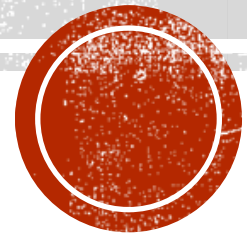


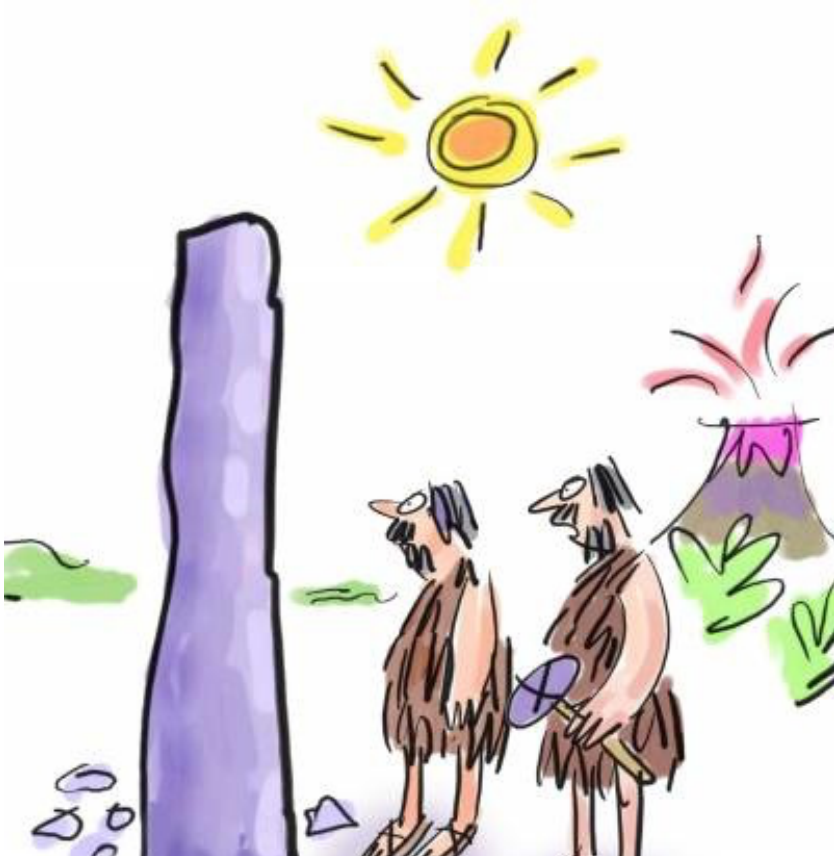
THE CONTINUUM OF DATA

Boris Kalikstein

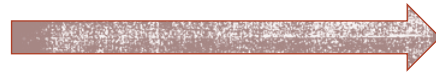
Pivotal Moment Consulting



ONCE UPON A TIME...



BUT THEN



LET'S START A BIT PAST A ROCK...



◆ Young data organizations

- EMR / No EMR
- Acute, episodic care
 - Hard to do chronic disease management
 - No population management
- Remind myself with notes on what needs to happen
- Inconsistent follow-up at inconsistent roles
 - Front-desk / MA / Provider



SUCCESS IS STILL POSSIBLE



◆ Pick ONE thing to focus on

- A1C, Blood pressure, screening
- Create a tickler system in Excel
 - Front Desk / MA manage
- Build a cadence

Patient Name	Date of Visit	Last A1C Value	Plan of Care	Follow-up Date
John Smith	5/5/2018	8.5	Medical speak	5/25/2018



BETWEEN A ROCK AND A HARD PLACE...

dubenye.xls															
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Dube Tracking Worksheet														
2	NOTE: Use SORT COPY and PASTE DATA FROM THE CELL AS THE ONLY METHOD OF PASTING DATA														
3	NOTE: Use the template and add a digital healthcare team. BWP = Basic multiple patient BWP = Basic														
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◆ Adolescent data organizations

