



IMPROVING DIABETES CARE QUESTIONNAIRE

Welcome!

Instructions:

There are 7 sections (A to G) that include a series of questions. As you work your way through the questionnaire, read each question and choose the statement you believe best reflects your views and care practices within your health centre. There are no right or wrong answers. A low response is not a negative reflection on you or your healthcare organization - it is a tool that will guide your team through the development of strategies and initiatives to improve diabetes care. At the end of each section, you will see a box which is titled "My thoughts." Here you can provide further thoughts or ideas on areas of diabetes care that you identified as needing improvement within the section. Providing additional thoughts and insights is valuable. It helps to inform your team's efforts to improve care. The more honest and representative your answers are, the better you can contribute to your team's journey in improving diabetes care.

If you wish to complete a paper-copy of this questionnaire rather than online, please email **Jackie McLellan** at Jackie.mclellan@schulich.uwo.ca. Completed paper versions of the questionnaire can be faxed to [name of Western research staff member] at 1-877-809-5108.

SECTION A

DELIVERY OF CARE

1. Are clients with diabetes receiving appropriate care and follow-up in accordance with best practice? (e.g., CPGs)	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
2. Are available resources being effectively used to enhance regular follow-up and access to care? (e.g., reminders, transportation)	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
3. Does routine practice include developing client care plans?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
4. Do healthcare professionals work with patients (as well as families where relevant) to develop self- management goals and strategies?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS

SECTION A - MY THOUGHTS

Please specify your thoughts on areas of **delivery of care** to target for improvement:

SECTION B

TEAMWORK & CONTINUITY OF CARE

1. How well is the team-based approach to diabetes care working within your health centre? (e.g., clear roles, good communication)	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
2. How effective is the collaboration between specialists and generalists for providing diabetes care?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
3. How effective are the arrangements in place to link clients with diabetes to community health and health-related resources?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
4. How effective is the design and delivery of care in terms of its ability to support the continuity of care for clients with diabetes in the community? (e.g., sharing of client records, case management)	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
5. After a client with diabetes is discharged from hospital, how effective is the communication between the hospital and your health centre?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
6. Are joint appointments with multiple healthcare professionals offered regularly to clients with diabetes?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
7. Are clients with diabetes able to see the same healthcare professionals on a regular basis?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
8. Do you think clients feel comfortable visiting your health centre?	NOT MUCH	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH

SECTION B - MY THOUGHTS

*Please specify your thoughts on areas of **Teamwork and Continuity of Care** to target for improvement:*

SECTION C

RESOURCES TO SUPPORT DIABETES CARE

1. <i>Is there an appropriate amount of healthcare professionals within your health centre who support a team- based approach to diabetes care?</i>	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
2. <i>Are there a range of specialists available for clients with diabetes outside your health centre?</i>	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
3. <i>How effective is the health centre's strategic plan, specifically in terms of its commitment to patients with diabetes?</i>	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
4. <i>How adequate is the funding that is dedicated to diabetes care?</i>	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
5. <i>How adequate are the supplies available for diabetes management? (e.g., glucose test strips, needles, blood pressure equipment)</i>	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
6. <i>Is the physical space and layout of your healthcare organization suitable for the provision of diabetes care? (e.g., enough space for staff, available exam rooms)</i>	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
7. <i>Is there an appropriate amount of resources available to support access to care for clients with diabetes? (e.g., transportation, translation services)</i>	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
8. <i>Are there resources and tools available to support client's diabetes management at home?</i>	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH

SECTION C - MY THOUGHTS

*Please specify your thoughts on areas of **Resources To Support Diabetes Care** to target for improvement:*

SECTION D

TRAINING

1. How adequate are training services, specifically in terms of ensuring that staff are aware of new changes in diabetes management or guidelines?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
2. How trained and skilled are staff to support client's diabetes self-management?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD
3. How effective are approaches to ensure staff provide culturally relevant and appropriate care?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD

SECTIOND - MY THOUGHTS

Please specify your thoughts on areas of **Training** to target for improvement:

SECTION E

SYSTEMS SUPPORTING CARE

1. To what extent do you use your appointment system to support diabetes care? (e.g., follow-up, reminders)	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
2. To what extent, is a list or registry of people with diabetes in the community used as part of routine practice?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
3. To what extent, do healthcare professionals utilize client information systems for tracking and supporting diabetes care for clients?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS

SECTION E - MY THOUGHTS

Please specify your thoughts on areas of **Systems Supporting Care** to target for improvement:

SECTION F

COMMUNITY INVOLVEMENT & OUTREACH

1. To what extent does community leadership provide input or feedback into health programs or services?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
2. To what extent is local Indigenous knowledge and experience incorporated into planning the approach to diabetes care services & programs?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
3. Are health centre staff engaged in community outreach activities? (e.g., health promotion)	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
4. To what extent, are clients asked for feedback on the quality of care they receive?	RARELY	SOMETIMES	OFTEN, BUT IMPROVEMENT IS NEEDED	ALWAYS
5. To what extent, are partnerships with community groups beneficial in connecting patients to community groups, activities, or services?	POOR	SOMEWHAT	GOOD, BUT IMPROVEMENT IS NEEDED	VERY GOOD

SECTION F - MY THOUGHTS

Please specify your thoughts on areas of **delivery of care** to target for improvement:

SECTION G

QUALITY IMPROVEMENT PROCESSES

1. To what extent are quality improvement procedures or processes in place and used within the health center?	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
2. To what extent are resources and tools (e.g., information systems) used to inform the improvement of diabetes care?	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH
3. To what extent does management/senior staff support quality improvement for diabetes care?	VERY LITTLE	SOMEWHAT	YES, BUT IMPROVEMENT IS NEEDED	VERY MUCH

SECTION G - MY THOUGHTS

Please specify your thoughts on areas of *Quality Improvement Processes* to target for improvement:

YOUR TURN

HAVE WE MISSED ANYTHING?

If we have missed anything important to diabetes care within your health centre please list them here:

AREAS TO FOCUS OUR EFFORTS

Thinking about each of the questions above, please list the top 4 areas of diabetes care you believe your health center could realistically change in a short time period.

- 1.
- 2.
- 3.
- 4.

Out of all these areas of diabetes care, which one do you feel is most important or in need of change?

ANY ADDITIONAL THOUGHTS?

Please specify any additional thoughts, questions, or concerns here:



**THANK YOU
FOR YOUR TIME!**

