

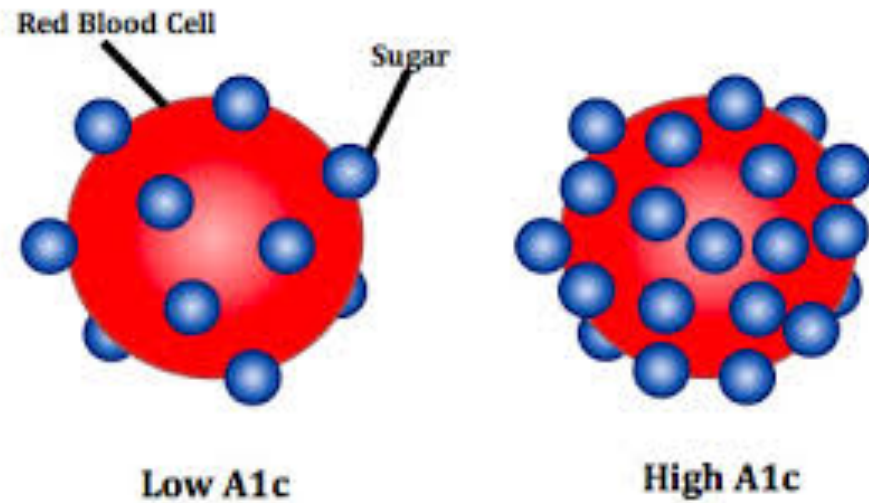
Improving Diabetes Care

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Unified Quality Improvement Symposium
February 6, 2019

Hemoglobin A1c



Review of EPIC Dashboard -March 2018

Baseline Data from ECU APHC Clinic

March 2018 Baseline Data	Date 3/1/2018
HbA1c Control: % patients with diabetes with HbA1c >9.0	18%
Eye Screening: % of diabetic patients that had eye screen documented in last 24 months	17%
Foot Exam: % of diabetic patients that had foot exam documented in last 12 months	62%

Collaborative Team Members

- Timothy Powell, Physician
- Erica Turner, Nurse Manager
- Martha Dartt, FNP, Co-Investigator
- Juhi Gor, M2, LINC Scholar

AIM Statement

Improve Health of Diabetic Patients Ages 18-74 at ECU Physicians' Adult and Pediatric Health Care Clinic by:

- Lowering percent of patients with HgA1c equal to or greater than 9 from 18% to 14%
- Increase referrals for eye exams from 17% to 35%
- Increase the percent of foot examinations done from 62% to 80% from March - November of 2018

How Will We Know This Change Is An Improvement?

Review Epic Clinic Dashboards Monthly to Monitor:

- HgA1c
- Eye Exams
- Foot Exam's Documented

Improvement Strategies Employed

- Step 1: Reviewed the EPIC dashboard and removed patients that had not been seen in the last 3 years
- Step 2: Identified patients that had HgA1c >9.0
- Step 3: Nurse Manager contacted some “target patients”
 - Ensured patients had appointment;
 - Were getting HgA1c checked every 3 months; and
 - Coordinated nurse visit by phone or in the clinic

Improvement Strategies Employed

- Step 4: Nurse Manager documented Patient Education and goals in EHR to ensure all team members informed
- Step 5: Diabetic Foot Exam Protocols established
- Step 6: In late July, collaborated with ECU Family Medicine to utilize diabetic retina screening device
- Step 7: Reviewed clinic dashboards monthly

