



## Supporting Patient Self-Management and Education

### REGENT PARK COMMUNITY HEALTH CENTRE: LC2

Inspired by their involvement in Quality Improvement & Innovation Partnership's Collaborative Learning Sessions and understanding the need to spend time with patients to ensure consistent health messaging and collaborative goal setting, Regent Park CHC created an interdisciplinary Diabetes Clinic. The key players in the improvement journey of establishing, implementing and testing the clinic were Dr. Tara Kiran, Physician, Eleanor Tyrell, Diabetes Nurse Educator and Raquel Figueroa, Registered Dietitian.

The main focus of the Diabetes Clinic was to identify and address the needs of patients who were challenged by social, economic and complex health issues. Their approach was to enhance and ensure consistent communication and internal collaboration. Through the use of PDSA cycles and the creation of a one-page Low Literacy Diabetes Passport, Regent Park CHC cited the following positive outcomes resulting from the new Diabetes Clinic:

**Improved communication** between clinicians and patients. The Low Literacy Diabetes Passport was used to engage patients in goal setting, care planning, test result interpretation and provided motivation and reinforcement in self-management. Used as a visual representation of patient progress, as many of Regent Park CHC's patients struggle with English as a second language, through the use of symbols and a three-coloured sticker approach (red, yellow, green) which signified areas of concern and/or positive results.

**Increase team members' full scope of practice** by involving interdisciplinary health professionals in program planning and implementation; providers are able to better understand the barriers of self-management for patients; no-show appointments have decreased and have allowed providers to use their time more efficiently and



Regent Park Community Health Centre back row (left to right): Enrique Saenz, Clinical Operations Manager and Joel Rosenbloom, Clinical Director. Front row (left to right): Dr. Tara Kiran, Physician and Cynthia Burke, RN. Photo taken January 25, 2010 by Event Masters Digital Imaging.

clinicians feel that they are working more effectively together as a team and are learning from one and other.

**Introduction of a New Tool:** The one-page Low Literacy Diabetes Passport, a simplified record keeping tool, has greatly assisted providers and team members in conveying consistent messaging and cohesive care planning for their patients.

Regent Park CHC they had an opportunity to share and spread their improvement with others. They did this by sharing their improvements and promoting enhanced team functioning. The diabetes care team shared their successes and their collaborative work plan with other colleagues. As a result, the Diabetes Clinic program has now been incorporated in the practice of another Regent Park CHC physician and has played a role in advancing quality improvement in the diabetes domain.

*"We found that its worked really well for improving team collaboration, improving learning between team members, improving consistent messaging towards the patient and helping to engage the patient in their own care."* Dr. Tara Kiran, Regent Park Community Health Centre

Showcase: Team Journey

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