

Appendix A

SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis: Telehealth Diabetes Screening/Reassessment Tool

<p>Strengths:</p> <ul style="list-style-type: none">• Small group of care coordinators• Telehealth leadership support• Established Veterans Affairs/Department of Defense diabetes clinical practice guidelines (CPGs)• Well-established electronic medical record (EMR) system	<p>Weaknesses:</p> <ul style="list-style-type: none">• Clinic separation and remoteness of community-based outpatient clinics• Lack of direct access to EMR to create templates• Different capabilities and support services at each community-based outpatient clinic
<p>Opportunities:</p> <ul style="list-style-type: none">• Groundbreaking initiative for CPG-guided care coordination• Organized and systematic method for screening and reassessment• Improve diabetes outcomes• Enhance self-management in diabetes care	<p>Threats:</p> <ul style="list-style-type: none">• Resistance by care coordinators to follow scripted template• Resistance by other VISN (Veterans Integrated Service Network) telehealth programs to adopt template