



MyChart Signup and Usage in Patients with Type 2 Diabetes

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Core Principles of Patient Centered Medical Home





- Diabetes affects 25.8 million people in the United States (8.3% of the US population) and for this group the mortality risk is approximately twice that of people of the same age without diabetes.
- Multiple studies have found that improved glycemic control benefits patients with diabetes and for every percentage drop in A1C blood test the risk of microvascular complications (eye, kidney and nervous system disease) declines by 40%.

Uncontrolled Diabetes

IF YOU HIT THIS SIGN,
YOU WILL HIT THAT BRIDGE

Complications





- Studies have shown that having online access to medical records and clinicians is associated with increase use of clinical services (engagement).
- Engaging patients with Type 2 Diabetes is paramount for improving control. Use of an additional avenue such as MyChart and the messaging functionality will give additional opportunity for the health care team to interact with patients

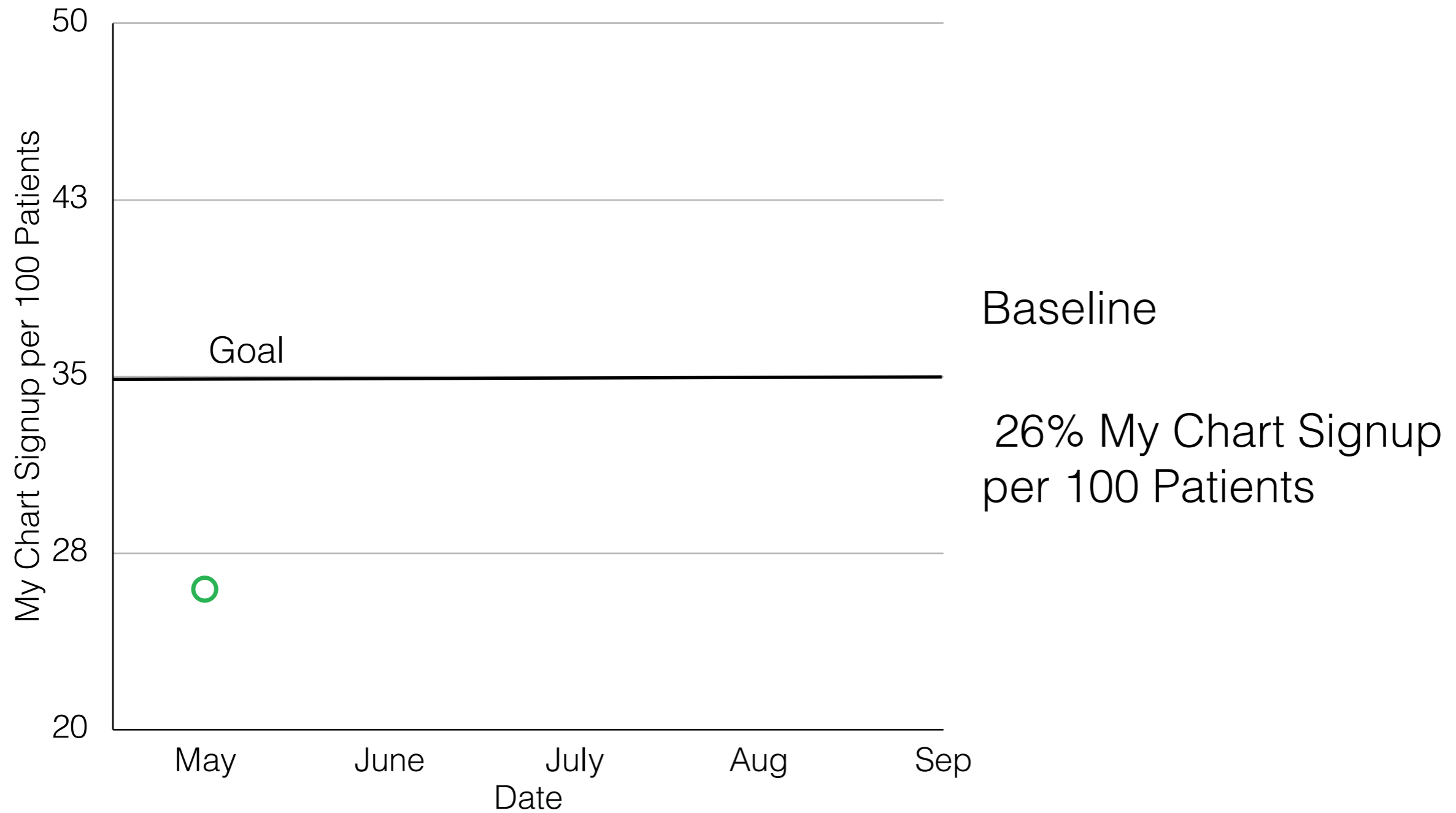
Our AIM Statement and Goals

Increase patient engagement through MyChart sign up and usage in our patients with Type 2 Diabetes from 24% to 35% by December 31, 2018