- EMR
- Acute, episodic care, chronic disease management
 - Siloed population management
- Spreadsheet hell
- Inconsistent follow-up at inconsistent roles
 - Front-desk / MA / Provider



		diabetes_tracking.xlsx																							
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P								
Diabetes Tracking Worksheet																									
NOTE: DO NOT COPY AND PASTE DATA FROM CELL L1 TO CELL L2. THE ONLY USED OF PASTE FROM CELL L1 TO CELL L2 IS TO COPY AND PASTE DATA FROM CELL L1 TO CELL L2.																									
NOTE: THE HIGHLIGHTED AREA (D12 : D13) IS A BOLD HIGHLIGHTING AREA. BOLD = bold text and data and P = bold periods																									
Patient name	Date of last visit	Bloodwork	Previous A1C	A1C	Date of last visit		Bloodwork	Previous A1C	A1C	Date of last visit		Bloodwork	Previous A1C	A1C	Date of last visit		Bloodwork	Previous A1C	A1C	Date of last visit					
John Doe	12/15/18	131.1/71.1 mmHg	8.5%	10.0%	1/15/19	130.0/70.0 mmHg	8.5%	10.0%	1/15/19	130.0/70.0 mmHg	8.5%	10.0%	1/15/19	130.0/70.0 mmHg	8.5%	10.0%	1/15/19	130.0/70.0 mmHg	8.5%	10.0%	1/15/19				
Jane Smith	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Bob Jones	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Emily White	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
David Brown	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Michelle Green	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Christopher Black	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Stephanie Gray	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Matthew Gold	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19				
Christina Silver	1/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2/10/19	120.0/70.0 mmHg	8.5%	10.0%	2								



GUIDED DECISION MAKING

Diabetes Tracking Worksheet

NOTE: DO NOT COPY AND PASTE DATA FROM CELL TO CELL AS THIS MAY LOSE IMPORTANT FORMATTING

KEY: A1c = Hemoglobin A1c (%) • Blood Sugar = mmol/L • Blood Pressure = mmHg • BP = Blood Pressure

Patient Name	Sex	Date of Birth	Provider	A1c	Diabetes	Date of last BP	BP	Date of last LDL	LDL	Date of last Foot Exam	Foot Exam	Date of last Eye Exam	Eye Exam	Comments
Adams, John	M	03/14/68	11111111	6.5	140/90	12/10/08	140/90	12/10/08	140/90	12/10/08	140/90	12/10/08	140/90	12/10/08
Brown, Jane	F	02/28/60	33333333	6.1	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08
Clark, John	M	07/07/72	44444444	6.8	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08
Lee, Jane	F	01/01/65	55555555	6.2	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08	120/80	12/10/08
Smith, John	M	07/01/60	66666666	6.9	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08
Thompson, John	M	07/01/60	66666666	6.9	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08
White, Jane	F	07/01/60	66666666	6.9	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08
White, John	M	07/01/60	66666666	6.9	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08	130/80	12/10/08

High Risk

Last Name	First Name	DOB	Visit	BP Syst	BP Dias	Tobacco	Eye Exam	SM Goal	Foot Exam	LDL Date	LDL	A1c Date	Value
	Bonnie	1/1952	11/13/2008	122	80	Current	08/01/2007	11/13/08	05/15/2008	04/03/2008	59		

Group Visit No

11/13/2008	7.80
09/04/2008	8.00
07/17/2008	8.00

Angelica	1/1975	03/26/2009	115	69	Never		12/11/08	03/26/2009	02/15/2008	90
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Group Visit Yes

03/26/2009	8.90
12/11/2008	9.50

Last Name	First Name	DOB	Visit	BP Syst	BP Dias	Tobacco	Eye Exam	SM Goal	Foot Exam	LDL Date	LDL	A1c Date	Value
Diabetes Planned Care Ruler			If more than six months, make appt. Otherwise, see BP, LDL & A1c rules	If above 130, appt every month	If above 80, appt every month	If current smoker, CM to review for Tobacco Cessation counseling	If not within one year, put on list for DM Eye Exam GV	If not within one year, CM to set goal with patient	If not within one year, make appt	If not within one year, make appt	If above 130, appt every month. If 100-130, appt every 3 months	If not within 3 months, make appt (6 months okay if last value less than 7.0)	If above 9, appt every month. If 7.0 - 9.0, appt every 3 months. If below 7.0, appt every 6 months

