Incorporation of Continuous Glucose Monitors (CGMs) into an Interdisciplinary **Primary Care Diabetes Clinic** Shaylee Peckens, MD; Taylor Thompson, PharmD, BCPS; Amir Elsehmawy, MD; Tyler Groves, MD; Joseph Capito, MD **Department of Family Medicine, West Virginia University, Morgantown, WV** BACKGROUND **IMPROVEMENT ACTION PLAN SETTING & POLPULATION**



Continuous Glucose Monitors (CGMs):

CGMs are endorsed by the American **Diabetes Association (ADA)** for all types of diabetes. They improve glycemic control and reduce hypoglycemia risk.

 However CGM utilization remains low in the WVU Family Medicine Intensive Diabetes Clinic (IDC).



WVU IDC:

 The IDC provides care for patients newly diagnosed with diabetes mellitus or those facing challenges in managing the condition.

OBJECTIVE

This QI initiative aims to increase CGM utilization within the WVU family medicine IDC

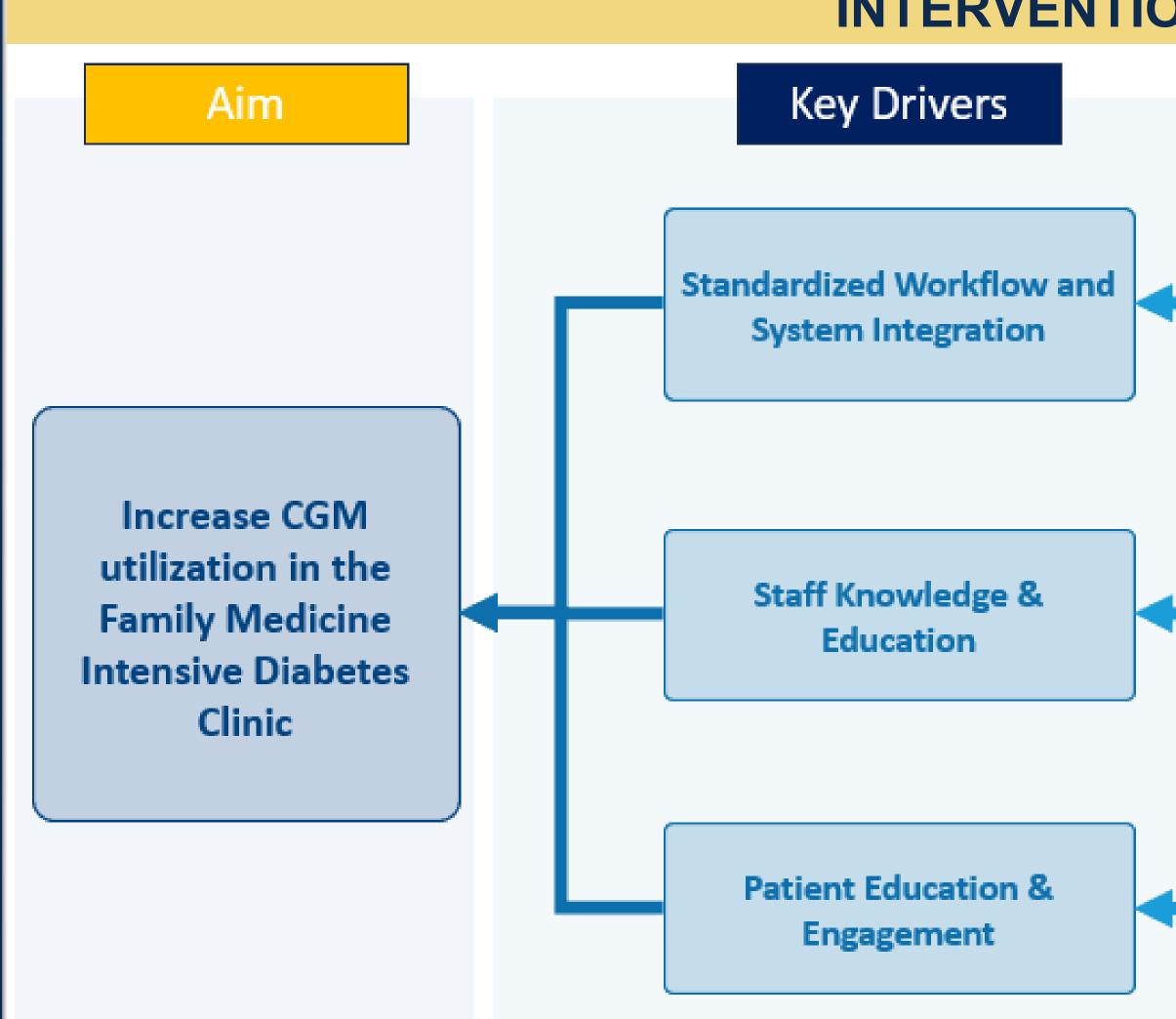
Target Goal is to achieve a **10%** increase in CGM use by May 3, 2025.

TIMELINE

August 2024: Planning phase initiated. December 2024: Implementation of interventions began

May 2025: End of 1st PDSA cycle

Setting: Family Medicine Intensive Diabetes Clinic (IDC) **Population:** IDC patients presenting for new or follow-up visits.



