

## Structured education for Type 2 diabetes

### Data collection

Data that should be regularly monitored to ensure an effectively running service and provide feedback for improvement:

KPI	Numerator	Denominator
Percentage booked onto course	Number of people booked onto a structured education course	Number referred to structured education
Percentage completing course	Number who complete course	Number eligible for referral (will generally be number diagnosed with Type 2 diabetes within last 12 months)
Percentage of people booked who complete structured education	Number who complete course	Number of people booked onto a structured education course
After referral percentage contacted within given number of working days	Number of people contacted and offered place within given number of working days	Number of people referred to structured education
Percentage offered place within three months of referral	Number of people offered place on course, the date of which is less than three months from the date of referral	Number of people offered place on structured education course
Percentage declining place on course who are contacted and offered alternative	Number of people declining a place on first line structured education who are offered an alternative education programme	Number of people initially offered place on first line structured education programme who decline
Percentage discharged back to primary care with agreed goals	Number discharged with agreed goals from structured education programme	Number who complete course

#### In addition it may be important to measure:

- Total number of referrals per referrer
- Total number of people that attended the course, per referrer
- Monthly numbers of people on the waiting list
- Waiting times from referral to first appointment
- Number of people not attending a first session
- Number of people who did not complete full course (if course is run over more than one session)
- Number of inappropriate referrals with reason for declining referral
- Number of self-referrals.