

E.P.I.I.C!



Diabetes Care Program of
Nova Scotia

THE DCPNS REGISTRY OPTIMIZATION PROJECT BULLETIN

Issue 2
September 2018

Welcome to the second issue of E.P.I.I.C!, the DCPNS Registry Optimization Project Bulletin!

This brief bulletin is produced approximately every 2-3 months and is intended to provide you with updates throughout the duration of the **Registry Optimization Project**.

Project Goal:

To optimize use of the DCPNS Registry by diabetes teams in support of improved diabetes care delivery, practice processes, and patient outcomes, through:

- complete and accurate entry of patient visit information, and
- use of the Registry's full reporting functionality.



DCPNS Registry Optimization will be E.P.I.I.C!:

Educate, Populate, Illustrate, Innovate, Celebrate...
...doing things differently!

Project Update:

- Over the summer months, we have been busy distributing and then compiling the results of the **Registry Use Survey** (see below/Page 2 for details).
- We continue to recruit members to expand our **Project Advisory Group** beyond internal (DCPNS) membership:
 - This expanded group will assist with interpretation of Survey findings, prioritization, and application to practice. It will also advise on potential quality improvement initiatives in support of Registry *Communities of Practice* and focused zone-specific, provincial work.
 - We are actively recruiting Leads from each Zone, along with two advanced Registry users and two patient/family representatives. Please contact us (see contact information, below) if you are interested in joining the Project Advisory Group!
- We have also been actively planning **enhancements to the Registry Training Program**, including planning for the development of individual video learning modules to supplement the live training sessions.

Registry Use Survey:

Three separate surveys were distributed in June, one each for: Diabetes Educators, Clerical/Support Staff, and Managers.

The purpose of the survey was to:

- better understand how individuals use the Registry and also how managers perceive and support its use;
- identify barriers and facilitators to current and future Registry use;
- identify learning needs as they relate to different aspects of the Registry; and
- capture real world examples of how report use has changed practice.

We heard from 55 respondents, including...

37 Diabetes Educators

13 Clerical/Support Staff

5 Managers

With representation from all NSHA Zones and the IWK Health Centre

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Select Quotes from Registry Use Survey:

Diabetes Educators:

“We use [the Advanced Clinical Indicator Report] to find patients for specific group sessions (i.e. for our Complex Case Management Conferences, we used it to find patients with A1Cs ≥9.0%).”

“Our days our filled with clients and with emails and charting [and] we often don't have time for anything but that day's direct work.”

Clerical/Support Staff:

“Important as users of the database to be included in, and have a voice within, these discussions. A different lens to look through.”

“At times, I will give charts back to clinicians with instructions to provide further details on flow sheets. This still leaves many fields empty despite my efforts.”

Managers:

“A tutorial designed specifically for managers would be helpful.”

“I may need to provide more time in the schedule for regular report-running.”



Registry Use Survey (continued...)

- The majority of respondents (100% of Diabetes Educators and Managers; 92.3% of Clerical/Support Staff) feel there is **value in collecting patient visit information in the Registry.**
- **The most commonly cited barriers to entering patient visit information into the Registry among Diabetes Educators were** “Having to document (chart) in multiple locations” (33.3%) and “Time Constraints” (20.6%). Among Clerical/Support Staff, “No Barriers” was the most commonly cited response (50.0%), followed by “Incomplete Flow Sheets” (21.4%).
- **The most commonly cited barriers to generating Reports/Letters/Graphs among Diabetes Educators were** “Time Constraints” (39.3%) and “Lack of Knowledge of how to run Reports” (26.2%).
- The majority of respondents (88.2% of Diabetes educators; 61.5% of Clerical/Support Staff; 100% of Managers) are **interested in participating in Registry training opportunities.**
- A minority of respondents (23.5% of Diabetes Educators; 15.4% of Clerical/Support Staff) are **interested in participating in a Registry Community of Practice (CoP).**
- 100% of the Managers surveyed said they would **support their staff in participating in a Registry CoP**, provided that a purpose, benefit and relevance to their practice is clearly articulated.

Project Activities & Timeline

