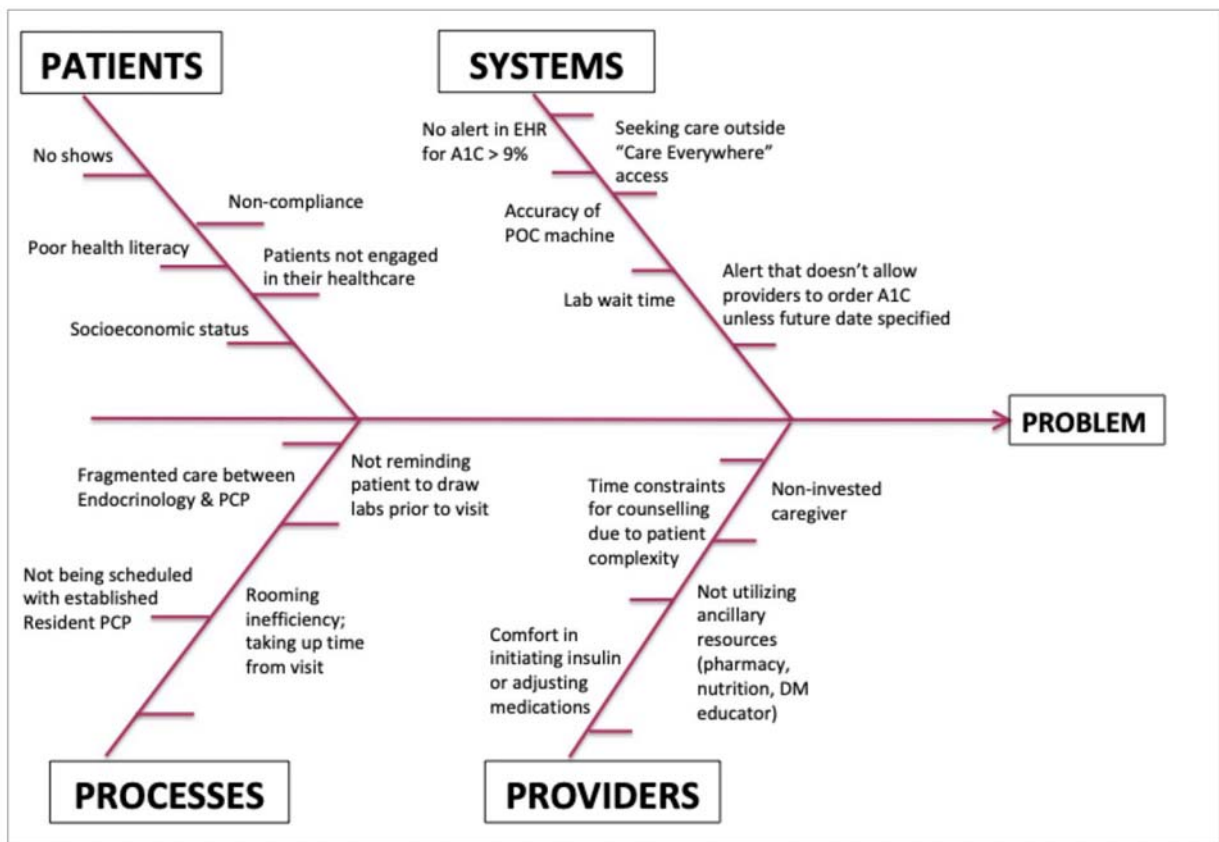SUPPLEMENTARY DATA

Supplementary Figure 1. Fishbone Diagram

SUPPLEMENTARY DATA

Supplementary Figure 2. Decision Matrix

PATIENTS

Causes	Frequency (Rare 1 – Common 5)	Impact on Problem (Low 1 – 5 High)	Ease of Fixing (Difficult 1 – 5 Easy)	Total Score (add across)
No shows	4	5	1	10
Non-compliance	4	5	2	11
Poor health literacy	4	4	2	10
Patients not engaged in their healthcare	3	4	2	9
Socioeconomic status	5	4	1	10

SYSTEMS

Causes	Frequency (Rare 1 – Common 5)	Impact on Problem (Low 1 – 5 High)	Ease of Fixing (Difficult 1 – 5 Easy)	Total Score (add across)
No alert in EHR for A1C > 9%	5	3	4	12
Seeking care outside "Care Everywhere" access	3	3	2	8
Accuracy of POC machine	2	4	3	9
Lab wait time	4	2	3	9
Alert that doesn't allow providers to order A1C unless future date specified	5	5	2	12

SUPPLEMENTARY DATA

PROCESSES

Causes	Frequency (Rare 1 – Common 5)	Impact on Problem (Low 1 – 5 High)	Ease of Fixing (Difficult 1 – 5 Easy)	Total Score (add across)
Fragmented care between Endocrinology & PCP	2	2	4	8
Not reminding patient to draw labs prior to visit	5	4	5	14
Not being scheduled with established Resident PCP	4	2	5	11
Rooming inefficiency; taking up time from visit	4	3	5	12

PROVIDERS

Causes	Frequency (Rare 1 – Common 5)	Impact on Problem (Low 1 – 5 High)	Ease of Fixing (Difficult 1 – 5 Easy)	Total Score (add across)
Time constraints for counseling due to patient complexity	4	4	3	11
Non-invested caregiver	1	4	2	7
Comfort in initiating insulin or adjusting medications	2	4	4	10
Not utilizing ancillary resources (pharmacy, nutrition, DM educator)	2	4	5	11

SUPPLEMENTARY DATA

Supplementary Figure S3. Effort-Impact Matrix