Understanding the Educational Needs of Patients with Adrenal Insufficiency
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Our QI Team
Our Division has created a Quality Improvement (QI) team
• To provide an opportunity to educate our members about the QI research process
• To facilitate the design, implementation and advancement of QI research projects within our Division

Adrenal Insufficiency QI Project
Guided by the EPIQ Program
Step 1: Identify The Problem
• We identified the need to improve patient education for those living with Adrenal Insufficiency (AI)

Step 2: Select Your Team
• Endocrinologists, patients and designers

Step 3: Brainstorm Causes
• Variation in education provided
• No consistent set of tools provided
• Variation in patient comprehension

Step 4: Choose A Priority
• Common educational toolkit with checklist
• Cellphone picture of AI instructions
• Endocrinology-Emergency Department communication

Step 5: Map The Process
• Variation in:
  • Physician instructions
  • Patient recall

Step 6: Identify Indicators
To better understand the local clinical context
• We informally surveyed Edmonton endocrinologists on their current management and education of patients with AI

A Verbal

B Involve Social Network

C Written

D Verbal Recall


Step 7: Explain Your Aim
Our aim is to improve quality of care for those living with AI by:
• Engaging patients to identify current needs and barriers in patient education
• Providing standardized education
• Assessing the impact of patient education tools

Step 8: Engage Partners
In order to better understand the patient experience, patients were invited to join the QI process
• A Co-creation workshop was conducted and included:
  • A Human-Centered Designer
  • 3 Endocrinologists
  • 5 patients with AI

Acknowledgements
Divisional Members: For ongoing support and feedback
Volunteer Patients: For teaching us about what it is like to live with AI

AI Tool Kit Co-Creation Workshop
From our workshop we learned that:
• Living with AI involves a number of stages
• Each stage requires ongoing learning

Step 9: Implement Change:
To add to our understanding:
• We have developed a pre-intervention patient survey

To improve the quality of education provided, we are developing an AI toolkit that will include:
• ER Card
• Carrying Letter
• Educational Resources
• Checklist

Step 10: Share Knowledge
• Quarterly updates provided to Division members and interested patients
• Presentation of findings at conferences/symposiums
• Manuscript(s) relating to the AI QI project

REFERENCES
Evidence-based Practice for Improving Quality (EPIQ) www.epiq.ca
Canadian Addison Society www.addisonsociety.ca
The UK Addison’s Disease Self-Help Group (ADSHG) www.addisons.org.uk

Survey of Edmonton Endocrinologists

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