Diabetic Foot Testing



monofilament



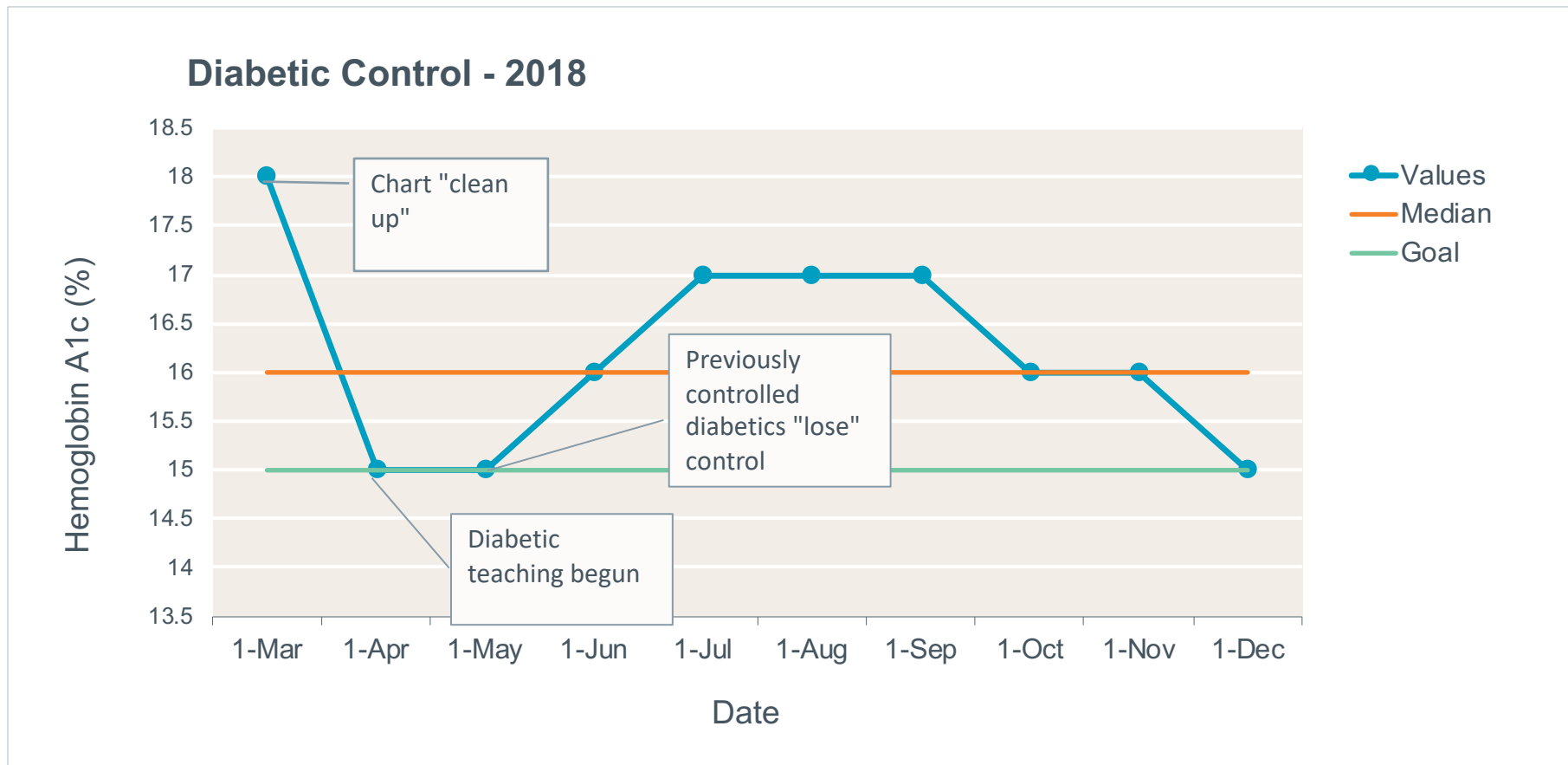
