



Improving Diabetes Control

February 1, 2023



Overview

- What – Improve Diabetes Control Metrics from Baseline 64% control
- When – 6 month from July 2022 to December 2022
- How – Utilize Epic Reporting Tools
- Who – Central Quality Team

Health My Panel Metrics ▾

◀ Q1 2022 - Q2 2022 ▶

 Diabetes

Service Area - Registry 🔍

Service Area: EL RIO SERVICE AR... 🔍

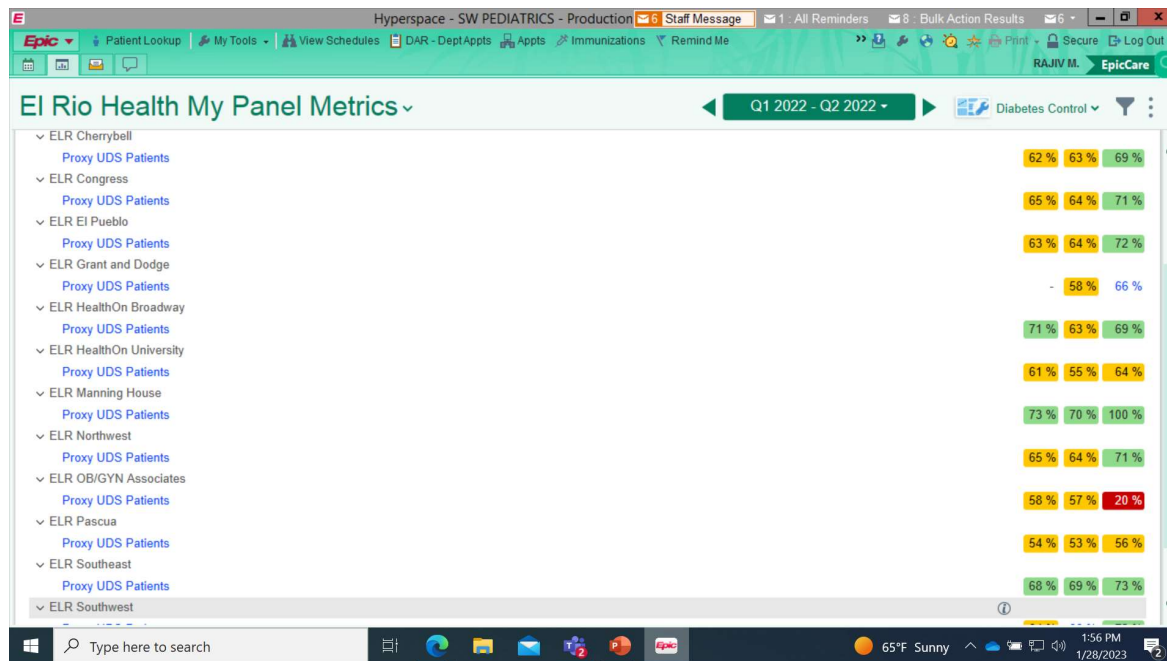
Registry ID: ELR PROXY UDS RE... 🔍

A1c Control

Exam

Screening Test or Evidence of Nephropathy

Breakdown by Clinic Site

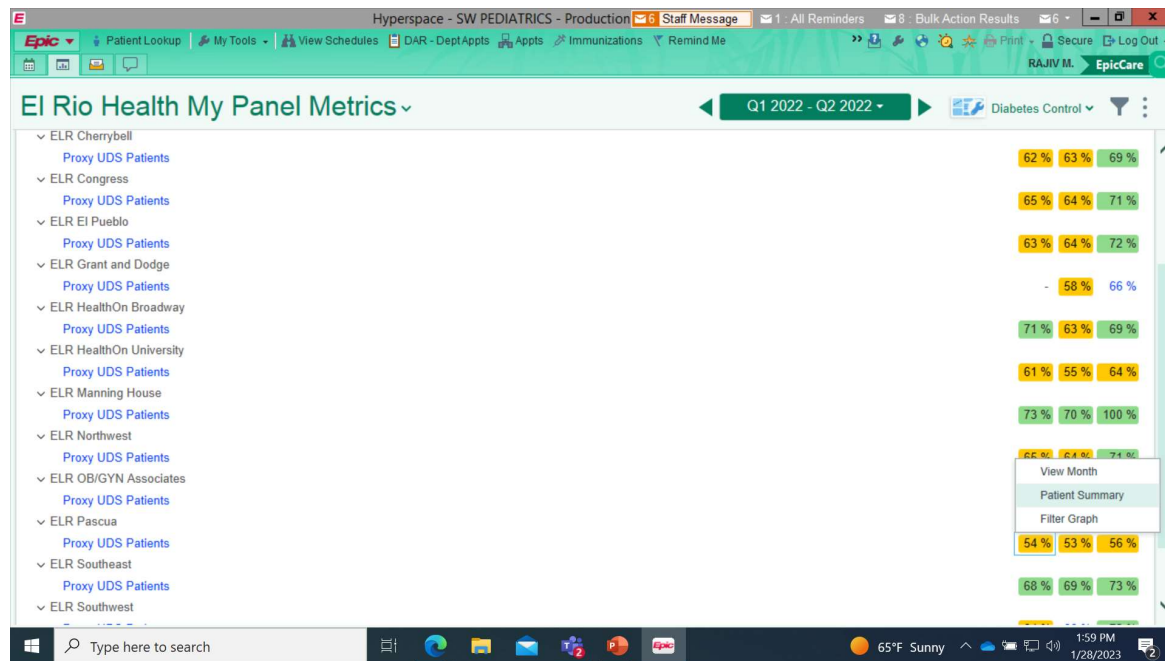


EL RIO
HEALTH

Health
on TUCSON



Generate Site Level Gap List



Create Gap List Report

Hyperspace - SW PEDIATRICS - Production 6 Staff Message 1 : All Reminders 8 : Bulk Action Results 6

Epic Patient Lookup My Tools View Schedules DAR - Dept Appts Appts Immunizations Remind Me RAJIV M. EpicCare

Reports

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Chart Encounter Communication Track Pt Outreach HM Modifiers Add to List Place Orders Questionnaire Series

Detail List Explore

Filter Re-run Report Select All

MRN	Pt Age	Last A1c Dt	Last A1c	Pt. Portal Status	PCP	Next PCP Visit	PCP Department	Last Visit Date	Next Appt
50012324	50 years			Not Used	Sangita Sharma, NP		CONGRESS FAMILY MED	11/04/2021	
50012962	53 years			Activated	Justin Shear, FNP	02/20/2023	ABRAMS FAMILY MED	08/08/2022	02/20/2023
