Diabetes Best Practices and Chronic Disease Management
Presented by Dr. Dana Ray
Medical Director
Located in Decatur, IL

Approx. 17,000 patients and 54,000 office visits

6 sites including
- School based health clinic
- Urgent Care location at a local hospital
- Homeless Clinic
- Medical clinic at Mental Health Facility
- Medication Assisted Therapy for Opioid Addiction Clinic
- STI clinic at Health Department

27 providers and 120 employees

Nextgen is our EMR and we use MediQuire a source of data and analytics
2012 UDS DIABETES QUALITY REPORT

- HGA1C < 7: 31.40%
- HGA1C 7-7.9: 11.40%
- HGA1C 8-9: 7.10%
- HGA1C > 9 or no test: 50.10%

Based on a 70 patient chart audit
Inability to draw labs in the office
Lack of POC blood glucose monitoring device
Financial problems of the organization
Nutrition services only being offered through the hospital
Ineffective method of gathering and analyzing data
Reliance solely on the providers to improve quality
Inability to get quick follow up appointment
Financial restraints of patients
  - Diabetic supplies
  - Medications
Lack of exercise
Poor food choices and cost of healthy options
Adequate transportation
Motivation
Crossing Healthcare is a ADA recognized Diabetes education program

Lunch and Learns with the providers

Development of nurse educator to offer patient one on education on medication and importance of compliance
WORK-FLOW CHANGES

- Reinforced Team-Based Care
  - Cross-trained staff to cover the lab and add the ability of labs to be drawn prior to the patient leaving the office
  - Modified standing orders for POC HGA1C to be completed by MA at least every 3 months
  - Addition of registered dietician to staff via a grant from the United Way
"I can't possibly do everything that needs to be done for our patients as a single human being."
Morning Huddles

MA gets blood glucose and POC A1C

Provider modifies medications and referral for additional services

Provider Address achievement of goals

Registered Dietician

Nurse Educator for one on one education about patient medications/
CROSSING WELLNESS PROGRAMS

ADA Diabetes Self-Education Classes

- Diabetes Self-Management Education: Lead by Crossing Healthcare Diabetes Champions (Nurses and Dietitians) offering American Diabetes Association recognized comprehensive diabetes education that covers:
Current Statistics

- 61 patients seen for comprehensive education this past year
- Patients averaged 7 hours of education
- Average drop in HgbA1C was -1.18
- Average wt loss -1.65
- Self-reported goals were met at 73%
A shared medical appointment is where a group of patients with diabetes receive social support, education, and medical care on a monthly basis for 6 months.
Diabetes Support Group
- Meets monthly

Diabetes Prevention Program
- For those with Pre-diabetes
- CDC recognized program and curriculum
- Year-long program for patients
- Program also available for teens
Thirty patients with Diabetes, HTN and Obesity received weekly PPRx for 12 weeks with monthly weigh-ins and garden to table classes. *recipes went with the produce bags weekly
Other programs:

- Lose To Live
  - Weight Loss Program developed by Crossing Dietitians
- Physical Activity Programs
  - Walk with a Doc
  - Zumba Remix
  - Praise Moves
Evaluate

Execute

Educate the Team

Empower the Team
“It doesn’t make sense to hire smart people and then tell them what to do; we hire smart people so they can tell us what to do.”

-Steve Jobs
United Way
  - Supplements dietician

Development of Diabetes Small Group Session through a research project with University of Chicago and Midwest Clinician Network

Pre-Diabetes Program with the CDC

Walk with a Doc offered in partnership with our local Obesity Coalition and County Market

Prescription Produce Program in partnership with Mercy Gardens
# Population Health Data Management

## MediQuire

## Processes - Quality Dashboard

### CHIC dba Crossing Healthcare:

**Quality Dashboard FY 2016**

Support high-quality health services; demonstrating benchmark level outcomes.

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<th>Indicate Title</th>
<th>Definition per 2013 JCAHO standard</th>
<th>Mar #5</th>
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POPULATION HEALTH DATA MANAGEMENT

MediQuire

PROCESSES - SOURCE OF JULY DROP
Analyze data against benchmarks to determine areas of opportunities

Set a specific target based on current performance and benchmark data

Develop an effective team that is empowered to make change

Be creative and think “outside the box”

Partner with other organizations to reach the desired goal

Analyze your progress and adjust as necessary
Thank You
Let us know what you thought of today’s call!

Please take a few moments to complete the survey for this phone call. It will be emailed to you right after this call.

https://www.surveymonkey.com/r/JG3GYQF

Contact our team at data@orPCA.org