Coordination of BG Testing, Insulin Administration and Delivery of Meal Trays

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January 2016, Certified Diabetes Educator identified need to improve coordination of blood glucose test, insulin administration and delivery of meals in patients with hyperglycemia.

Planned interventions:

- Form interdisciplinary team
- Select nursing unit to pilot new process
- Establish specific times to deliver meal trays to unit, to test BG and to administer insulin
- Provide intense training to clinical RNs, CPs and dietary personnel
- Monitor flow, collect data and share findings

Implementation of new process began in mid-June 2016:

- 3 South selected to pilot the new process
- Pharmacy provided list of patients taking insulin to Nutrition Services
- BG tests were performed at pre-established times
- Diabetes meal trays arrived to nursing unit at agreed times
- Insulin was administered and meal tray was immediately served

Improvement achieved:

- Work flow was observed, data collected and shared
- Process was promptly modified as needed
- New process hardwired
- Process extended to other nursing units, one at a time every three months