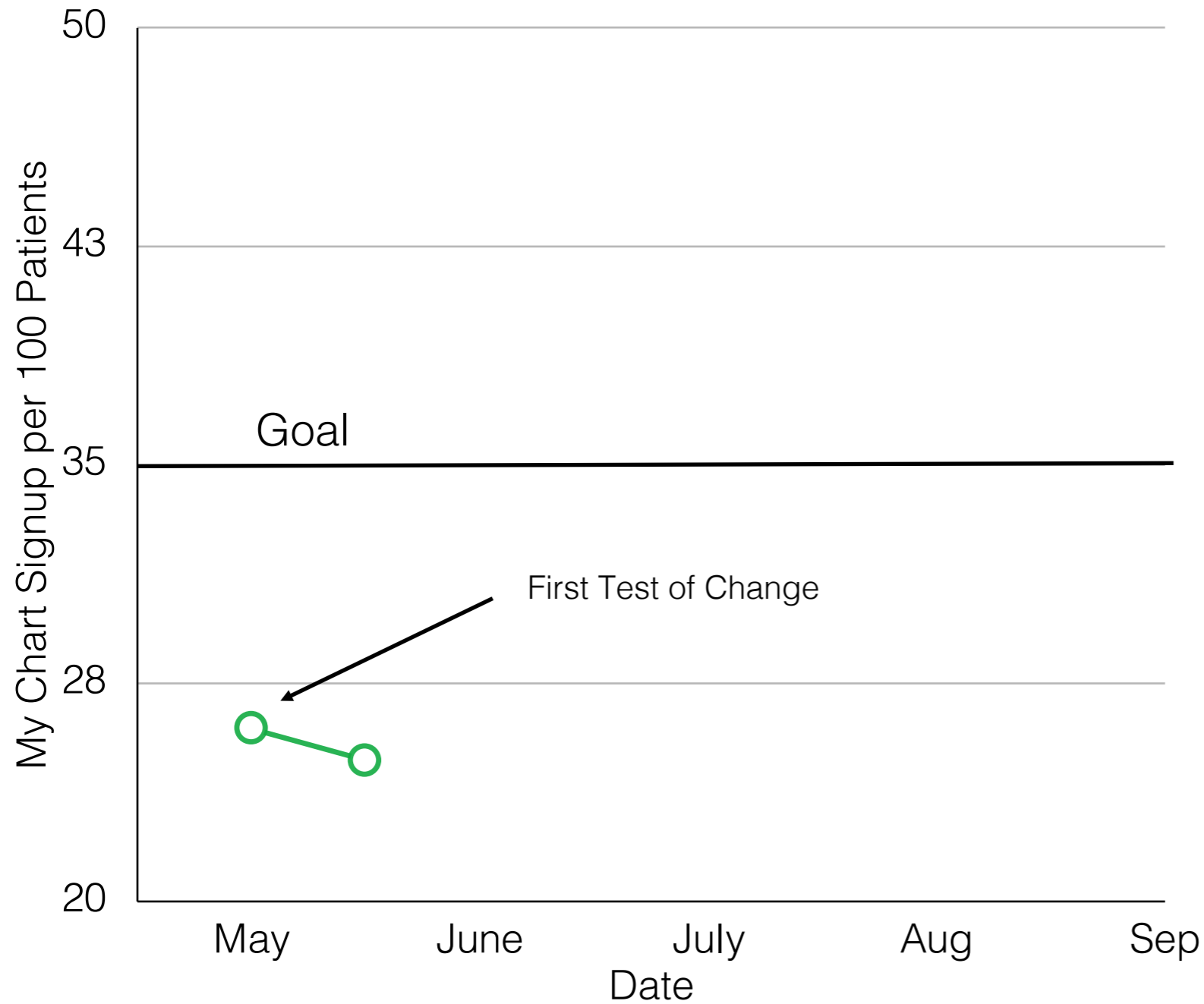
Measurement of our Change

Outcome measures including diagnosis of type 2 diabetes, control of diabetes and my chart engagement were tracked by use of the physician dashboard reporting functionality imbedded in the EPIC electronic health record.

