



Access Health Louisiana

REVISION + REVITALIZATION OF DIABETIC STANDING ORDERS

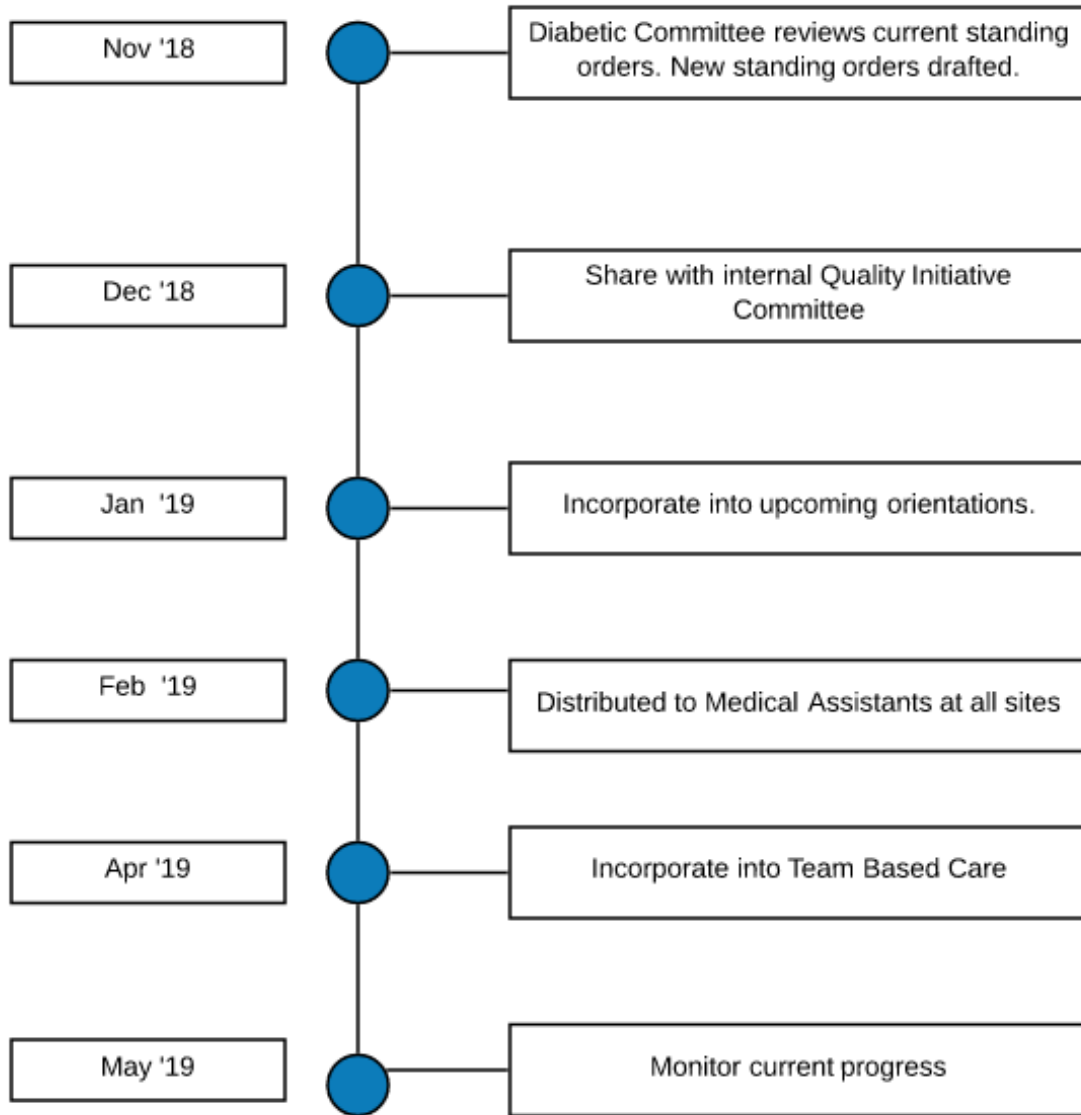
CHATRIAN KANGER, DIRECTOR OF POPULATION HEALTH

ELIZABETH MCCLUNG, EPIDEMIOLOGIST

A chalkboard background with various hand-drawn diagrams in white chalk. At the top left is a bar chart. In the center is a box labeled 'LESSONS' with arrows pointing to it from above and from a box labeled 'DEA' at the bottom left. To the right of 'LESSONS' is a pie chart. Further right is the word 'BUSINESS' with a large downward arrow. At the bottom right is a box labeled 'SUCCESS' with an arrow pointing to it from above. A lightbulb is drawn to the left of a person's head at the bottom center. Arrows indicate a flow from 'DEA' through 'LESSONS' towards 'SUCCESS'.

2018: Lessons Learned

- ▶ HbA1C
 - ▶ Low frequency
 - ▶ Late provider notification
- ▶ Nephropathy
 - ▶ Often missed during routine visit
- ▶ Foot/Eye exams
 - ▶ Low compliance
- ▶ New tools + systems
- ▶ UDS/VBC Care Gap closure
 - ▶ Diabetics
 - ▶ Tested vs controlled



Timeline



DM Steering Committee

- ▶ Consists of Director of Population Health, two certified diabetic educators and resident epidemiologist.
- ▶ Key Decisions
 - ▶ Vaccines
 - ▶ Foot Exam
 - ▶ Retinal eye exam
 - ▶ Standardized timeframe for follow-up
 - ▶ Patient outreach
 - ▶ Care plan

Quality Initiative Committee



Consists of both key clinical and administration staff



“Test and Treat”

Presentation of current clinical based guidelines to providers

Team Based Care

St Charles CHC – Luling

Key Decisions

- Standard follow-up with provider unnecessary
 - Varied due to type/frequency of medication
- Two week follow-up with certified diabetic educators/health coach
 - Assess resource needs

QI Lunch and Learns

- ▶ Routine site visits to ensure that all staff are up to date on changes to standing orders
- ▶ Key Decisions
 - ▶ Foot exams should be standardized
 - ▶ Who is training the MA's?
 - ▶ Can providers close gap with monofilament foot exam?
 - ▶ Proper coding

Progress

- ▶ St Charles CHC Luling
 - ▶ All diabetics tested!
 - ▶ Diabetic Eye Exam performance has increased from 45.89% to 76.00%
 - ▶ Diabetic Foot Exam performance has increased from 20.11% to 64.22%
 - ▶ Nephropathy Screening performance has increased from 73% to 94%

Next Steps



Analytics



Behavioral Health + Specialty



Leveraging use of Azara