Angelica	1/1975	03/26/2009	115	69	Never		12/11/2008	1/30/09	10/16/2008	11/30/2008	75
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TRANSFORMATIVE CHANGE

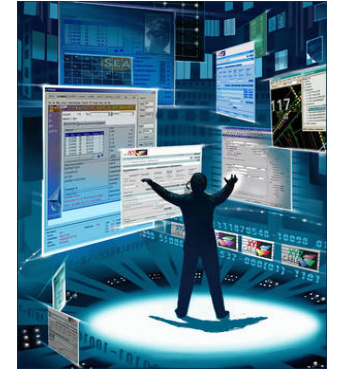


◆ Mature data organizations

- EMR
- Acute, episodic care, chronic disease management, population management
- Automated, titrated, action-oriented data and decision support
- Consistent follow-up at consistent roles
 - Front-desk / MA / Provider



DATA RICH BUT INFORMATION POOR



- Having an EMR and collecting data does not translate into action
- EMRs
 - Thousands of data points
 - Visually aggregates the data points on EMR screens
 - Providers and teams mentally evaluate the data to convert it into information that drives patient care



DATA VS. INFORMATION



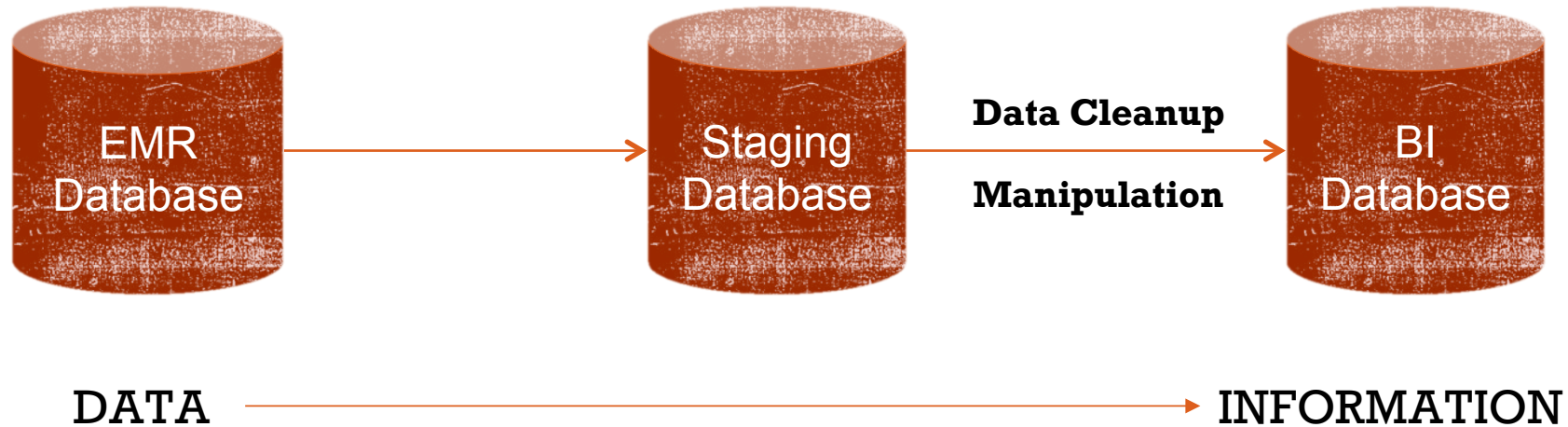
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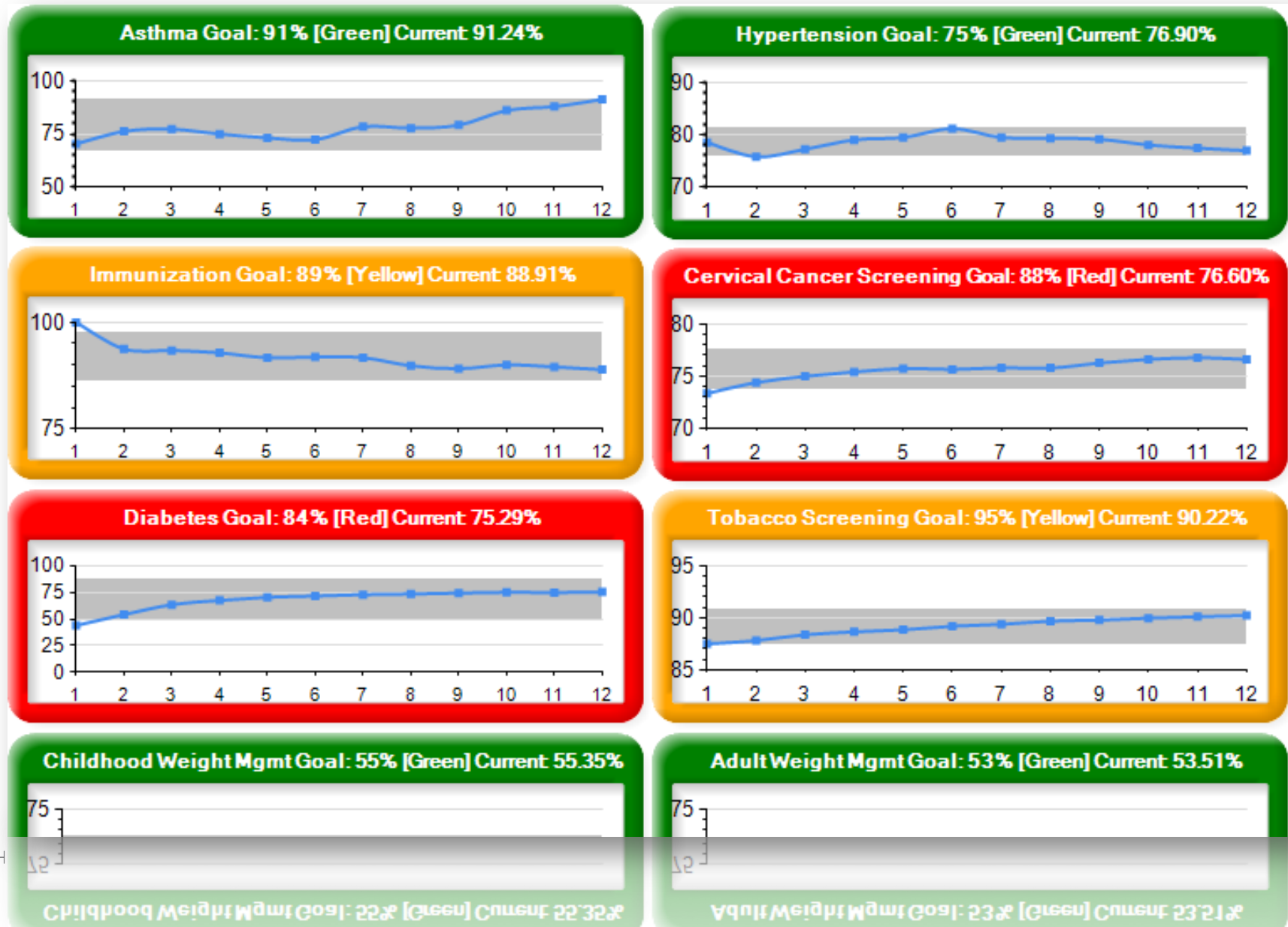
POP
GOES THE
THE WEASEL



