Bi-directional feedback loop process*

**Clinical care team**
- Refer patient to lifestyle change program.¹
- Update medical record with patient’s enrollment status.
- Update medical record with feedback on patient’s progress and outcomes.
- Update medical record to reflect patient’s program completion and final outcomes.

**National Diabetes Prevention Program (National DPP) lifestyle change program provider**
- Receive referral and conduct outreach to the patient.
- Notify clinical care team of the patient’s enrollment status.²
- Provide regular feedback to clinical care team on patient’s progress and outcomes.³
- Notify clinical care team of change in patient’s participation status.²
- Notify clinical care team of patient’s program completion and provide final outcomes.²

**Patient**
- Enroll in lifestyle change program.
- Notify clinical care team of the patient’s enrollment status.²
- Notify clinical care team of patient’s program completion and provide final outcomes.²
- Participate in weekly and monthly lifestyle change program sessions.
- Complete lifestyle change program.

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1. Referral placement or receipt can be through a variety of methods, including Health Information Exchange (HIE) systems, electronic health record (EHR) functions, program locators, care coordination platforms, fax or email notifications, depending on the functionality of a particular method. A resource to optimize your electronic health record to prevent type 2 diabetes and a template lifestyle change program referral and authorization release form can be found on amapreventdiabetes.org. Any such notification should be made in compliance with applicable privacy and security laws. 2. Notifications to clinical care teams can be sent through a variety of mechanisms, including electronic health record functions (EHRs), secure email, fax or letters. Any such notification should be made in compliance with applicable privacy and security laws. 3. For more information about feedback, refer to the other side of this resource.
Bi-directional feedback loop FAQ

Q: What is a bi-directional feedback loop for diabetes prevention?
A: A bi-directional feedback loop refers to the process by which information flows from the clinical care team to the National Diabetes Prevention Program (National DPP) lifestyle change program provider (referral) and from the National DPP lifestyle change program provider to the clinical team (feedback on the patient’s progress). In this diagram, the patient is also included to help illustrate best practices for communication. Bi-directional feedback begins after a patient has been diagnosed with prediabetes and a clinical decision has been made to refer the patient to a National DPP lifestyle change program. Bi-directional feedback ends when the clinical team is notified by the National DPP lifestyle change program that the patient left the program early or completed the program in its entirety.

Q: What needs to be considered if a clinical care team is referring patients to an external organization for the lifestyle change program provider at the time of referral?
A: The AMA suggests clinical care teams include participant contact information, including preferred contact methods and times, along with the relevant patient eligibility criteria to National DPP lifestyle change program providers at the time of referral. The AMA has developed a sample referral form that health care organizations can leverage as a template. The clinical care team and National DPP lifestyle change program providers should ensure that any feedback is provided in compliance with applicable privacy and security laws.

Q: What data elements should be shared between the National DPP lifestyle change program provider and the clinical care team as part of ongoing feedback and how often?
A: The AMA suggests National DPP lifestyle change program providers send feedback to the clinical team that includes participant attendance, weight loss and physical activity minutes at regular, agreed upon intervals, such as after the third, ninth and 16th sessions of the program. The clinical care team and National DPP lifestyle change program provider should collaborate to determine how often feedback is expected, what content should be included and if feedback should be provided on an individual patient level, an organizational site level or at an aggregate organization level. The AMA's progress report templates on the tools & resources page can be leveraged to assist with this process. The clinical care team and National DPP lifestyle change program providers should ensure that any feedback is provided in compliance with applicable privacy and security laws.

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