

# A YEAR OF CHANGE

## - SEO QI Milestones -

### PDSA: Plan

Goal: Reduce percentage of adults with type 2 diabetes with HbA1c > 9% by 10%

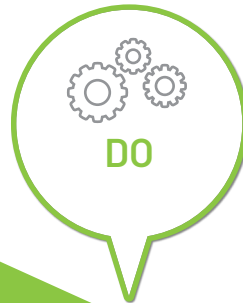


PLAN

### PDSA: Do

Implemented six interventions:

1. Increase CGM prescriptions
2. Increase SGLT2 inhibitor prescriptions
3. Increase medication-taking behaviors
4. Increase visits at Diabetes Free Clinic
5. Increase referrals to Diabetes Navigation
6. Increase rtCGM versus isCGM use



DO

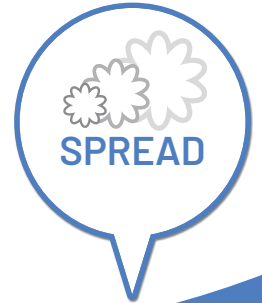
### PDSA: Act

Adopting CGM prescription, Diabetes Navigation, med delivery interventions

Adapting SGLT2 inhibitor, medication-taking, Free Clinic visit, and rtCGM vs isCGM interventions



ACT



SPREAD



LAUNCH

October 2023

Launched Wave 1 with 10 clinic sites



STUDY

### PDSA: Study

Create run charts to visualize progress

- 20% ↑ CGM prescriptions
- 63 navigator referrals completed

September 2024

Sustain improvements and spread successful interventions with Wave 2 clinics



SOUTHEASTERN OHIO  
REGIONAL QI HUB



THE DIABETES INSTITUTE  
Heritage College of Osteopathic Medicine