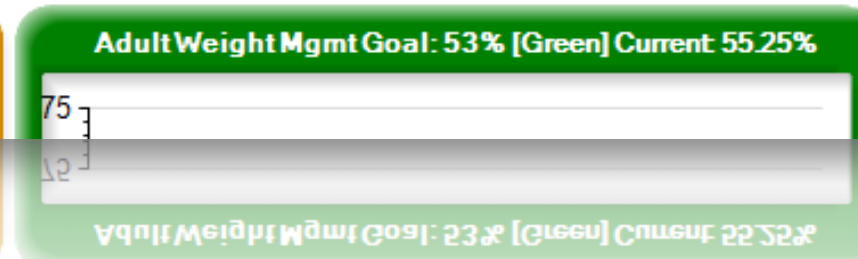
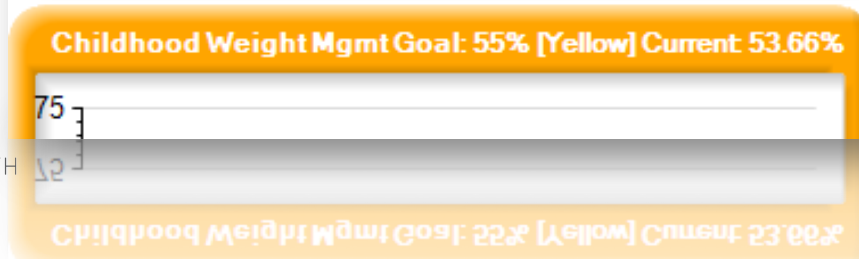
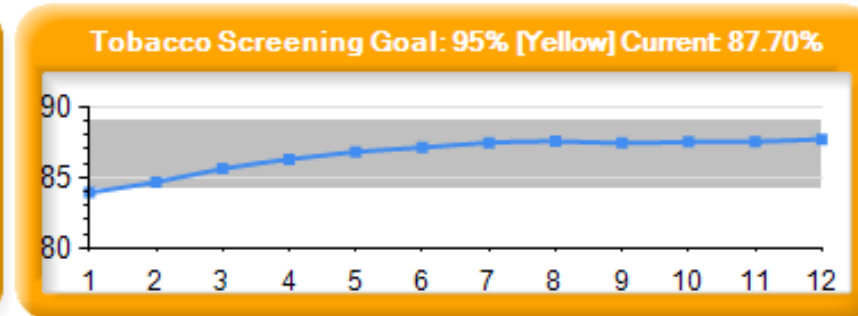
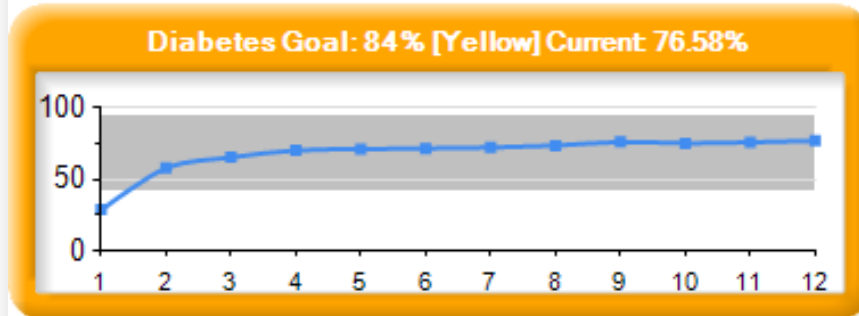
