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# Got Diabetes? With Us, You'll Have Complete Diabetic Care

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# Got Diabetes? With Us, You'll Have Complete Diabetic Care

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## BACKGROUND

Screening, diagnostic and therapeutic actions are known to favorably affect health outcomes of patients with diabetes.

Only 3.3% of Thursday JHAP patients with diabetes had complete diabetic care as of Nov 2015

- Only 75% of patients had annual A1c, significantly below the average for the rest of the other JHAP clinics
- Virtually no documentation of ophthalmology or podiatry referral results

### JHAP Baseline Patient Statistics:

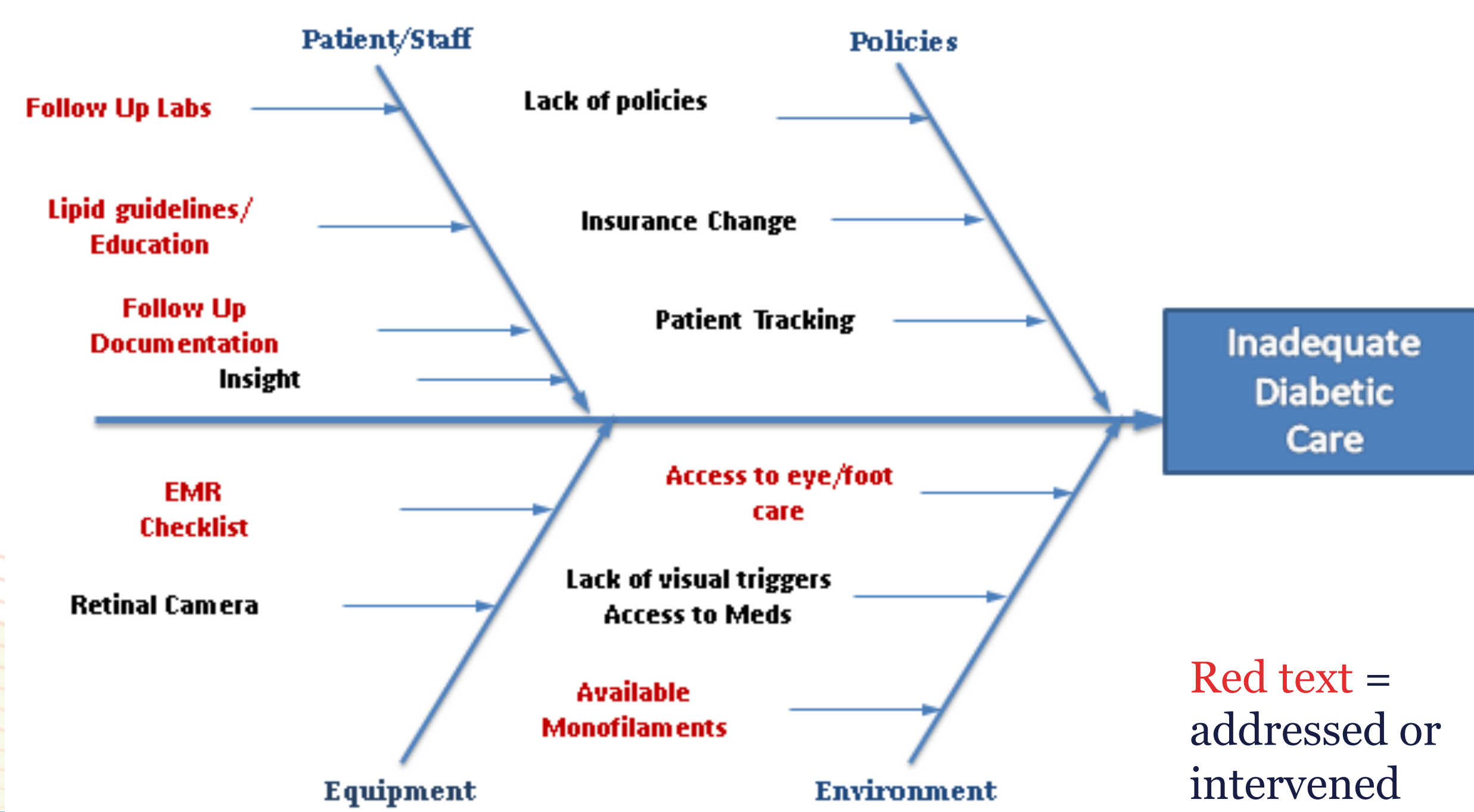
Total JHAP: Patients with DM/ Total Patients	346/1772 (19.5%)
Thursday JHAP: Patients with DM/Total Patients	74/378 (19.6 %)

