

# Diabetes Awareness to Reach Excellence: Making a Difference in the Homeless through Innovation and Integration

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and

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# Objectives

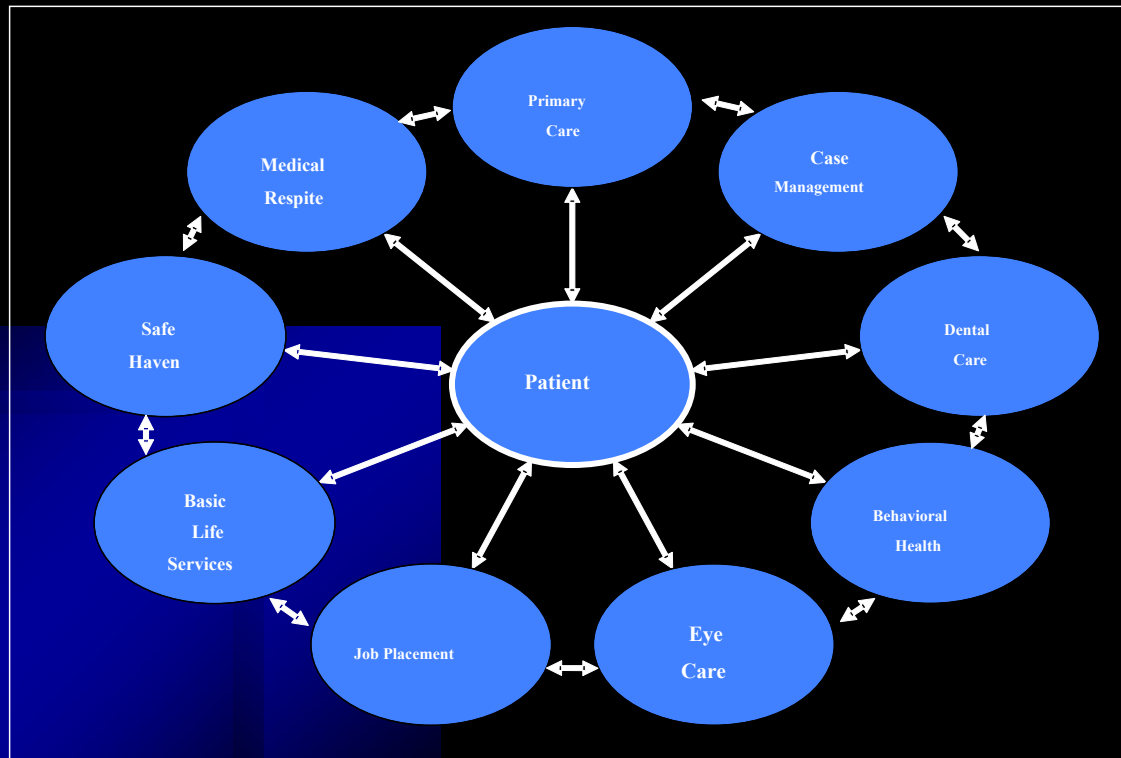
- Describe Diabetes Awareness Program
- Provide Tools for Program Implementation at Other Sites
- Describe Shared Care Model
- Describe How This Program Can Help Your Community Health Care Center

# Daily Planet



- The Daily Planet provided almost \$650 Thousand in healthcare services at no charge to the uninsured in 2011.
- **TOTAL ENCOUNTERS** **31,957**
- Number of men, women and children who accessed services 5,638
- Medical Encounters 10,057
- Dental Care Encounters 2,802
- Eye Care Encounters 133
- Behavior Health Encounters 13,762
- Case Management 5,163
- Safe Haven Residents 33
- Medical Respite Patients 150