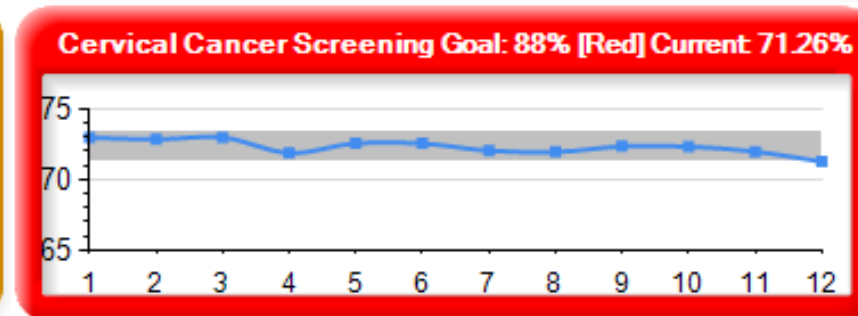
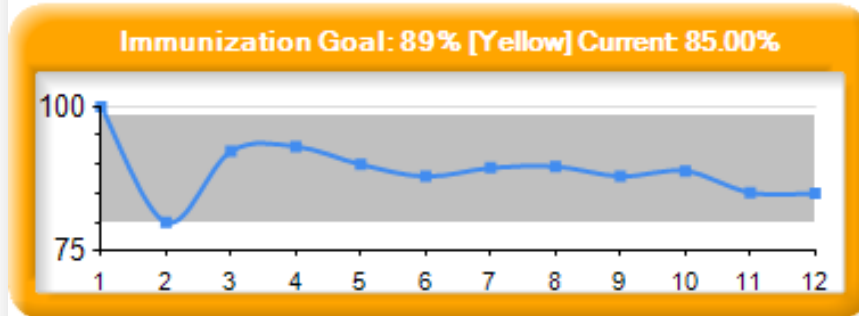
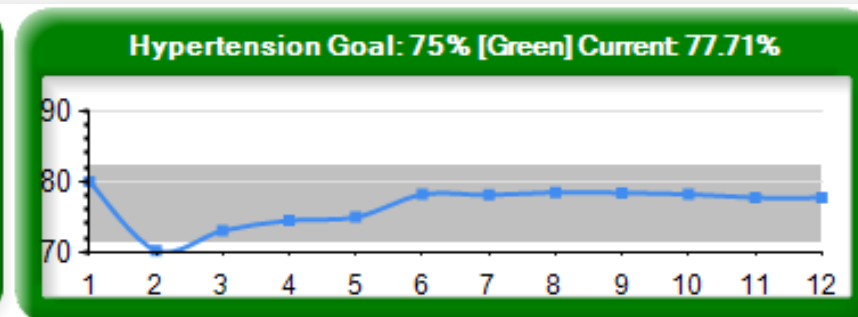
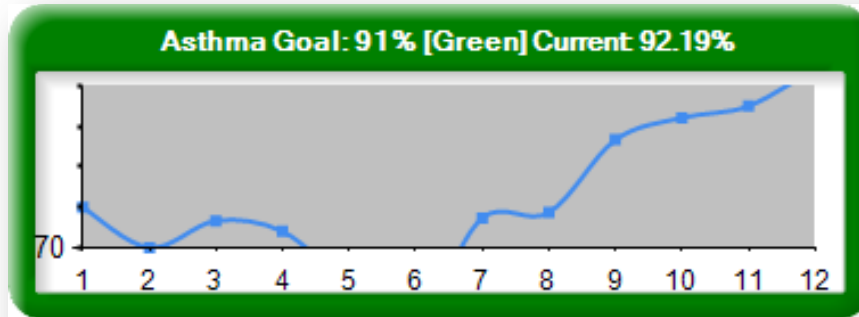
WAREHOUSING