50013395	41 years	08/05/2022	8.9	Activated	Anna Moga, MD		ABRAMS FAMILY MED	08/05/2022	
50013961	52 years	01/09/2023	5.9	Activated	Jennifer Johnston, MD		CONGRESS FAMILY MED	10/04/2022	
50014942	51 years			Activated	Milan Jansky, MD		CONGRESS FAMILY MED	02/28/2022	
50016938	55 years	11/04/2022	10	Not Used	Cheryl Webb, NP		HOU FAMILY MED	11/04/2022	
50023107	39 years	06/07/2022	6	Not Used	Audrey Lyland, NP		HOU FAMILY MED	06/07/2022	

1137 results

Windows Type here to search Market Brief 2:30 PM 1/28/2023

Filter #1 – Last HgA1C > 9 and > 3 months

Hyperspace - SW PEDIATRICS - Production

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Detail List | Explore

Filter | Clear All Filters

Choose a column to filter

▼ Last A1c Dt

From 1/1/2017
To 4/1/2022

▼ Last A1c

From 9
To 25

+ Add Another Filter

Clear All Filters

MRN	Pt Age	Last A1c Dt	Last A1c	Pt. Portal Status	PCP	Next PCP Vi
000000018011	68 years	03/31/2022	>15.5	Activated	Lisa Soltani, MD	
000010137059	67 years	03/21/2022	9.4	Activated	Gabriel Gaoriye, MD	
000010276643	47 years	03/21/2022	11.4	Not Used	Cheryl Webb, NP	
000000054591	21 years	03/07/2022	10.2	Activated	Michelle Meyer, MD	
000000050503	40 years	02/28/2022	9.5	Activated	Esther Quintero-Marsteller, DO	
000010090603	56 years	02/24/2022	10	Not Used	Jose Rapanan, DO	
000010284417	48 years	02/18/2022	10.1	Not Used	Maria Pina, MD	

