Improving Adherence to Diabetes Care Guidelines

The Problem

There is currently no standardized way to ensure that patients with diabetes seen in Health Care Associates (HCA) receive optimal care according to evidence based guidelines.

Aim

To monitor and improve adherence to diabetes care guidelines

The Team

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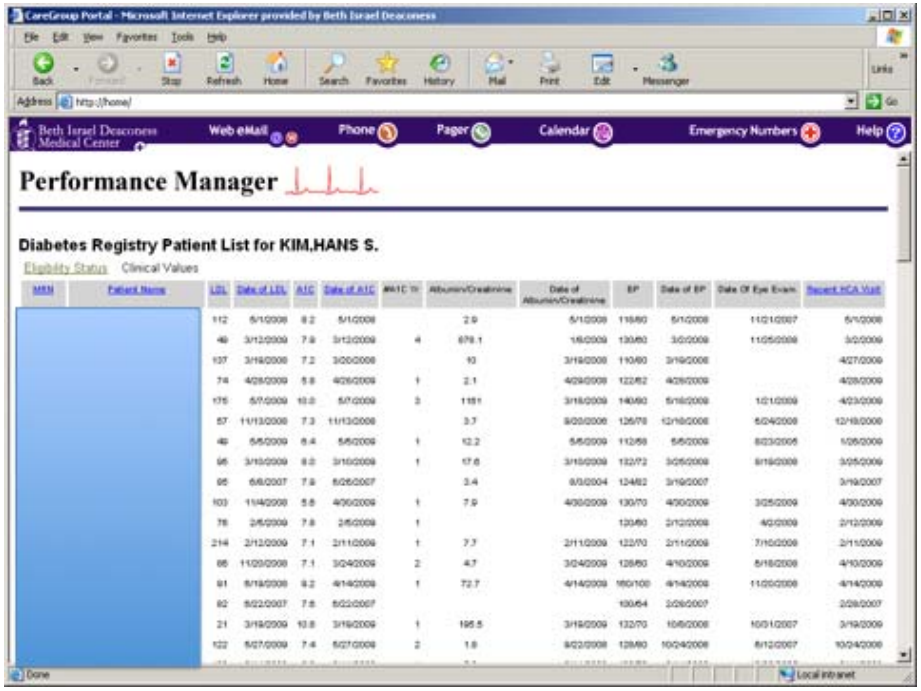
The Interventions

Working with the IS and Decision Support groups, we have built a Diabetes Registry as well as designed and programmed individual QI reports in Performance Manager for the management of patients with diabetes. Data for the Diabetes Registry and QI reports were abstracted from WebOMR, our scheduling and lab systems, and our billing repository (Casemix). We also obtained some of the data from the Joslin databases.
The QI reports now available in Performance Manager include the following data:

- LDL – Value and Date
- Hemoglobin A1C – Value and Date
- Urine Albumin / Creatinine ratio – Value and Date
- Blood Pressure – Value and Date
- Date of the last Eye Exam
- Date of the last HCA visit.

The Diabetes Management Reports



Next Steps

The diabetes management reports were presented at a recent HCA faculty meeting and were positively accepted by the group as a useful tool for diabetes management. The reports will be rolled-out to all HCA Faculty by the end of Q1 2010. HCA administration is currently devising the panel management workflow process - i.e., when and how patients will be contacted, as well as by whom (e.g., Primary Care Physicians vs. Clinical Administrative Assistants).

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