Initiating CGM and Electronic Medical Record Integration

Jeniece Ilkowitz, RN, MA, CDCES, Anika Bansal, BS, Vanessa Wissing, RD, Meredith Wilkes, MD, Mary Pat Gallagher, MD
Hassenfeld Children's Hospital at NYU Langone Health, Pediatric Diabetes Center

Pediatrics

INTRODUCTION

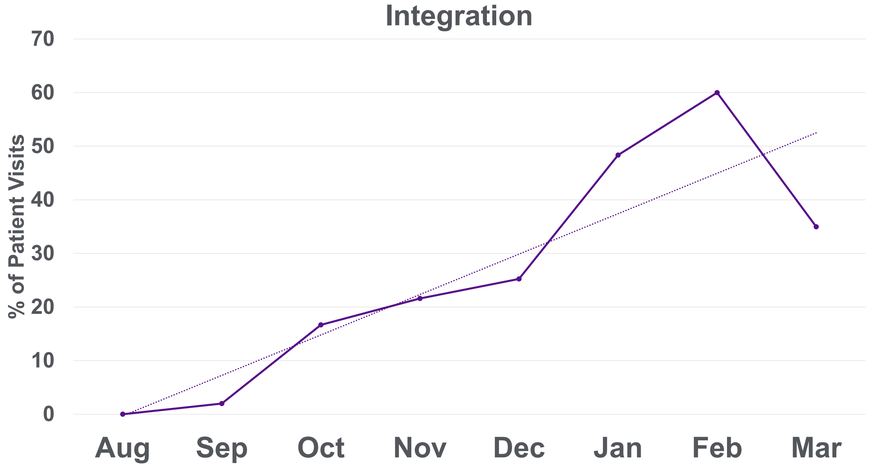
Ability to view continuous glucose monitoring (CGM) data in the electronic medical record (EMR) is an ongoing effort at the Hassenfeld Children's Hospital at NYU Langone, Pediatric Diabetes Center (PDC). In a recent quality improvement (QI) project, the PDC initiated EMR integrated CGM using Tidepool, a diabetes device platform. Tidepool for Epic is a secure data platform that connects to CGM and glucose monitors. Tidepool automatically uploads data to the patient account and adds data directly into Epic using flowsheets. Prior to this QI, the PDC had 0% patient visits with EMR integrated data. The aim of this QI project was to initiate and increase the number of patient visits with EMR integrated CGM data to 30% in 6 months.

METHODS

In September 2025, the PDC began efforts to connect CGM data to the EMR. Through multiple Plan-Do-Study-Act (PDSA) cycles, CGM and EMR integration began. The MCIT department at NYU, Tidepool representatives, and clinic personnel met regularly. Initial requirements included contract negotiations, EPIC builds of flowsheets and orders, and ongoing education and implementation review. PDSA cycles included:

- Volunteer onboarded to assist families with sign-up process – Tidepool was available but without the volunteer the PDC could not initiate this project
- Bulk ordering – first bulk order was incorrect, had to cancel and re-order
- CGM data needed in notes - created smart note to pull from flowsheet directly to provider note
- Patient issues – hesitation, unknown passwords, starting a new CGM disconnects patient from account, discovered need for educational handouts
- Additional supports - monthly Tidepool meeting, MCIT Tidepool expert, Tidepool support, educational handouts from Tidepool, MCIT and PDC were created for patients and providers

Figure 1



Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Tidepool data	0	2	19	19	27	44	45	43
# of patient visits	80	100	114	88	107	91	75	123

EMR/CGM Integration Sign-up

- Provider to place order for Tidepool on EMR - will start connection between EMR and Tidepool
- Patient account on Tidepool created (should be automatic if order on EMR)
- Patient needs access to email and CGM log-in

CGM Data Viewing in EMR

- Clinic sends email invite to patient in Tidepool and releases order
- Patient receives email, logs in and signs consent (troubleshoot as needed)
- Clinic can review Tidepool flowsheet in EMR and pull into note

RESULTS

Of the 247 patients approached to sign-up for Tidepool, 242 agreed, and 219 were successful. For those who could not sign-up, challenges included: forgotten passwords, left clinic without completing, and previous account issues. Current CGM data available in the EMR increased from 0% of patient visits in August 2025 to 21.6% at month 3, and to 35% at month 6 (March 2025), with a clear positive trend (Figure 1).

CONCLUSIONS

Over 6 months, this QI effort, initiated and increased EMR integrated CGM data for patients attending PDC appointments. Ongoing initiatives include; increasing documentation in provider notes, begin sign-up at patient's first visit or new onset class, and ongoing education for patients and providers. The PDC hopes to be able to continue this work, begin using the dashboard and are awaiting pump data availability.

GOALS of EMR Integration:

Diabetes Data directly in EMR: No switching between multiple platforms.

Faster and Smarter Documentation: Auto-import past 2 weeks of CGM data into. Assist with correct billing and streamlined across all NYU clinics.

Diabetes Clinic Population Visibility: Quickly spot people disconnected from their CGM or with metrics indicating a need for intervention. Compare CGM trends of population.

Educational Handouts

- Tidepool User Tip Sheet.doc
- How to Connect Dexcom to Tidepool.doc
- How to Connect Libre to Tidepool.doc
- Tidepool Handout 1 - FAQs.doc
- Tidepool User Tip Sheet.doc

Contact: Jeniece Ilkowitz Jeniece.ilkowitz@nyulangone.org