10 of 1137 results match filters

Filter #2 – Last HgA1C – No Value

Hyperspace - SW PEDIATRICS - Production

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Detail List | Explore

Filter | Clear All Filters

Choose a column to filter

Last A1c

Has no value

+ Add Another Filter

Clear All Filters

MRN	Pt Age	Last A1c Dt	Last A1c	Pt. Portal Status	PCP	Next PCP Vi
000010003892	55 years			Not Used	Elsa Hernandez, NP	
000000059380	58 years			Activated	Alexandra Riley, NP	
000000024455	35 years			Not Used	Kelly Rothermal, NP	
000010059968	60 years			Not Used	Megan Sanchez, NP	
000010061616	73 years			Inactivated	Connie Funk, MD	02/06/2023
000010350806	35 years			Activated	Joseph Stewart, MD	
000010017096	75 years			Not Used	Linda Williams, MD	

128 of 1137 results match filters

Place Bulk Orders – Select All

Hyperspace - SW PEDIATRICS - Production

Staff Message 1 : All Reminders 8 : Bulk Action Results

Patient Lookup My Tools View Schedules DAR - Dept Appts Appts Immunizations Remind Me

Reports

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Chart Encounter Communication Track Pt Outreach HM Modifiers Add to List Place Orders Questionnaire Series

Detail List Explore

Filter Clear All Filters Re-run Report Select All

MRN	Pt Age	Last A1c Dt	Last A1c	Pt. Portal Status	PCP	Next PCP Visit	PCP Department	Last Visit Date	Select all rows (Ctrl+A)
000010003892	55 years			Not Used	Elsa Hernandez, NP		CHERRYBELL FAMILY MED	11/17/2021	
000000059380	58 years			Activated	Alexandra Riley, NP		NW FAMILY MED	05/23/2022	
000000024455	35 years			Not Used	Kelly Rothermal, NP		EL PUEBLO FAMILY MED	01/26/2022	
000010059968	60 years			Not Used	Megan Sanchez, NP		CHERRYBELL FAMILY MED	11/30/2022	
000010061616	73 years			Inactivated	Connie Funk, MD	02/06/2023	NW FAMILY MED	05/25/2022 02/06/2023	
000010350806	35 years			Activated	Joseph Stewart, MD		EL PUEBLO FAMILY MED	12/17/2021	
000010017096	75 years			Not Used	Linda Williams, MD		CONGRESS FAMILY MED	07/18/2022	

128 of 1137 results match filters

Type here to search

66°F Sunny 2:44 PM 1/28/2023

Place Bulk Orders – Order Hg A1C

Hyperspace - SW PEDIATRICS - Production

6 Staff Message 1 : All Reminders 8 : Bulk Action Results 6

Epic Patient Lookup My Tools View Schedules DAR - Dept Appts Appts Immunizations Remind Me

RAJIV M. EpicCare

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Chart Encounter Communication Track Pt Outreach HM Modifiers Add to List Place Orders Questionnaire Series

Detail List - Original

Place Orders

Authorizing Provider: MODAK, RAJIV

☒ Use PCP as Authorizing Provider

PCP Type: General

Preference Lists

- Bulk Orders
 - Manual Filtering
 - Automatic Filtering

Bulk Orders

Manual Filtering

Preventive Care

- ☐ Bilateral diagnostic mammogram
- ☐ Zoster, Live (Zostavax)

Diabetes

- ☐ Basic metabolic panel
- ☐ Lipid panel
- ☐ Referral to Pharmacist-led Chronic Disease Management Program

☒ Hemoglobin A1c

Automatic Filtering

Preventive Care

Vaccines

- ☐ Pneumococcal

Procedures

- Hemoglobin A1c

137 results match filters

66°F Sunny 2:46 PM 1/28/2023

Bulk Communication – Filter Active MyChart

Epic Hyperspace - SW PEDIATRICS - Production

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Detail List | Explore

Filter | Clear All Filters

Choose a column to filter

- Last A1c
Has no value
- Pt. Portal Status
Equals Activated
- + Add Another Filter

Clear All Filters

MRN	Pt Age	Last A1c Dt	Last A1c	Pt. Portal Status	PCP	Next PCP Vi
000000059380	58 years			Activated	Alexandra Riley, NP	
000010350806	35 years			Activated	Joseph Stewart, MD	
000010125479	48 years			Activated	Esther Quintero-Marsteller, DO	
000010083262	61 years			Activated	Elsa Hernandez, NP	
000000089587	61 years			Activated	Linda Williams, MD	02/07/2023
50012962	53 years			Activated	Justin Shear, FNP	02/20/2023
50014942	51 years			Activated	Milan Jansky, MD	

