Webinar at Work  
February 2019  
“Putting T2G webinars into practice”

Webinar: “Clinical Inertia and Diabetes Care”  
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Summary:

Healthcare providers often do not initiate or intensify therapy when needed, resulting in clinical inertia. Clinical inertia is often caused by: 1) Overestimation of care provided and adherence to care guidelines, 2) Use of “soft” reasons to avoid intensification of therapy, and/or 3) Lack of education, training, and organizational focus on achieving therapeutic goals. Strategies for combatting clinical inertia include: securing leadership buy-in, educating providers, utilizing the entire care team, and providing performance feedback.

Implementation Tips:

Facilitate provider education
- Establish and communicate care guidelines, which are necessary but not sufficient
- Educate on benefits, costs, and side effects of treating to target
- Address the complexity of treating to target for different disorders (e.g., glycemic control, hypertension, and dyslipidemia)

Structure our care delivery systems to facilitate management of chronic diseases
- Utilize electronic medical record systems, best practice advisories, flowsheets, and disease registries
- Expand the care team
- Leverage proactive outreach and planned visits to increase opportunities for “titratable moments”

Provide performance feedback
- Utilize specific dashboards and audits for timely quality feedback
- Conduct chart reviews with face-to-face peer feedback
Team Discussion:

1. Where in our diabetes workflow are we facing clinical inertia barriers? (e.g., PCP education, overestimation of care provided, “soft” reasons to avoid intensification of therapy, etc.)

2. Given our organizational structure and culture, how can we best address clinical inertia?

3. How can we improve our organization’s process for following-up with patients to increase opportunities to improve clinical inertia among our diabetes patient population?

4. How do we internally capture and share our diabetes metrics for patients? How can we better utilize this data to raise awareness of possible improvement areas among care teams?

Additional Notes:
Next Steps:

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Additional Resources:

- *Standards of Medical Care in Diabetes – 2019* (American Diabetes Association)
- Hypertension 101 Tip Sheet (Hattiesburg Clinic, P.A.)
  - To access, go to the Together 2 Goal® Communities page [here](#). The Tip Sheet is located in Library tab under the Together 2 Goal® folder.