

# Patient Flow: RWF Diabetes Self Management Project



## RWJ Project Potential Enrollee: 4 Ways to Recruit

- 1) Patient self refers → Self referrals ask for appt. at desk.
- 2) CDE calls from list → A CDE gives name of a “hit” to appt. clerk to enter into CDE’s template.
- 3) MA refers → Patient referred by MA or PCP takes referral to appt. clerk.
- 4) PCP refers → → → → → → → → → →  
 PCP can refer to CDE only or also to mental, behavioral and other health services. It is hoped that eventually the patient can be persuaded to see a CDE

Patient keeps appt. with CDE and is enrolled in one-on-one sessions (5-6). Patient sets up self management goals.

→ one-on-one only

→ one-on-one and group

CDE provides follow-up phone calls to controlled diabetics and collaborates on uncontrolled diabetics with nurse manager

CDE refers or ensures referrals to:

- mental health
- behavioral health
- RN Case manager for uncontrolled diabetes or other issues. Case manager refers to VNA, home health aides and, with CDE, makes frequent phone calls to patients
- podiatry
- ophthalmology
- dental