

# Diabetes Care: An Evaluation of Best Practices in Collaboration with Peterborough Regional Health Centre and Community Partners

## BACKGROUND

The PRHC Diabetes Clinic is facing a record number of patients due to a lack of family doctors in the area. This issue is made worse by the lack of funding available. As a result, they have asked for research on how they can improve their best practices and overall patient care.

## Purpose

To evaluate the current best practices in place at the PRHC Diabetes Clinic and to explore best practices used elsewhere, with the goal of providing several recommendations to improve the clinic's care.

## Research Questions

1. What are the best practices employed by the diabetes care providers across the country and the world?
2. How could the PRHC Diabetes Clinic improve the care they give using this research?

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## Methods

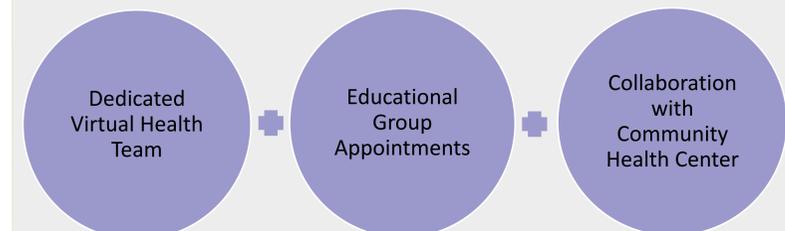
- Contacted PRHC to determine goals
- Conducted 2 literature reviews, one on diabetes care and the other on diabetes best care practices
- Interviewed staff at the clinic and summarized results
- Created a detailed list of clinics in PTBO city and county
- Compiled all this information into a final document with official recommendations for the clinic along with the completion of this poster

## Findings

- The clinic is noted for its excellence in staff collaboration, teamwork, keeping up with current research and information exchange
- The main issue preventing the clinic from providing the best care possible is funding
- This lack of funding leads to staffing issues and privacy issues (lack of space)
- The number of patients without a primary care provider puts an extra strain on the clinic

## Recommendations

- From the interviews conducted with the clinic staff, some recommendations include:
  - Collaboration between departments
  - new location(s)
  - new cancellation policy
- From research on best practices, some recommendations include:
  - a designated virtual health team to deal with minor health concerns
  - group appointments to provide education sessions
  - connect with the newly announced Community Health Center to eventually alleviate patient numbers from the PRHC clinic



## Conclusions

- The central issue the clinic faces is that demand exceeds capacity
- The new Community Health Center includes funding for both primary health care and chronic disease management
- Virtual health appointments and group appointments could occur at the clinic with extra funding, and/or in collaboration with the Community Health Center