Baseline Data of My Chart Signup for our patients with Type 2 Diabetes

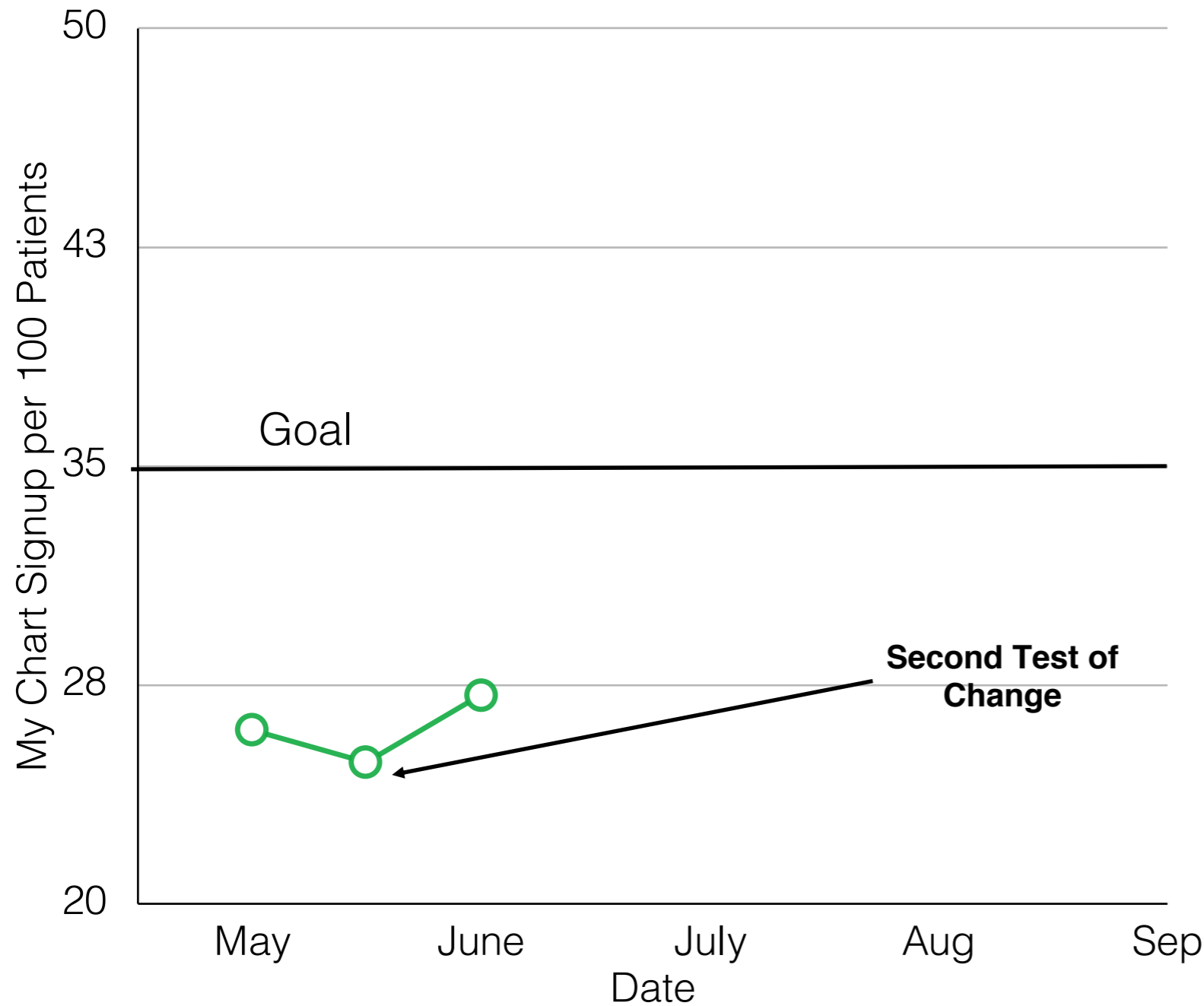


First Test of Change