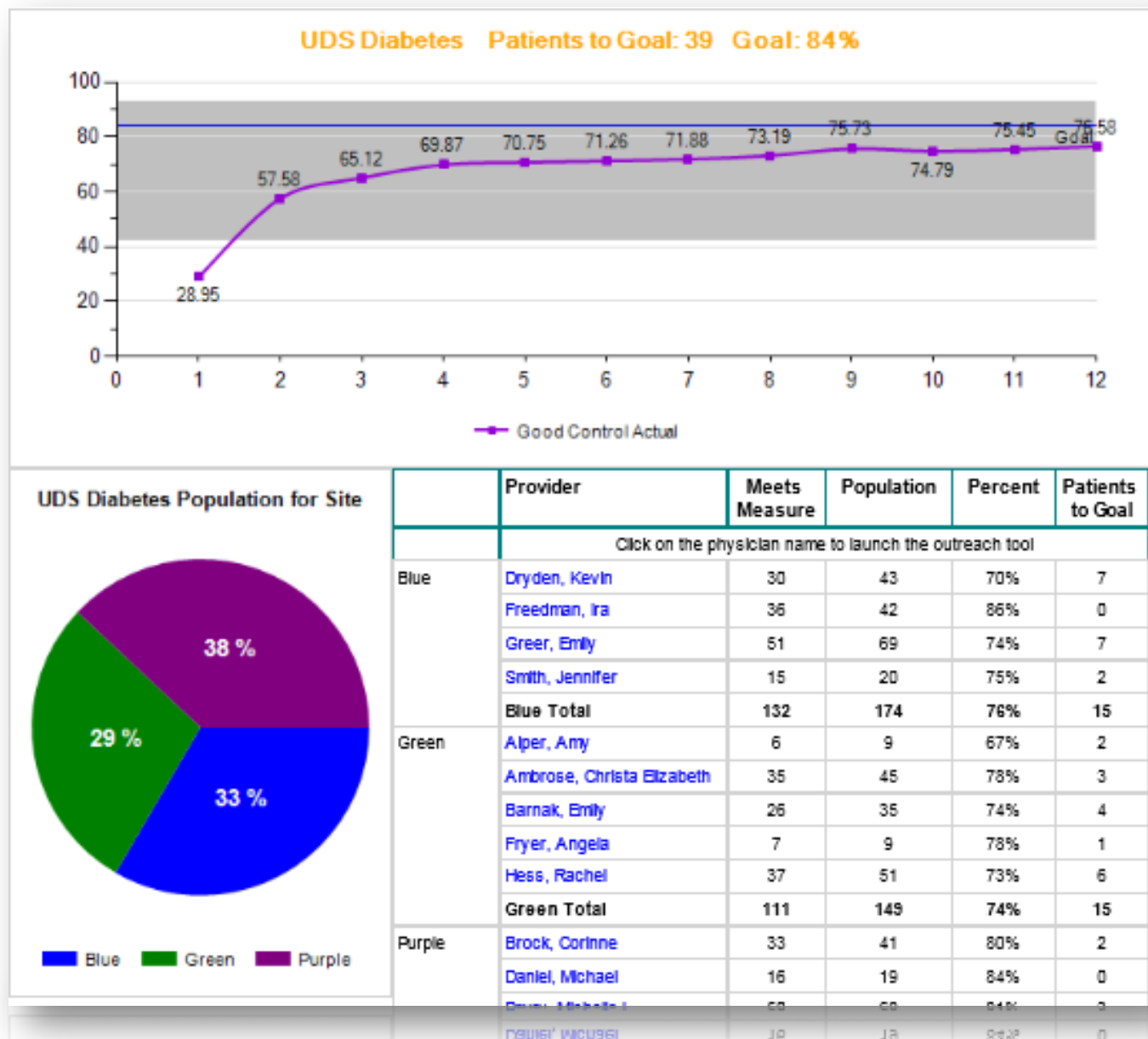
START WITH THE BIG PICTURE



CASCADE THE MESSAGE



MAKE IT MANAGEABLE



MAKE IT ACTIONABLE

Planned Care Registry Outreach

REPORT SPECIFICATIONS

SHOWING PATIENTS WITH DIABETES ALERT(S)

Total Patients: 55				
Person Nbr	Patient Details	Visits and Appointments	Outreach Details	Patient Care Alerts
Dryden, Kevin				
842791	DOB: Age: 49 Preferred Contact Method: Home Phone: Day Phone: Alternate Phone: Secondary Phone: Email: Cell Phone: Language:English ACO: N Medicaid Nbr: My CLINICA Connection Status: Enrolled OB Status: Groups:	PCP: Dryden, Kevin PDP: Missing PDP Hygienist: Last Visit: 11/18/2015 Dryden, K-DIA Last WCC: Payer: Medicaid FQHC Next appt: Last Dental Visit: Next Dental Visit:	<u>Clinical</u> Date Reviewed:12/17/2015 Comments: Lvm informing pt to RCTC and schedule apt for DM. IH Call Attempt:2nd Call Call Status:Left message <u>Dental</u> Date Reviewed: Comments: Call Attempt: Call Status:	<u>Clinical</u> Past Due - Diabetes Eye Exam Past Due - Diabetes Foot Exam Past Due - High Blood Pressure > = 140/90 (Diabetes,) Past Due - Last A1c > 9 on 11/18/2015 Past Due - LDL (Cholesterol) Lab Past Due - Tdap/TD Vaccine ACO Care Team Score is 3 <u>Dental</u>