## AIM

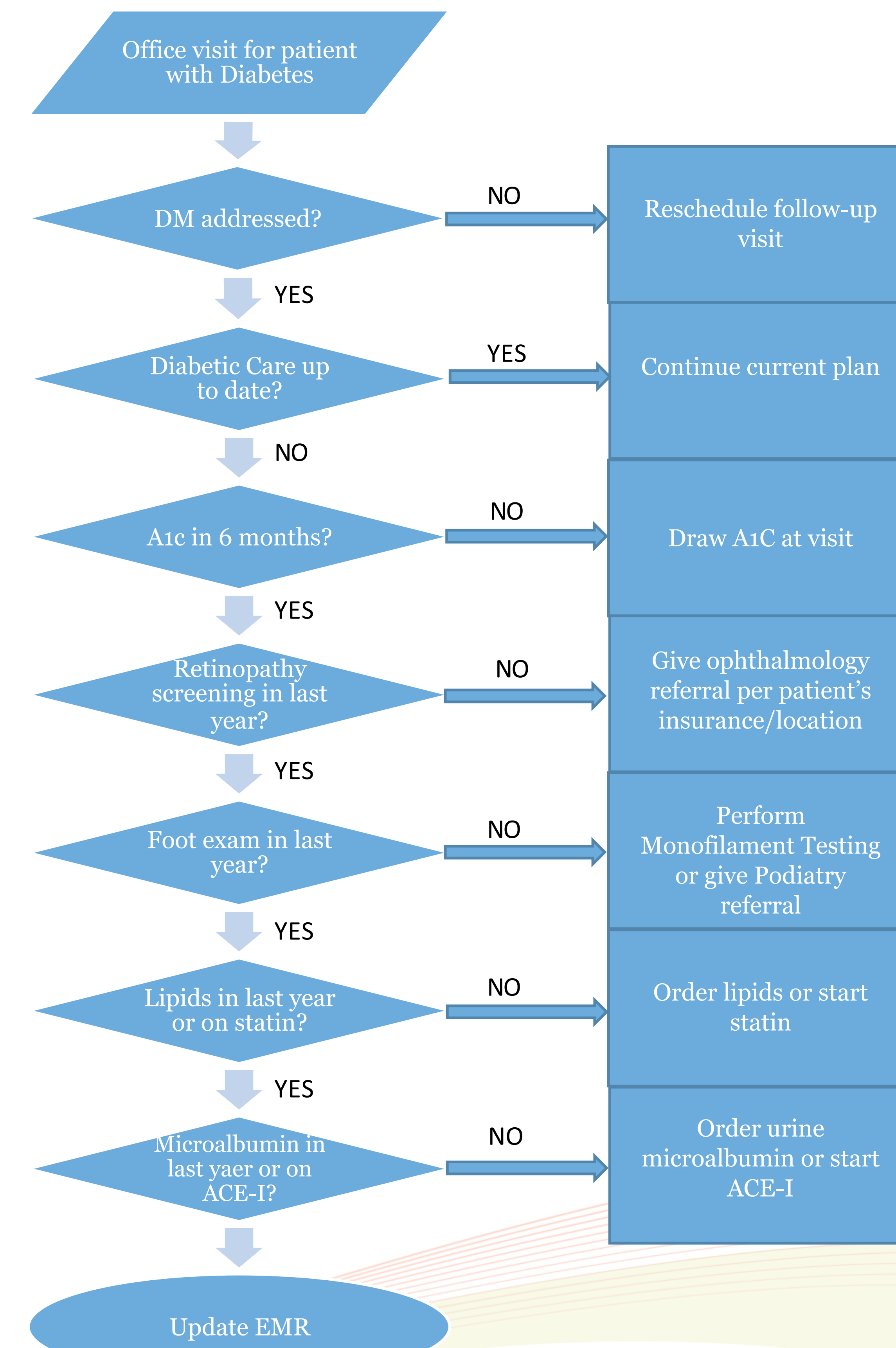
By April 2016, we aim to improve Complete Diabetic Care\* of Thursday JHAP Clinic patients with diabetes by 50%.

