>D) CQI Target</td>
<td>100 referrals</td>
<td>100 referrals</td>
<td>100 referrals</td>
<td>100 referrals</td>
</tr>
<tr>
<td>F) CQI Outcome</td>
<td>50 referrals</td>
<td>52 referrals</td>
<td>71 referrals</td>
<td>referrals</td>
</tr>
<tr>
<td>G) Review Outcomes</td>
<td>The DSMES service has been notified that the number of people served monthly needs to increase or staff will be laid off.</td>
<td>The flyers did not have a significant impact of the # of DSMES referrals.</td>
<td>The 5 providers visited in the second week of last month referred more DSMES clients after the visit and provided feedback of how the DSMES services could help them with their clients with DM.</td>
<td></td>
</tr>
<tr>
<td>H) Review current operations and consider amendments</td>
<td>The DSMES service does not advertise to current or potential referring providers</td>
<td>The DSMES services team needs guidance on how to best promote and advertise their services.</td>
<td>The DSMES service implemented some suggestions rendered from the PC visits last month and have added the additions to their flyers.</td>
<td></td>
</tr>
<tr>
<td>J) List amendments to current operations</td>
<td>A DSMES offering and benefit flyers was created and mailed to local PC offices</td>
<td>A DSMES representative met with the marketing department and decide to have a representative visit the top 5 referring providers this month.</td>
<td>The DSMES representative will visit 5 different PCP offices this month to advertise the services.</td>
<td></td>
</tr>
<tr>
<td>J) Change date</td>
<td>March 3, 20____</td>
<td>June 5, 20____</td>
<td>September 12, 20____</td>
<td></td>
</tr>
</tbody>
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