Venice Family Clinic

PHLN Year 2 Project Aim

By March 31, 2020 we will improve **health of our** diabetic patients, as evidenced by increased rates in HgbA1c testing (3%), annual foot exams (11%), and annual retinal screens (12%), through improved **care team communication** and improved **accessibility** of decision support **tools**.

Measures for Success

- HbA1c testing
  - Point of care alert closure - HbA1c Testing
- Diabetes foot exams
  - Point of care alert closure - Foot exam
- Diabetes retinal exams
- HbA1c > 9 or Untested

Changes

Tested Changes

- Visit prep for care coordinators
- Health educators completing foot exams
- MAs completing visual check foot exam
- Pharmacy using integrated PVP alerts

Implemented Changes

- Shared meetings with MAs and Providers
- Integrated decision support/ care alerts into the NextGen EHR (access for all staff)
- New retinal photo in-reach and out-reach strategy

Using Data for Improvement

We chose to focus on diabetes management because of our robust diabetes program we launched in 2013. The program focuses on providing intensive, tailored care to people living with uncontrolled diabetes, and serves as an intersection for all of the staff (providers, medical assistants, health educators, and the quality improvement and population health teams) as well as the processes (visit planning, group classes, huddles, population health management techniques) that we hope to leverage to improve and standardize these systems. We are collecting monthly data on process measures (see below) and want to maintain an outcome measure of HbA1c > 9 or untested at 20% or below. The idea is to track progress on overall structural and systemic improvements. From this data collection, we have been able to implement the integration of the Patient Visit Planning report into our EMR system to allow for accurate and easily accessible alerts related to gaps in care. We have also listed our milestones and key activities.

Key Activity-Milestone

Key Activity/Milestone									
Create Care Team Workgroup	05/01/19	IP	IP	C	C	C	C	C	C
Evaluate MA role: care team workflows, huddles, tools	08/30/19	IP	IP	IP	IP	IP	IP	IP	
Create strategy to gather ongoing feedback from Mas	09/15/19	IP	IP	IP	IP	IP	IP	IP	IP
Evaluate Azara DRVS PVP alerts and establish actions for care teams	07/15/19	NS	NS	NS	NS	IP	IP	IP	IP
Integrate DRVS PVP into NextGen	07/15/19	NS	NS	IP	C	NS	C	C	C
Roll out PVP workflow to all teams at Rose	08/15/19			NS	NS		IP	IP	

Measure Tracking

Measure	Baseline April 2019	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Goal	Improvement	
Process Measures										
HbA1c testing	94%	94%	94%	94%	94%	94%	94%	96%	0%	77%
Diabetes foot exams	70%	72%	71%	71%	71%	74%	74%	80%	4%	64%
Diabetes retinal exams	59%	59%	59%	61%	59%	62%	60%	65%	1%	52%
Point of care alert closure - HbA1c Testing	43%	42%	57%	48%	50%	56%	56%	75%	13%	60%
Point of care alert closure - Foot exam	26%	17%	20%	26%	25%	28%	28%	75%	2%	60%
Outcome Measure										0%
HbA1c > 9 or Untested	29%	27%	27%	27%	27%	27%	26%	20%	3%	16%
								60%		48%

Point of Care Data

October

Foot Exams

	Num	# w/ Alert	
26-Oct	7	29	
19-Oct	8	28	
12-Oct	11	32	
5-Oct	4	20	
Total	30	109	28%

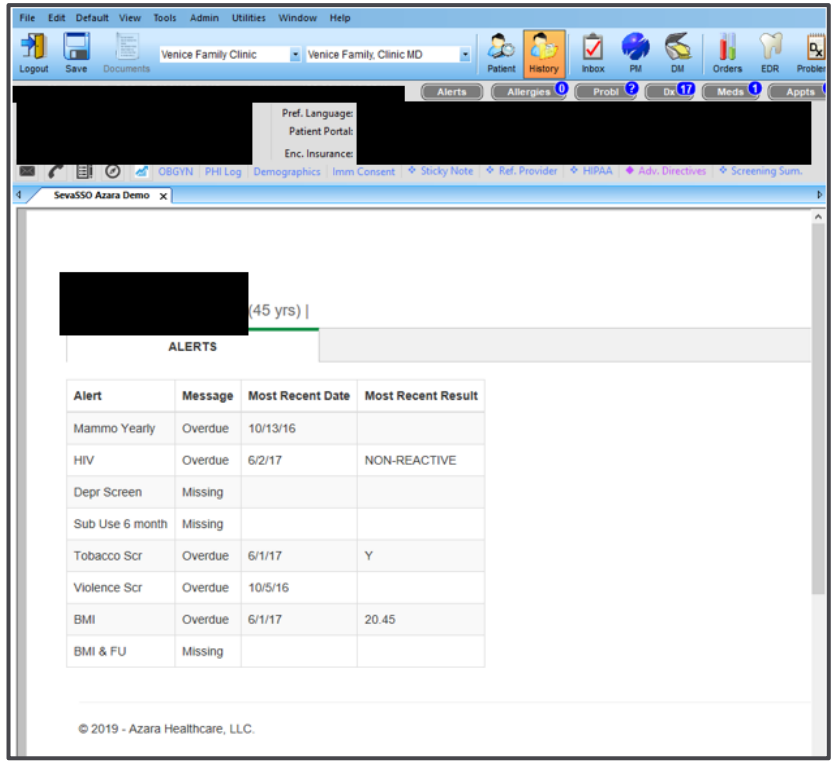
A1c

	Num	# w/ Alert	
26-Oct	6	11	
19-Oct	6	14	
12-Oct	6	8	
5-Oct	6	10	
Total	24	43	56%