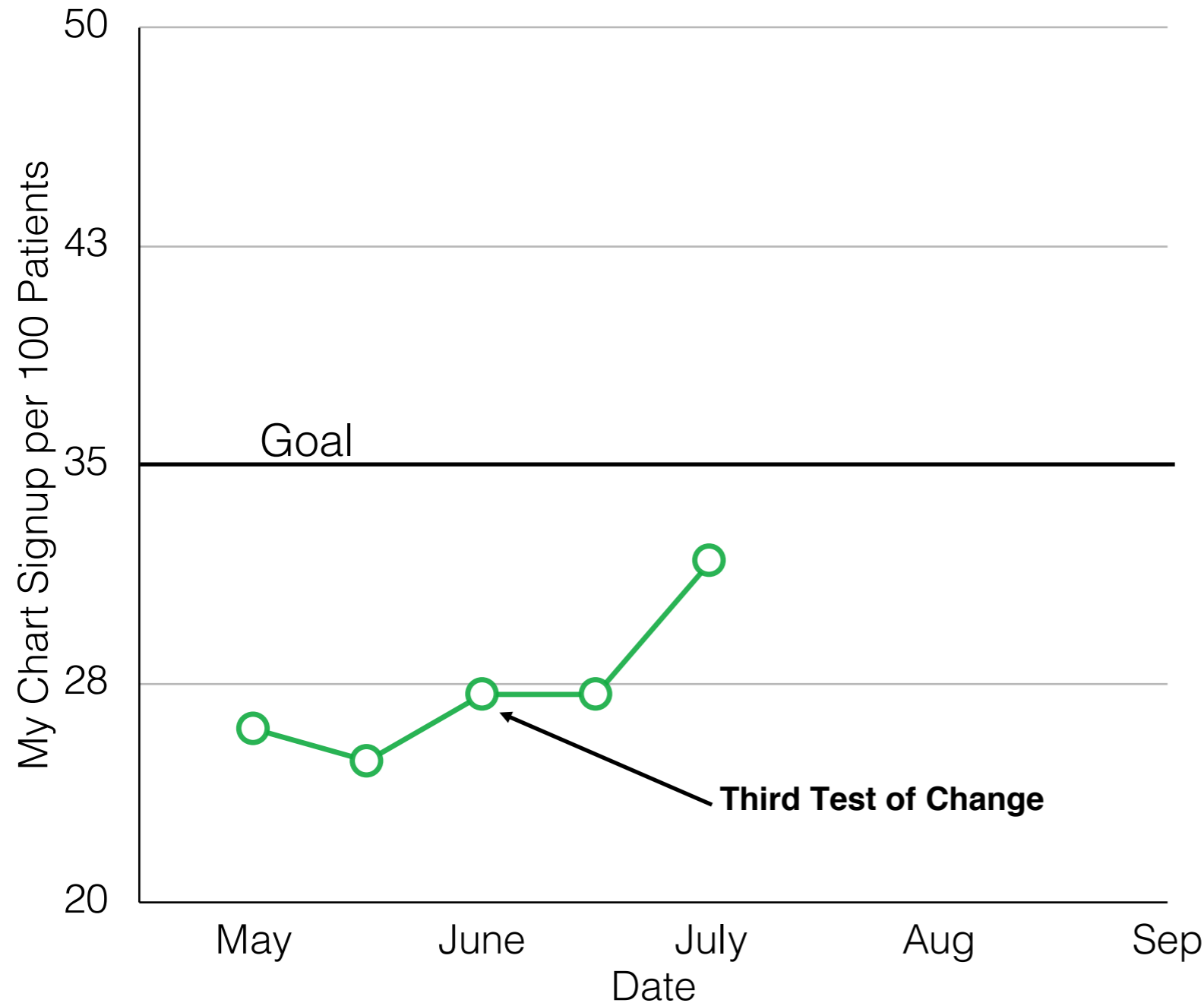
Identify Three Candidates for MyChart. Educate about function and instructions given on signup in clinic

