Improving Knowledge of Inpatient RNs in Caring for Patients Wearing a Continuous Glucose Monitor

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Background

Inpatient RNs expressed a need for additional diabetes education to improve their confidence in caring for patients with diabetes. A pre-education survey identified Continuous Glucose Monitors (CGMs) as the area where nurses felt least confident. Zoom education was implemented as the initial intervention; however, staff continued to request further education and opportunities for hands-on experience with CGM devices to strengthen their knowledge and comfort in clinical practice.

Objective/SMART Goal

Increase inpatient RN confidence in caring for patients with CGMs by improving the percentage of nurses reporting "Confident" or "Very Confident" from less than 50% to greater than 80% by the end of the education course, as measured through pre- and post-education surveys.

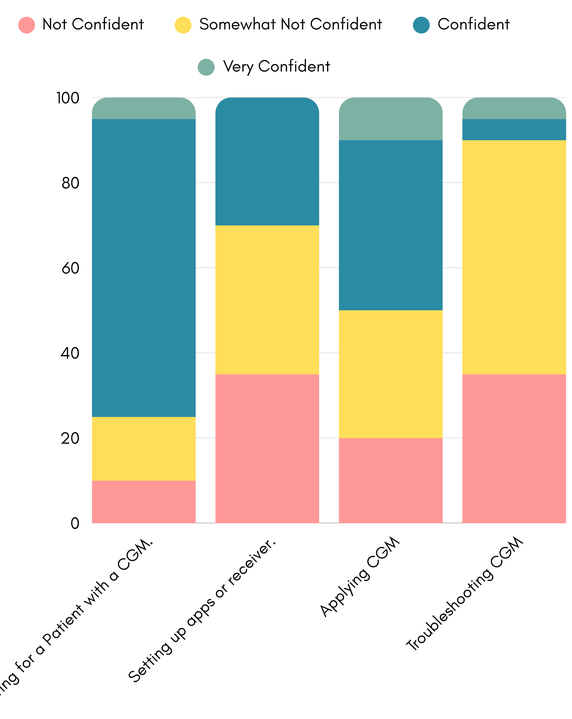
Intervention

The initial intervention consisted of two one-hour Zoom education sessions for inpatient RNs, with dedicated content focused on Continuous Glucose Monitors (CGMs). These education sessions and plans were developed through a collaboration between nurses from Outpatient Diabetes Clinic and Inpatient Medical Unit, where new diagnosis teaching is done, to bridge the gap of knowledge for inpatient units.

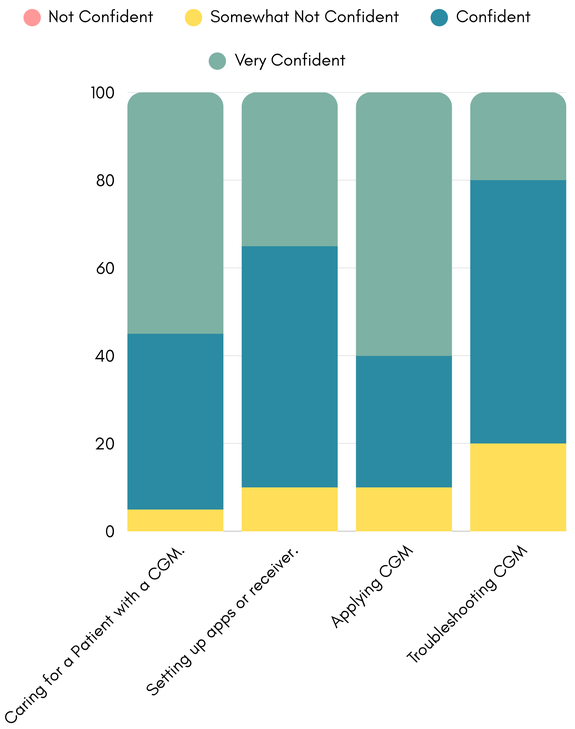
Following these sessions, feedback indicated that nurses wanted additional hands-on practice and real-world exposure to CGM devices. To address this need and to reach a broader group of bedside nurses, the team transitioned to in-person rounding and unit-based education across multiple inpatient areas, including PICU, CTICU, NICU, Medical, Surgical, and Hematology/Oncology units. During these sessions, our team spent approximately 20 minutes with small groups of nurses on the units using CGM demo kits, allowing participants to practice hands-on device management in a low-pressure learning environment. Education included device application, navigation of CGM apps and receivers, and troubleshooting of common issues encountered in clinical practice. This collaborative effort between inpatient and outpatient diabetes teams provided nurses with practical experience, reinforced key concepts, and supported continuity of care for patients using CGMs.

Data

Pre-Education Confidence



Post- Education Confidence



Results

Following the implementation of the educational intervention, the percentage of inpatient RNs who reported feeling "Confident" or "Very Confident" around each topic relating to CGMs increased by about 40%.
These findings suggest that targeted, interactive CGM education was highly effective in improving RN confidence in managing patients with CGMs in the inpatient setting; therefore, improving continuity of care for newly diagnosed and established patients while in the hospital.

Conclusion & Future Plans

The CGM education initiative was successful in improving nurse knowledge, confidence, and comfort in caring for patients using CGMs. The combination of virtual education and in-person, hands-on rounding allowed nurses to build practical skills, ask questions, and apply learning in a clinical context. Feedback from participants was overwhelmingly positive, with many nurses reporting increased confidence in managing CGM devices.

Moving forward, the inpatient and outpatient diabetes teams will continue to provide CGM education through unit-based rounding and formal education sessions as requested, with the goal of reaching as many nurses as possible across the organization. Interest in this training has expanded beyond inpatient units, with requests for education in additional care areas including PACU, the Hematology/Oncology Clinic, Triage, and Homecare. Future efforts will focus on sustaining and expanding these educational opportunities to support safe, consistent care for patients using CGMs throughout the continuum of care.