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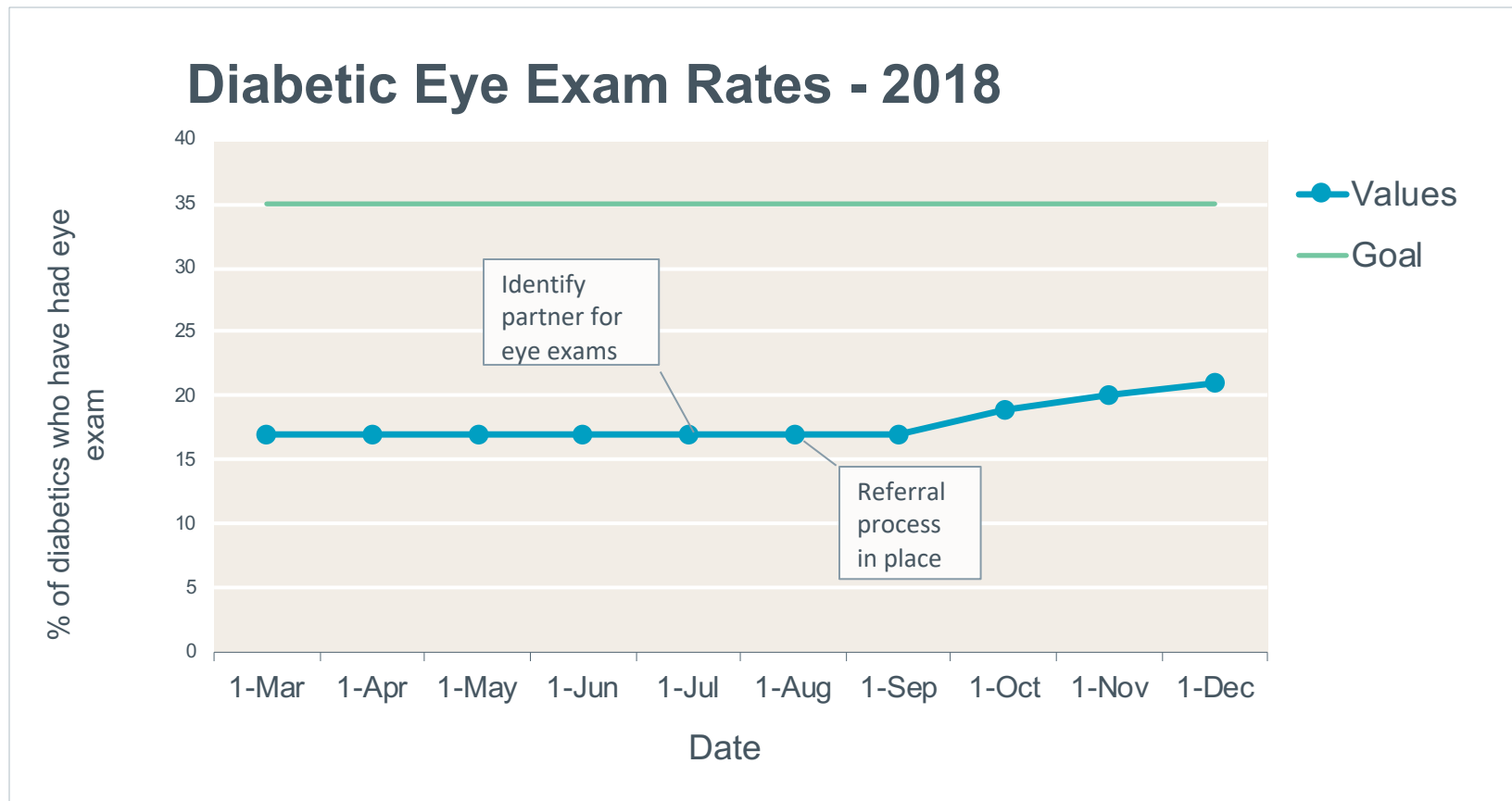
Outcomes

