Diabetes Education for Newly Diagnosed Or High-Risk Patients

The Problem

The Diabetes Work Group conducted a needs assessment survey to identify staff and patient education areas for improvement. The survey results revealed that patient education materials were not easily retrievable or accessible. Materials distributed across units were not consistent. The Diabetes Steering Group charged the workgroup to develop materials and a process for patient education at Beth Israel Deaconess Medical Center.

Aim/Goal

Utilizing LEAN principles, the Diabetes Workgroup redesigned the Diabetic Patient Education Survival Skills materials into one convenient booklet to facilitate patient learning.

The Team

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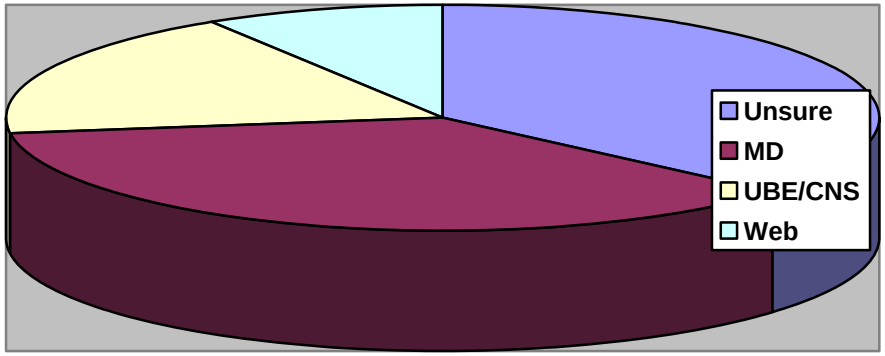
The Interventions

- January – May 2010: Conducted needs assessment of inpatient clinical nurses.
- May 2010**:** Charged with developing materials/process for patient education.
- June-September 2010: Investigated and identified available materials
- October-December 2010: Identified core education for newly diagnosed or high risk diabetic patients and collaborated with the Joslin Clinic to redesign the information in the *First Steps* educational booklet.
- December 2010: Developed the Patient education pamphlet

The Results/Progress to Date…….

Patient Needs Assessment Results:

"Who/what are your diabetes resources?"



Lessons Learned

Collaborating between disciplines and institutions provides patients with pertinent information and assists in directing self care in the home environment.

Next Steps/What Should Happen Next:

- Ongoing development of supplemental diabetes education materials to enhance basic diabetes education, including formation of a partnership with ambulatory services to share materials.
- Oversight of the annual diabetes conference offered to staff.
- Explore alternative means of delivering patient education materials

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