CLOSE THE LOOP

Person Nbr	Patient Name	PCP/ Status	Phone Number	Age/ DOB	Gender	Last Visit	ACO		
842791		PCP: Dryden, Kevin Status: Active Payer: Medicaid FQHC Group Visits: My CLINICA Connection Status: Enrolled		49 Year(s)	M	11/18/2015 Dryden, K Last WCC: CarePlan Rvw:	X		
Alerts		Appts		Active Problem List					
Past Due - Diabetes Eye Exam Past Due - Diabetes Foot Exam Past Due - LDL (Cholesterol) Lab Past Due - Last A1c > 9 on 11/18/2015 Past Due - High Blood Pressure > = 140/90 (Diabetes,) Past Due - Immunizations (Past Due - Tdap/TD Vaccine,) ACO Care Team Score is 3				11/18/2015 - Alcohol-induced chronic pancreatitis 11/18/2015 - Continuous chronic alcoholism 08/17/2014 - Alcoholism - 303.90 08/17/2014 - Iron deficiency anemia - 280.9 08/17/2014 - Methamphetamine abuse - 305.70 08/17/2014 - Pancreatitis - 577.0 08/17/2012 - Diabetes type 2, uncontrolled - 250.02					
Active Medications									
Start Date	Stop Date	Prescribed Elsewhere	Brand Name	Generic Name	Dose	Instructions			
12/21/2015	12/20/2016		SURE COMFORT	PEN NEEDLE, DIABETIC	30 gauge X 5/16"	Inject 10 U of Levemir SQ HS			
12/21/2015	12/19/2016		TRUETRACK TEST STRIP	BLOOD SUGAR DIAGNOSTIC		use 1 Strip by In Vitro route 1 - 3 times every day as needed to monitor blood glucose			
12/21/2015	12/14/2016		THIN LANCETS	LANCETS		inject by Misc.(Non-Drug: Combo Route) route 1- 2 times every day for testing blood sugar.			
12/03/2015	05/29/2016		WAVESENSE PRESTO	BLOOD-GLUCOSE METER		take 1 by Injection route 3 times every day for 365 days Check blood sugar TID			
11/18/2015	11/11/2016		LEVEMIR FLEXTOUCH	INSULIN DETEMIR	100 unit/mL (3 mL)	inject 10 Unit by subcutaneous route every morning			
11/18/2015	11/11/2016		LISINOPRIL	LISINOPRIL	5 mg	take 1 tablet by oral route every day			
11/18/2015	11/11/2016		NOVOLOG FLEXPEN	INSULIN ASPART	100 unit/mL	inject by subcutaneous route per prescriber's instructions. Insulin dosing requires individualization.			
08/05/2015	08/19/2016		TRUETRACK BLOOD GLUCOSE SYSTEM	BLOOD-GLUCOSE METER		use 1 by Topical route every day for glucose monitoring			
Diabetes - High Risk									
Systolic	Diastolic	Eye Exam	Foot Exam	A1c (Last 3)					
140	80			11/18/2015 - 11.5 03/10/2015 - 14.8 08/14/2014 - 14.8					
Group Visit: No									
Open Referrals		Future Labs			Diagnostics				



THE CONTINUUM OF DATA

A screenshot of a spreadsheet titled "Diabetes Tracking Worksheet". The spreadsheet contains columns for patient name, date of birth, gender, date of test, and test results. It lists several patients and their corresponding test dates and results, with some cells highlighted in yellow and red to indicate specific data points or trends.

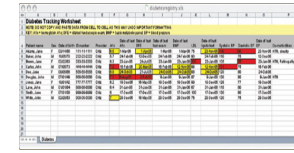
Young

Adolescent

Mature



EXERCISE



- Pair up

Young

Adolescent

Mature

- Discuss

- Where are you on the continuum?
- What are your challenges?
- What do you need to move along the continuum?



QUESTIONS?

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Pivotal Moment Consulting
pivotalmomentconsulting.com

