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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

**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**

- **Inadequate Diabetic Care**
  - Red text = addressed or intervened
  - Office visit for patient with Diabetes
  - DM addressed?
  - Diabetes Care up to date?
  - Act in 6 months?
  - Act in last year or on insulin/administration?
  - Lipids in last year or on statin?
  - Update EMR

**PROCESS MAP**

- **Mesh schedule follow-up visit**
- **Complete current plan**
- **Draw A1c at visit**
- **Give ophthalmology referral per patient’s Insurance Adverse**
- **Perform Retinopathy Testing or give Follow-up referral**
- **Order lipids or start statin**

**INTERVENTION**

- **EMR Initiative**
  - Active DM Patient List
  - EMR-Based DM Flowsheet utilization
- **Physician Education:** Guidelines for DM Care and DM Flowsheet
- **Structural Improvements**
- **Monofilaments made available**
- **Encouraged some visit lab draws**
- **Diabetes Visit Checklist**
- **Review of PCP Quality Report**
- **Completed EMR Updates**
  - EMR Dashboard Reminders
  - Patient Appointment & Referral Reminders by Staff and Physicians
- **Individualized PCP Chart Audits**
- **Review of PCP Quality Report**
  - Consolidated Geographic Referral List
  - Insurance Specific Specialist Recommendations
  - Periodic Statistics Review
- **Results Review**
  - Review of PCP Quality Report

**RESULTS**

- **Percentage of Diabetic Patients with Complete Diabetic Care by JHAP Day**

**DISCUSSION**

- **Thursday Clinic** sucessfully increased rates of Complete Diabetic Care
- **Discouvered 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.**