51 of 1137 results match filters

Bulk Communication – Send Patient Message

Hyperspace - SW PEDIATRICS - Production

6 Staff Message 1 All Reminders 8 Bulk Action Results 6

Epic Patient Lookup My Tools View Schedules DAR - Dept Appts Appts Immunizations Remind Me

RAJIV M. EpicCare

Reports

Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM

Chart Encounter Communication Track Pt Outreach HM Modifiers Add to List Place Orders Questionnaire Series

Detail List Explore

Filter Clear All Filters

Generate Letters

Send Patients Message

Send Staff Message

Send secure message to all selected patients

Send Communication

Re-run Report Select All

MRN	Pt Age	Last A1c	Status	PCP	Next PCP Visit	PCP Department	Last Visit Date	Next Appt
000000059380	58 years		Activated	Alexandra Riley, NP		NW FAMILY MED	05/23/2022	
000010350806	35 years		Activated	Joseph Stewart, MD		EL PUEBLO FAMILY MED	12/17/2021	
000010125479	48 years		Activated	Esther Quintero-Marsteller, DO		EL PUEBLO FAMILY MED	05/18/2022	
000010083262	61 years		Activated	Elsa Hernandez, NP		CHERRYBELL FAMILY MED	12/19/2022	
000000089587	61 years		Activated	Linda Williams, MD	02/07/2023	CONGRESS FAMILY MED	10/28/2022	02/07/2023
50012962	53 years		Activated	Justin Shear, FNP	02/20/2023	ABRAMS FAMILY MED	08/08/2022	02/20/2023
50014942	51 years		Activated	Milan Jansky, MD		CONGRESS FAMILY MED	02/28/2022	

51 of 1137 results match filters

Type here to search

67°F Sunny 3:09 PM 1/28/2023

Bulk Communication – Craft Message

Hyperspace - SW PEDIATRICS - Production | 6 Staff Message | 1 All Reminders | 8 Bulk Action Results | 6 | EpicCare

Multi-Patient Message

51 patients selected [View/Modify Patients](#) ✓ Allow proxies to view

Diabetes Testing

Dear @patient@

This is a message from @PCP@. After reviewing your chart, it appears that you are due for Diabetes testing which is very important. I have placed an order for you, so you can simply go to the nearest El Rio Laboratory for testing. Please complete this testing in the next week and my team will contact you with the results and a follow up appointment if needed. Thank you for allowing me to partner with you in your care.

Dates
Delay sending until
Date

Reply
☐ Send patient reply to me

Tasks
General Questionnaire [Add](#)
History Questionnaire [Add](#)

[Send](#) [Cancel](#)

2 new notifications

Type here to search

67°F Sunny 3:02 PM 1/28/2023

All Patients – Select all Patients to Mail Letters

The screenshot displays the EpicCare interface for a report titled "Diabetes A1c Control Drilldown [10068624] as of Sat 1/28/2023 2:27 PM". A "Generate Batch Letters" dialog box is open, showing fields for "From:" (MODAK, RAJIV), "Reason for letter:", "Comments:", and "Letter template:" (with a search bar). The background shows a list of patients with MRNs and A1c values. The bottom of the screen shows a Windows taskbar with the date 1/28/2023 and time 3:13 PM.

Next Steps

- Repeat Workflow for Each Clinic Location
- Results go to PCP In Basket
- PCP Contacts Patient to follow up on Results
- After 2-3 weeks, Population Health Team regenerates Gap list to outreach by Phone to those still pending labs.



Outcomes – Objective

- Organization Wide Increase in Diabetes Control by 5% from 64% to 69% in less than 6 months
- Individual Clinic Increases up to 9%.
- Many Patients were in Range and Testing made them Compliant for Diabetes Control Care Gap

Outcomes - Subjective

- Increased Patient Satisfaction – many patients thanking their Provider for Outreach
- Increased Provider Satisfaction – Providers thrilled to see their DM control scores increase and patients re-engaging in their DM care by coming in for Testing.
- Increased Staff Satisfaction – Outreach done Centrally so PCP Team does not need to run Gap lists and call patients manually
- Diabetes Champion Trophy Awarded to Most improved Clinic Quarterly