Measure	3/1/2018	12/1/18
HbA1c Control: % patients with diabetes with HbA1c >9.0	18%	15%
Eye Screening: % of diabetic patients that had eye screen documented in last 12 months	17%	21%
Foot Exam: % of diabetic patients that had foot exam documented in last 12 months	62%	66%

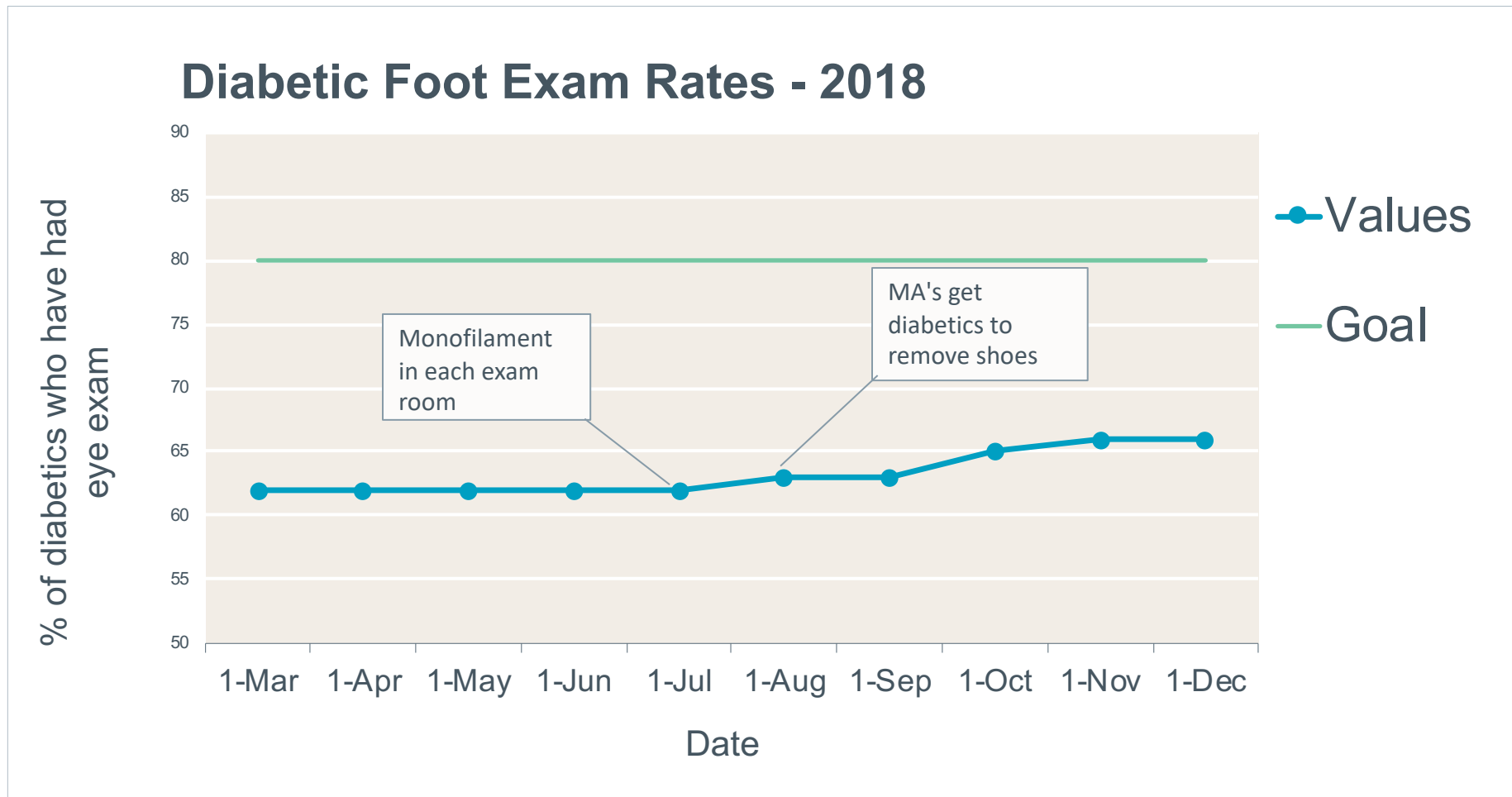
Diabetes Control – A1c



Diabetic Eye Exam Rates



Diabetic Foot Exam Rates



Lessons Learned Through QI Efforts



Challenges Encountered in QI Process

- The “target group” of diabetic patients is in flux
- One educator is not enough
- It takes a long time to affect a change
- Diabetic eye exams require: 1) patient education for buy-in, 2) coordination of referrals within and outside the system
- We must reach out to patients who fall through the cracks

Next Steps

- Hire Health Coach whose role will be:
 - Patient education
 - Identifying and coordinating care for patients due for screenings (eye exams, foot exams, etc.)
- Continue to prioritize diabetes management in the clinic by:
 - Reviewing dashboards monthly
 - Provide ongoing provider and patient education

Questions?

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