\*annual A1c, lipid panel or already on a statin, urine microalbumin or on ACE-I or ARB, ophthalmology referral, podiatry care

## FISHBONE: To Identify Potential Interventions



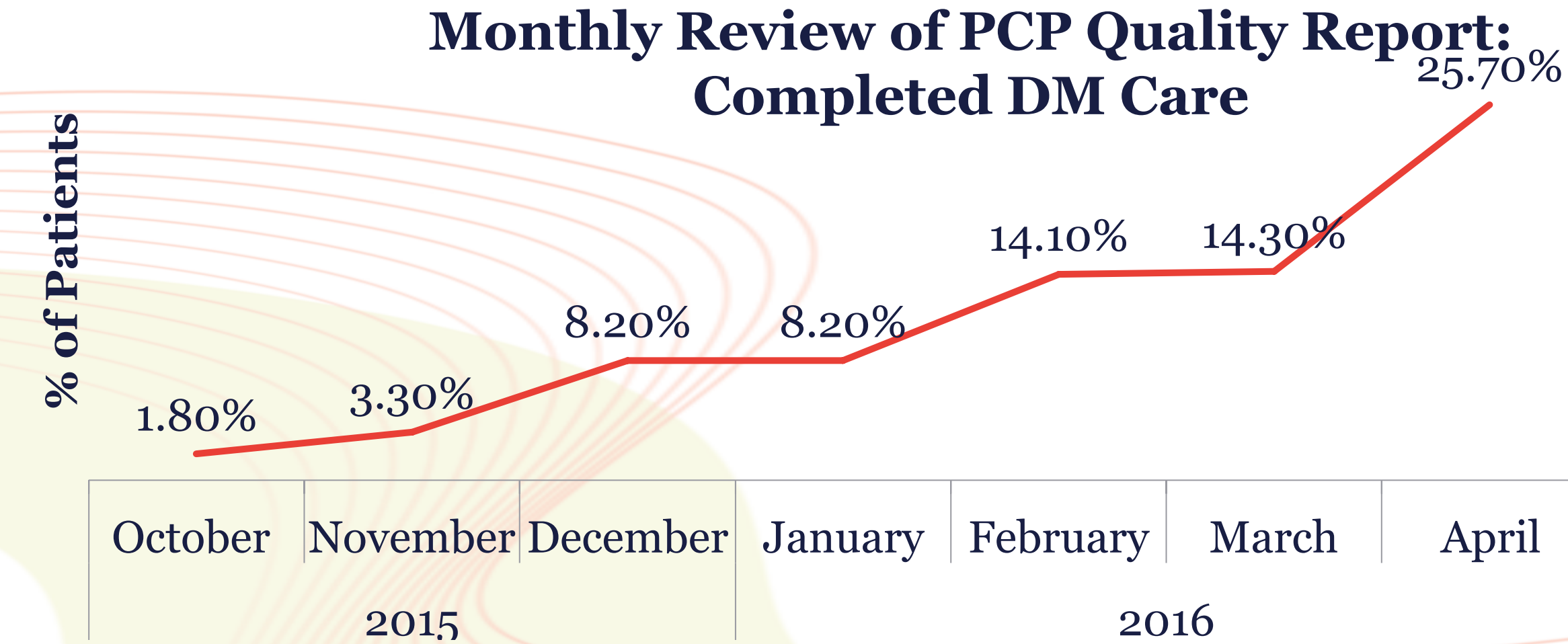
## PROCESS MAP



## INTERVENTION

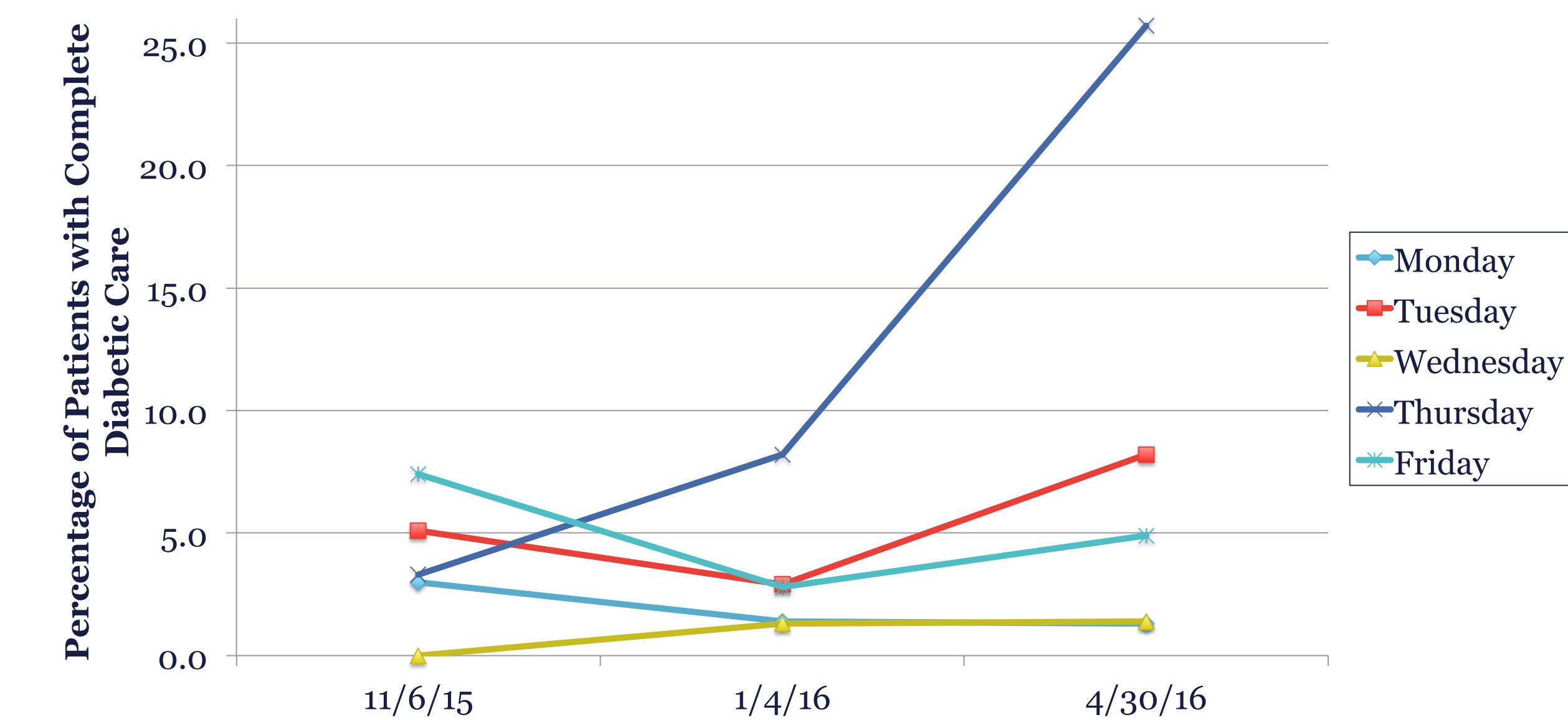
- September 2015
  - EMR Initiative
  - Active DM Patient List
  - EMR-Based DM Flowsheet utilization
- October 2015
  - Physician Education: Guidelines for DM Care and DM Flowsheet
  - Structural Improvements
  - Monofilaments made available
  - Encouraged same visit lab draws
- November 2015
  - Diabetes Visit Checklist
  - Review of PCP Quality Report
- December 2015
  - Completed EMR Updates
  - EMR Dashboard Reminders
  - Patient Appointment & Referral Reminders by Staff and Physicians
- January 2016
  - Individualized PCP Chart Audits
  - Patient Appointment Reminders
  - Physician initiated phone calls
- February 2016
  - Review of PCP Quality Report
- March 2016
  - Consolidated Geographic Referral List
  - Insurance Specific Specialist Recommendations
  - Periodic Statistics Review
- April 2016
  - Results Review
  - Review of PCP Quality Report

### Monthly Review of PCP Quality Report: Completed DM Care



## RESULTS

Percentage of Diabetic Patients with Complete Diabetic Care by JHAP Day



JHAP Thursday **increased** from **3.3%** to **25.7%**  
Total JHAP's Complete Diabetes Care **increased** from **4.8%** to **8.2%**

## DISCUSSION

- Thursday Clinic successfully improved rates of Complete Diabetic Care
- Discovered flaw in measuring process in PCP Quality Reports despite completion of diabetic care.
  - Led to improved measuring process for entire TJU institution and re-appropriation of resources

## LIMITATIONS

- Residents with extended time out of the ambulatory clinic
- Lack of consistent follow up visits
- Patients lost to follow up due to insurance or migration
- Lack of monetary support, inefficient EMR system

## FUTURE PLANS

- Plan to extend to other JHAP Clinics via resident training sessions
- JHAP is anticipating the addition of a case manager, who will assist us in reaching our final goal and sustain this intervention
- Provide visual triggers in patient rooms
- Pharmacist referral for diabetic teaching, BP control, and A1c management.