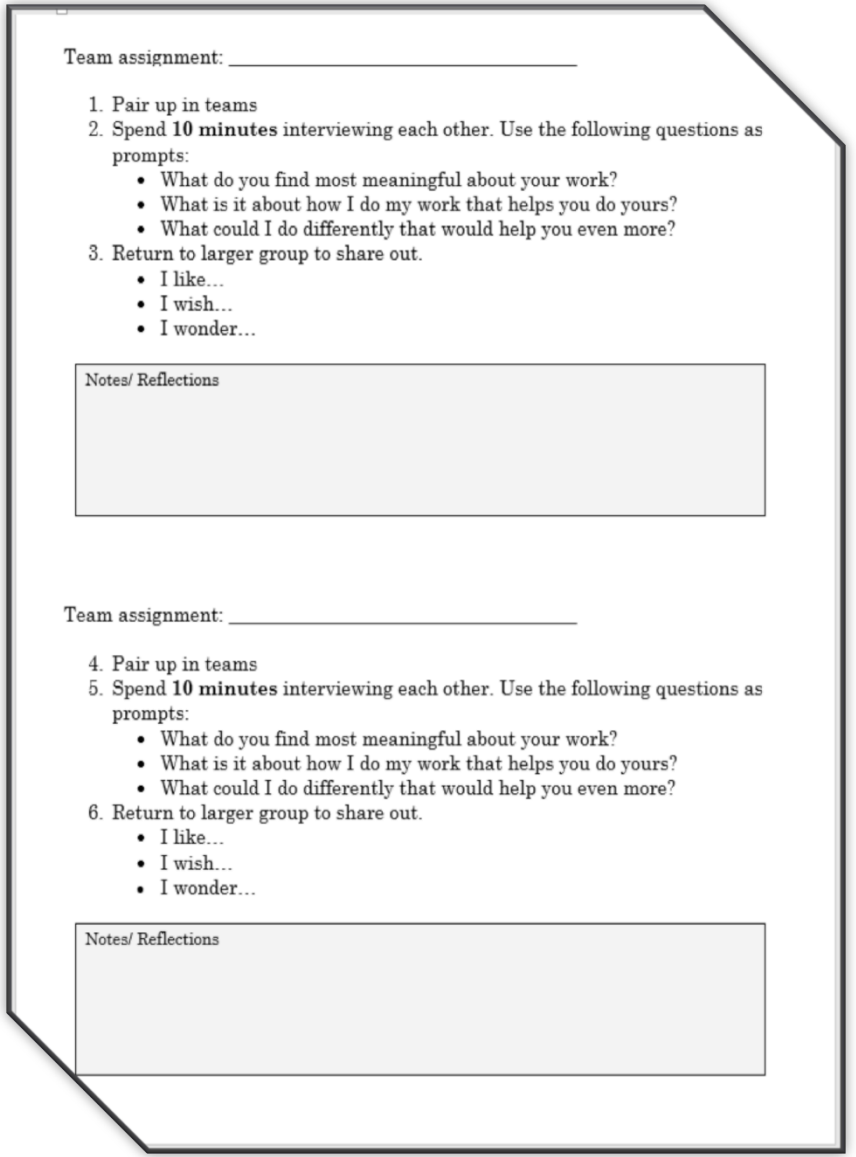
Strategies for Success

1. Increasing the frequency of **team meetings**
2. PHLN **Coaching**
3. Involving **front line staff** whenever possible
4. **Standardizing** and sharing workflows

Key Tools & Resources



PVP / NG Integration



Team assignment: _____

1. Pair up in teams
2. Spend **10 minutes** interviewing each other. Use the following questions as prompts:
   - What do you find most meaningful about your work?
   - What is it about how I do my work that helps you do yours?
   - What could I do differently that would help you even more?
3. Return to larger group to share out.
   - I like…
   - I wish…
   - I wonder…

Notes/ Reflections

Team assignment: _____

4. Pair up in teams
5. Spend **10 minutes** interviewing each other. Use the following questions as prompts:
   - What do you find most meaningful about your work?
   - What is it about how I do my work that helps you do yours?
   - What could I do differently that would help you even more?
6. Return to larger group to share out.
   - I like…
   - I wish…
   - I wonder…

Notes/ Reflections

MA/Provider interviewing activity

Current Challenges or Barriers

1. Limited staff meeting time to focus on PDSAs and moving PHLN work forward.

2. We feel a bit stuck with our current care team model, and aren't sure how best to make changes. Should we make incremental changes, or do an overhaul?

Next Steps

Spreading

- More care team members now have access to the integrated PVP tool
- Spreading visit planning for care coordinators PDSA in December 2019
- New retinal exam workflow and outreach process will be going live in the next few weeks
- Finalize ongoing schedule/agenda for MA/Provider meetings

Sustaining

- MAs and other care team member will continue to
- Ongoing shared meetings between MAs and Providers will ensure we maintain communication and teamwork
- PVP integration into EHR will be ongoing and covered through other funding