RESULTS Scan Change Ideas 43.1% (22/51) Develop a process map outlining the workflow for CGM management, including ordering, documentation, and billing 29.6% (21/71) Integrate CGM data into EPIC flowsheets for streamlined documentation and patient monitoring. Create an EPIC report and system list to identify IDC patients using CGM. Install CGM software on multiple desktops in providers' and Post-Intervention Pre-Intervention nurses' workspaces to facilitate CGM data access. (To Date) Pending Data Collection Billing codes used Provide orientation and training to IDC staff on CGM indications, ordering, documentation, interpretation, and billing. Patient Satisfaction Conduct training sessions to ensure staff competency in CGM use and integration. **SCALE UP PLAN** Provide educational materials to patients on how to share CGM **Project is currently in progress.** data with their providers. Assess patient satisfaction using the glucose monitoring If successful, workflow could be satisfaction survey (GMSS) implemented across all Family Medicine clinics at WVU. **SUSTAINABILITY PLAN** diabetes workflows and ensure continuous staff training **Enhance EPIC integration** for better data accessibility **Gather ongoing patient feedback** on CGM satisfaction

- **CGM use is documented** in the EHR medication list.

INTERVENTIONS METHODS Patients are screened for CGM eligibility. Eligible or existing users are enrolled. **CGM reports are collected** at each visit and uploaded into EPIC flowsheet. Patients complete Glucose Monitoring Satisfaction Survey (GMSS) at each visit Patients receive instructions on sharing CGM data with the clinic. IDC staff attended a CGM management education session on December 3, 2024 **OUTCOME MEASURES Primary Outcome: Percentage of patients using CGM** will be compared 6 months

before and after the intervention

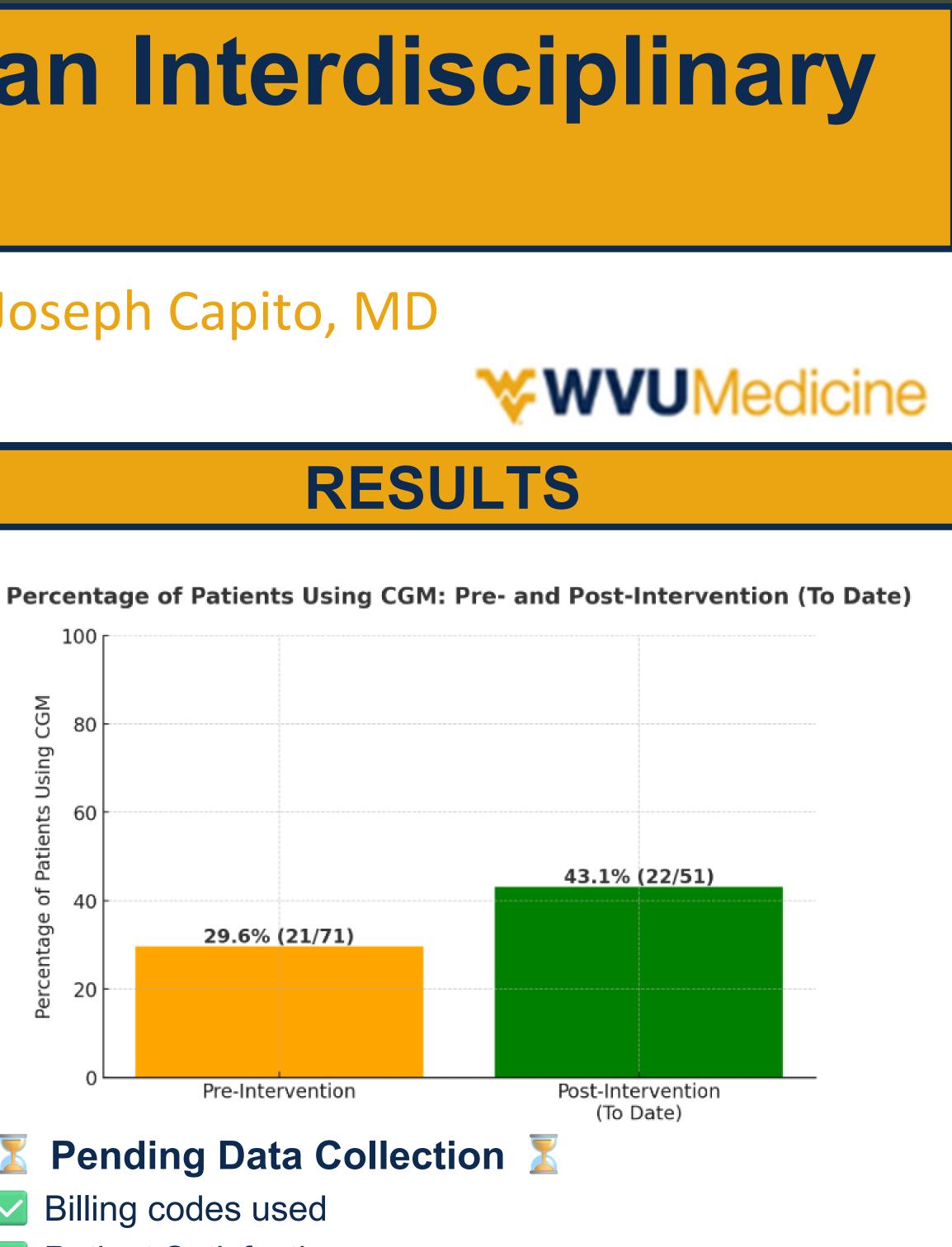
Secondary Outcomes:

- Number of CGM-related codes used (95251, 95249)
- Patient Satisfaction: using GMSS scores

DATA COLLECTION

- Data Sources: EPIC & GMSS surveys
- EPIC Report: Run pre-intervention and monthly post-intervention to track CGM users

This project will highlight the significance of standardized workflows in increasing **CGM** utilization within primary care



Achieve sustainable CGM integration into

- Collaborate with insurers to enhance CGM **coverage** in alignment with ADA guidelines.

CONCLUSIONS