

CARE SETTING

- The Adult and Pediatric Healthcare Clinic at ECU serves a large number of patients including those from underserved areas.
- Many patients face barriers (affording medications, transportation issues, etc.) to care that negatively impact their glycemic control.

PROJECT AIM

- This project’s Aim Statement was “By April 30th, 2021, 60% of the study cohort population of 25 adult APHC patients with HgBA1C >9.0% on or before September 01, 2020 will have an HgBA1C <9.0%”

DETAILS & INTERVENTIONS

- Patients with uncontrolled diabetes (HgBA1C > 9.0%) were identified by APHC team.
- An elevated HgBA1C is associated with poor health outcomes and increased diabetes-related complications.
- A survey was sent to all providers that had upcoming appointments with these identified patients.
- This survey was administered to these patients and provided a more detailed account of social factors that could be preventing adequate glycemic control.
- The scheduling team at APHC was then tasked with contacting and scheduling follow-up appointments for patients with concerning qualifications.
- Patients with known exceptional circumstances were specifically targeted by APHC’s Diabetes Nurse Specialist.
- With increased knowledge of Social Determinants of Health that patients at APHC face, physicians and other health professionals can work adequately address patient needs.

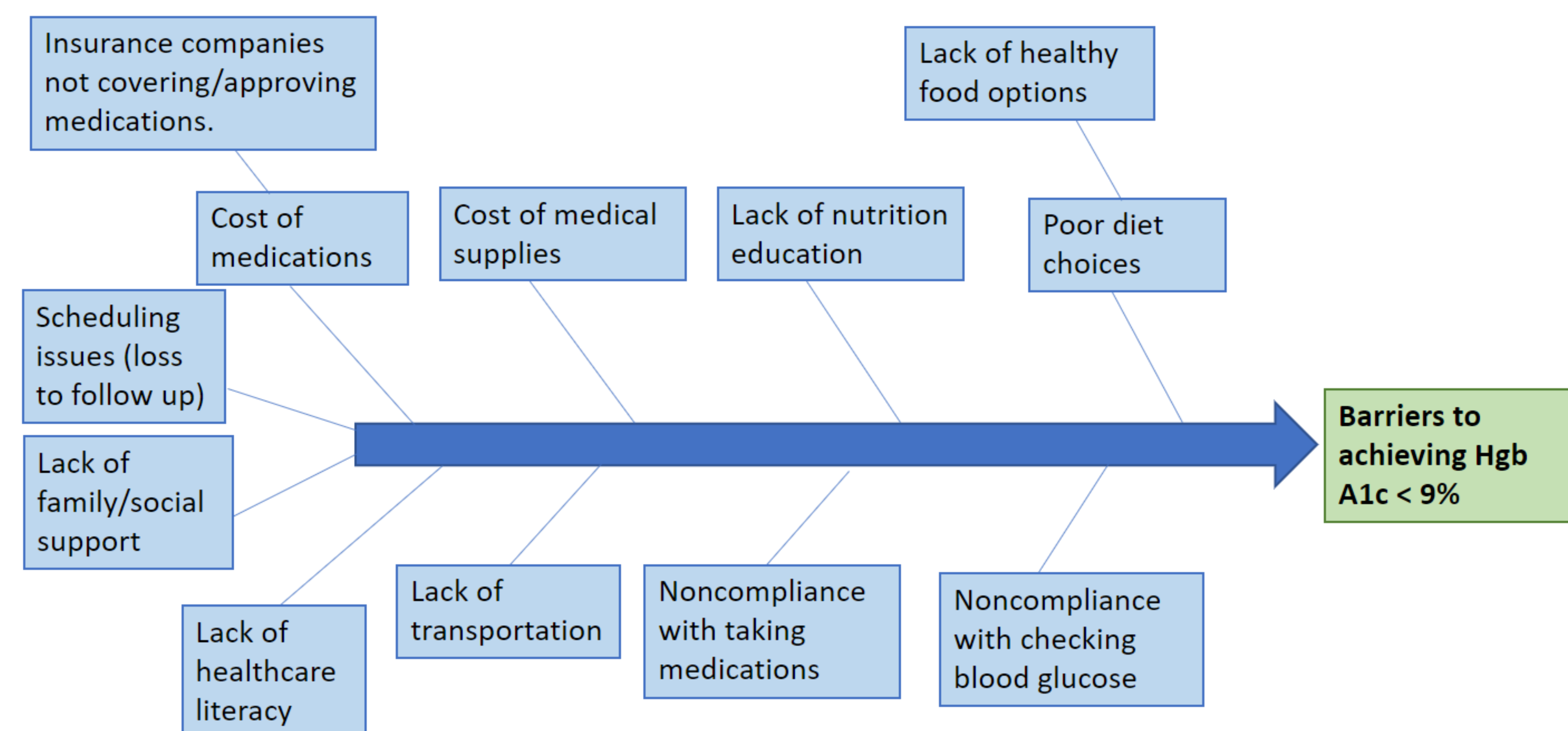


Diagram taken from APHC presentation

STRENGTHS

- This project involved a collaborative team of resident physicians, interns, an attending physician, nurses and a medical assistant.
- This project emphasized using QI to address Social Determinants of Health that are negatively impacting glycemic control.
- 57.7% of patients involved had a reduction in HgBA1C to below 9.0%
- This project had a clear aim statement with specific goals and a clear timeframe for implementation.

OPPORTUNITIES

- Inclusion of other health metrics that are important in the care of diabetic patients.
- Blood pressure control in patients with hypertension and foot screening in patients with possible neuropathy could be incorporated in this project.
- Tracking patient health experience over multiple years to examine how reduction in HgBA1C leads to a decrease in diabetes related complications.

RECOMMENDATIONS

- Incorporation of behavioral health professionals into efforts
- Expand project to includes patients with HgBA1C below 9.0% but have co-morbidities
- Help address barriers to exercise by incorporating physical exercise counseling