Second Test of Change



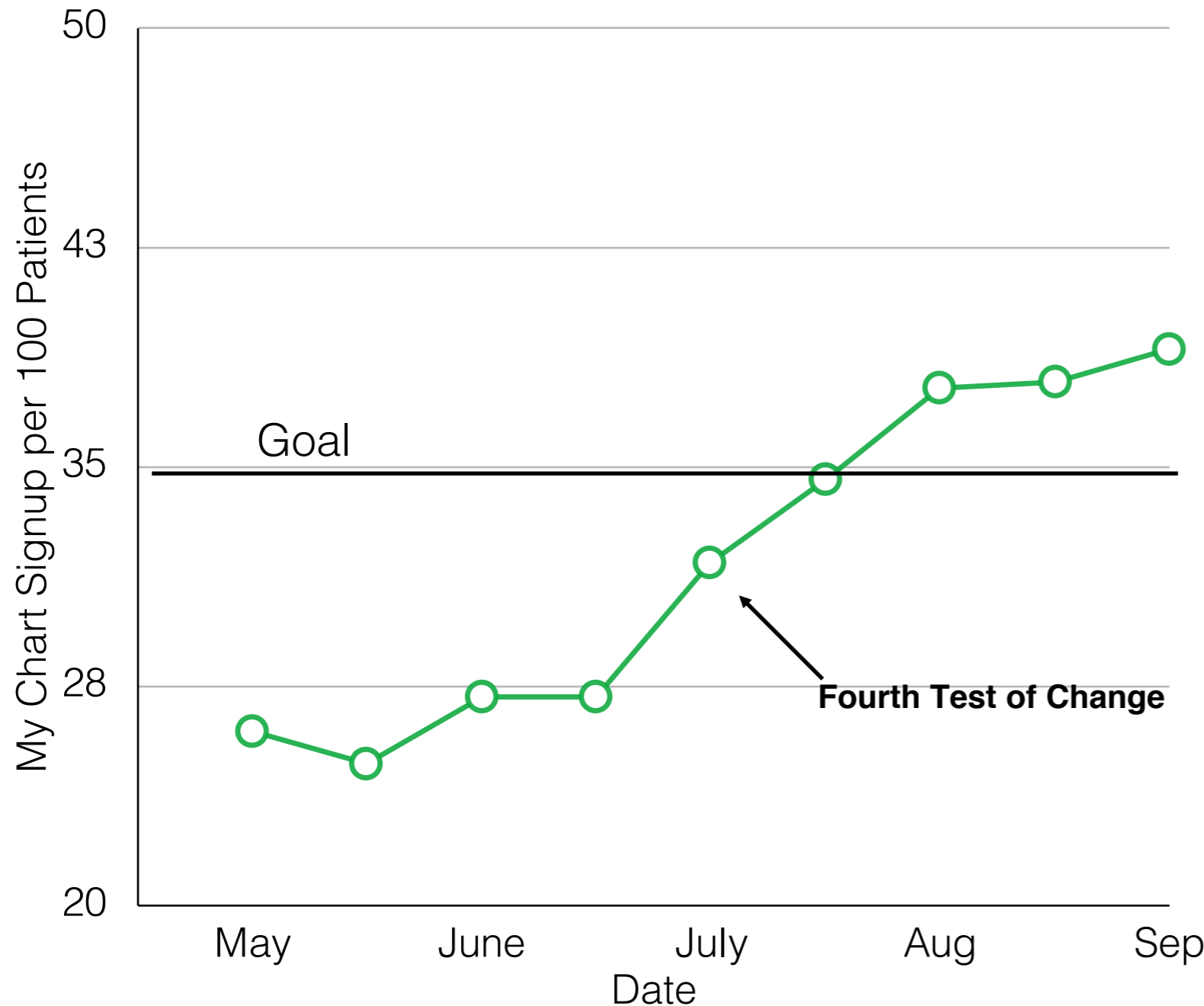
Identify three candidates for MyChart education and complete activation and test of function in clinic.

Third Test of Change



Target Patients enrolled in Diabetic Education Classes at Clinic and Utilize handouts promoting the application.

Fourth Test of Change



Promote alternative MyChart usage (iphones and ipads). Give assignments for reporting of home monitoring of blood glucose to team using application.

Remember Nancy?



Our team worked with Nancy on her Diabetes



Our team taught Ms. Nancy about MyChart and she used it for the first time in our clinic. In addition, we asked her to report back her blood glucoses weekly.

Patient Message

----- Message -----

From: Nancy

Sent: 7/30/2018 3:24 PM EDT

To: Mott P. Blair, MD

Subject: results

hello dr blair my results are tues. july 24th 104 at 323p, wens july 25th 144 at 258p, thurs july 26th 129 at 301p, fri july 27 117 at 3047p, sat july 28th 175 at 335p, sun july 29th 159 at 309p, mon july 30th 162 at 313p.

RE: results

From

Blair, Mott P., MD To Nancy

Sent

7/30/2018 3:44 PM

These are clearly much better-keep up the good work!



At end of project, Ms. Nancy returned with controlled Type 2 Diabetes

Lessons Learned Through QI Efforts

- Utilization of the team based approach to care in the Patient Centered Medical Home environment led to increased MyChart Signup and utilization/engagement with patients with Type 2 Diabetes
- Successful engagement was enhanced through education about the application and requests for direct feedback with the health care team regarding blood glucose status using the application.
- Although use of electronic patient portals is mandated by the federal government, it is difficult to achieve in the busy clinical environment. Applying a team based approach is helpful but constrained by available resources. Targeting resources towards a subpopulation at great risk for adverse outcomes (Patients with Type 2 Diabetes) is an effective way to enhance care and impact this high risk group.

Challenges Encountered in QI Process



Hurricane Florence

Collaborative Team Members

Mott Blair, Physician

Kimberly Villanueva, Practice Manager

Annette McEachin, Medical Assistant

Janice Thigpen, RN, Health Coach

Holly Tyndall, Receptionist

Questions?



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