



Date: August 1, 2017 E.C

✉ **To:** Health Service Quality Unit

✉ **From:** Health Literacy Unit

Subject: Monthly Quality Improvement Report: Diabetes Patient Knowledge (**July 01-30, 2017**)

Dear Colleagues,

Attached is the monthly report for the Diabetes Patient Knowledge QI initiative for July 2017.

All procedures continued smoothly in monitoring mode, and the FGD on "Recognizing & Treating Low Blood Sugar" was held with high attendance.

The sustained excellence in performance continues:

✉ **Average Knowledge Score:** 96% (Target: >90%)

✉ **FGD Attendance Rate:** 68% (Target: >50%)

✉ **Process Compliance:** 96% (Target: >90%)

Key Learnings:

Sustainability is confirmed. The process is fully integrated into routine care, and consistent performance indicates an embedded change. No challenges were observed.

Sincerely,

Balisa Seifudin

Health Literacy Unit focal person

DEDER GENERAL HOSPITAL

SUSTAINING IMPROVEMENT IN DIABETES PATIENT KNOWLEDGE: A QUALITY IMPROVEMENT PROJECT

QI Team Lead: Dr. Bahar Abdi-OPD Director

Facilitator: Abdi Tofik (BSc, MPH)-HSQ Director

Reporting Period: July 01-30, 2017

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SUSTAINING IMPROVEMENT IN DIABETES PATIENT KNOWLEDGE: A QUALITY IMPROVEMENT PROJECT

1. PLAN

Aim Statement: (Unchanged)

Rationale: (Unchanged)

Interventions (What will we do?):

- ☛ Routine monitoring and sustained activities.
- ☛ Conduct FGD on "Recognizing & Treating Low Blood Sugar."

2. DO

Implementation Activities (July 2017):

- ☛ All procedures continued smoothly.
- ☛ FGD on "Recognizing & Treating Low Blood Sugar" held with high attendance.
- ☛ No changes to processes; focus on maintaining consistency.

3. STUDY

Results Summary (July 2017):

Indicator	Target	July
Avg. Knowledge Score	>90%	96%
FGD Attendance Rate	>50%	68%
Process Compliance	>90%	96%

Key Learnings:

- ☛ Sustainability is confirmed. The process is fully integrated into routine care.
- ☛ Peer learning in FGDs continues to reinforce individual education.
- ☛ Consistent performance indicates embedded change.

Challenges Observed:

- None.

4. ACT

What Worked?

- ☛ The sustained model is effective and requires no further adjustments.

Next Steps (August 2017 Onward):

1. **Continue current monitoring activities** for the final month of the sustained improvement period.
2. Prepare final report and sustainability plan.

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Knowledge Audit & Feedback Report

Sample Size: 10 patients

Patient ID	Knowledge Score (%)	Feedback Given? (Y/N)	Primary Knowledge Gap Identified	Overall Compliant? (Y/N)
103565	95	Y	-	Y
000620	90	Y	-	Y
035106	100	Y	-	Y
193603	100	Y	-	Y
110641	95	Y	-	Y
125618	100	Y	-	Y
017616	90	Y	-	Y
193672	95	Y	-	Y
006549	100	Y	-	Y
030089	90	Y	-	Y
% Compliance/Average	96%	100%		

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SUSTAINING IMPROVEMENT IN DIABETES PATIENT KNOWLEDGE: A QUALITY IMPROVEMENT PROJECT

Monthly FGD Report

Month: July 2017

Topic: Recognizing & Treating Low Blood Sugar

Date: July 25, 2017

Facilitator: Dr. Bahar Abdi-OPD Director

Attendees: 15 Patients (9 Female, 6 Male)

AGENDA:

- ☒ Introduction and purpose
- ☒ Sharing personal hypoglycemia experiences
- ☒ Review of symptoms and immediate treatment (15-15 rule)
- ☒ Demonstration of glucose gels/tablets

MEETING MINUTES:

1. Introduction and Purpose

- ⊕ Focus on early recognition and management of low blood sugar.

2. Discussion and Demonstration

- ⊕ Patients shared personal hypoglycemia events.
- ⊕ Facilitator demonstrated use of glucose tablets.

3. Feedback from Patients

- ⊕ "I now understand the importance of treating low sugar immediately."
- ⊕ "Hearing others' stories helped me recognize symptoms I've ignored."
- ⊕ "Very practical session – I feel prepared to handle this now."

Action Plan:

- Continue emphasis on hypoglycemia management in feedback sessions.
- Ensure glucose tablets are available at pharmacy.