

Patient Perspectives Resource 1:
What Patients Want Health Care Teams to Know

Continuous Glucose Monitoring (CGM)

Developed February 2026 with input from members of the NEO QI Hub Patient Advisory Council to help health care teams provide more patient-centered diabetes care.

Patient Education

Try This:

- Providing hands-on demonstrations when prescribing CGMs, including sensor placement, device setup, and daily use
- Educating patients on how to interpret CGM data, including glucose trends, estimated A1C, and alert notifications
- Reinforcing education during follow-up visits to build confidence and encourage long-term use



Instead of This:

- Assuming patients know how to use, calibrate, or interpret CGM data without instruction
- Limiting education to the initial prescription without providing ongoing reinforcement



Technical Support

Try This:

- Informing patients about manufacturer technical support and replacement options for malfunctioning devices
- Encouraging collaboration with pharmacists, diabetes educators, and clinical staff to assist with troubleshooting
- Preparing patients for common technology issues, such as phone compatibility, connectivity problems, and data transfer



Instead of This:

- Leaving patients to troubleshoot device problems on their own
- Overlooking concerns about lost phones, interrupted data collection, or technology compatibility



Access to Care

Try This:

- Assessing potential barriers to obtaining and maintaining CGMs, including insurance coverage and device compatibility
- Promoting equitable access to CGMs by identifying and addressing disparities experienced by Black, Brown, Medicaid, and other underserved populations
- Connecting patients with available financial assistance, community resources, or care coordination services when appropriate



Instead of This:

- Ignoring financial, insurance, or technology barriers that may prevent successful CGM use
- Assuming all patients have equal access to smartphones, internet connectivity, or replacement devices



This resource is part of the AHEAD Initiative Diabetes QI Clinical Toolkit. For access to this toolkit and additional resources, please visit NEOQIHub.org.

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The Northeast Ohio Quality Improvement Hub is funded by the Ohio Department of Medicaid and administered by the Ohio Colleges of Medicine Government Resource Center. The views expressed in this website are solely those of the authors and do not represent the views of the state of Ohio or federal Medicaid programs.