# The Daily Planet Patient Centered Service Delivery Model

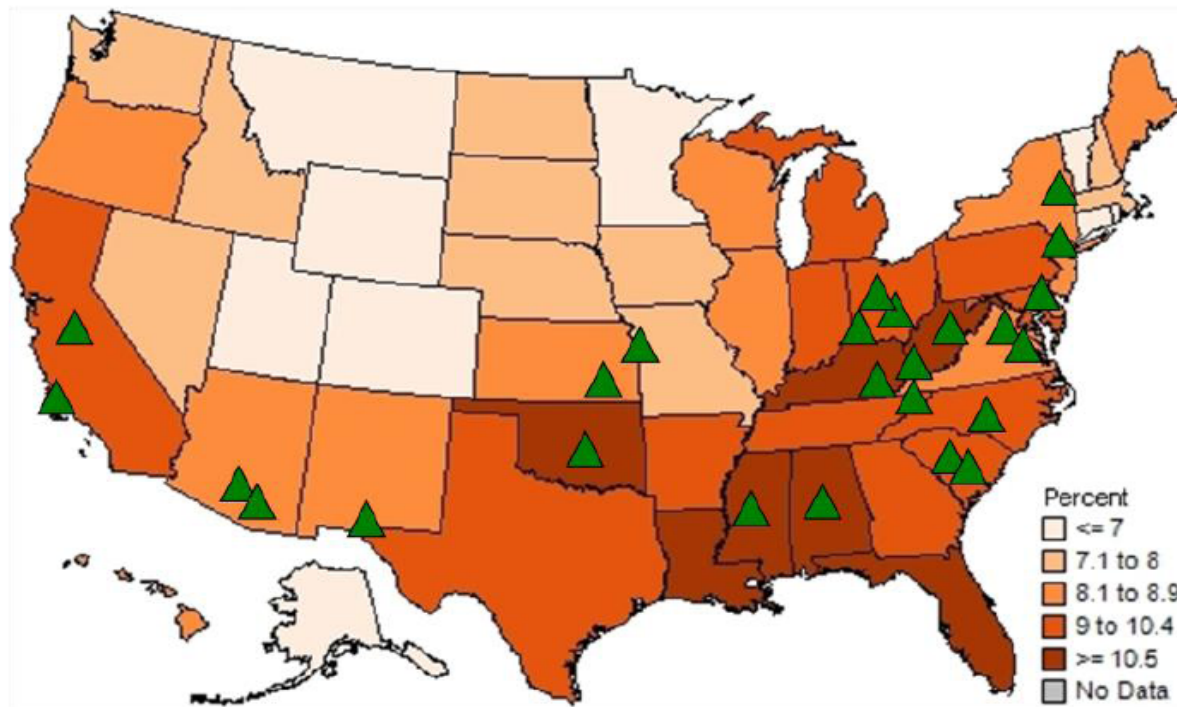


# Project IMPACT

- Expand proven community-based models of care to patients who need it
- Improve key indicators of diabetes care
- Strengthen local models of care by establishing community peer-to-peer networking
- Establish a sustainable platform for permanent change
  - Identification and support of disproportionate share populations
  - Implementation of collaborative care programs engaging pharmacists
  - Establishment of continuous quality improvement processes

# Project IMPACT

25 communities in 17 states  
from May 2011 through 2013



*APhA Foundation Project IMPACT: Diabetes Overview*

# Program Design

- Shared Model
- Diabetes Day
- Two Groups **Group A / Group B**
- Brunch with Dietician/ Diabetes Class
- Health Educator
- Patient Involvement Responsibility

# The Diabetes Impact Team Dream Team





# Where did we get our patients?

- Outreach
  - Conrad
  - Homewards Point in Time Count (show picture and news article)
  - Richmond Redevelopment Housing Authority
  - Minority Affairs Community Center
  - Drug Rehab Center Office
  - Healing Place

# Tool for Outreach





News & Features

Arts & Events

Food & Drink

Opinion & E

[2011 POWER LIST](#) | [2011 TOP 40](#) | [RICHMONDER OF THE YEAR](#) | [2012 MIDSEASON ARTS](#) | [2012 MUSIC ISSUE](#) | [BELLE](#) |

NEWS & FEATURES » NEWS AND FEATURES

November 22, 2011

## Daily Planet Tackles Diabetes Epidemic Among Homeless

BY [MELISSA SCOTT SINCLAIR](#)

click to enlarge

f Share 37



VCU pharmacy resident Toni Coe tests James Ragland for diabetes at the Nov. 17 Homeless Connect event.

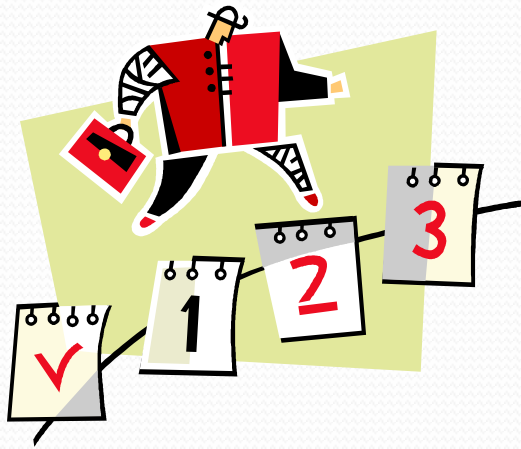
- FACEBOOK
- TWITTER
- DIGG
- DELICIOUS
- NEWSVINE
- REDDIT
- EMAIL
- PRINT
- ADD TO FAVORITES
- ADD TO CUSTOM LIST
- COMMENTS

His blood was deadly sweet.

# Where did we get our Patients from?

- Outreach events
- Patient Query from our office of high Risk Patients
  - Queried Diabetes patient A1c over 7 or newly dx.

# Steps To Implementation



Step 5  
Begin Program

Step 4  
Recruitment

Step 3  
Identify Patients

Step 2  
Establish Team

Step 1  
Plan Program

# Program Design

## IDEAL

- Medical Provider
- Pharmacist
- Medical Assistant
- Dietician
- Eye Care-Optometrist
- Podiatry
- Health Educator
- Behavioral Health

## REALITY

- Medical Provider
- Pharmacist
- Medical Assistant
- Dietician
- Digital Retinal Camera
- Student Volunteer Part-time
- Retired EMS Volunteer

# Daily Planet Diabetes IMPACT Today

- Started September 1, 2011
- 82 Total Patient enrolled
- 75 Current Patients
- 245 Total Patient Visits
- 53 Males
- 22 Females
- African Americans 81%
- Caucasians 19%
- Mean age 52 years

# Practice Standards

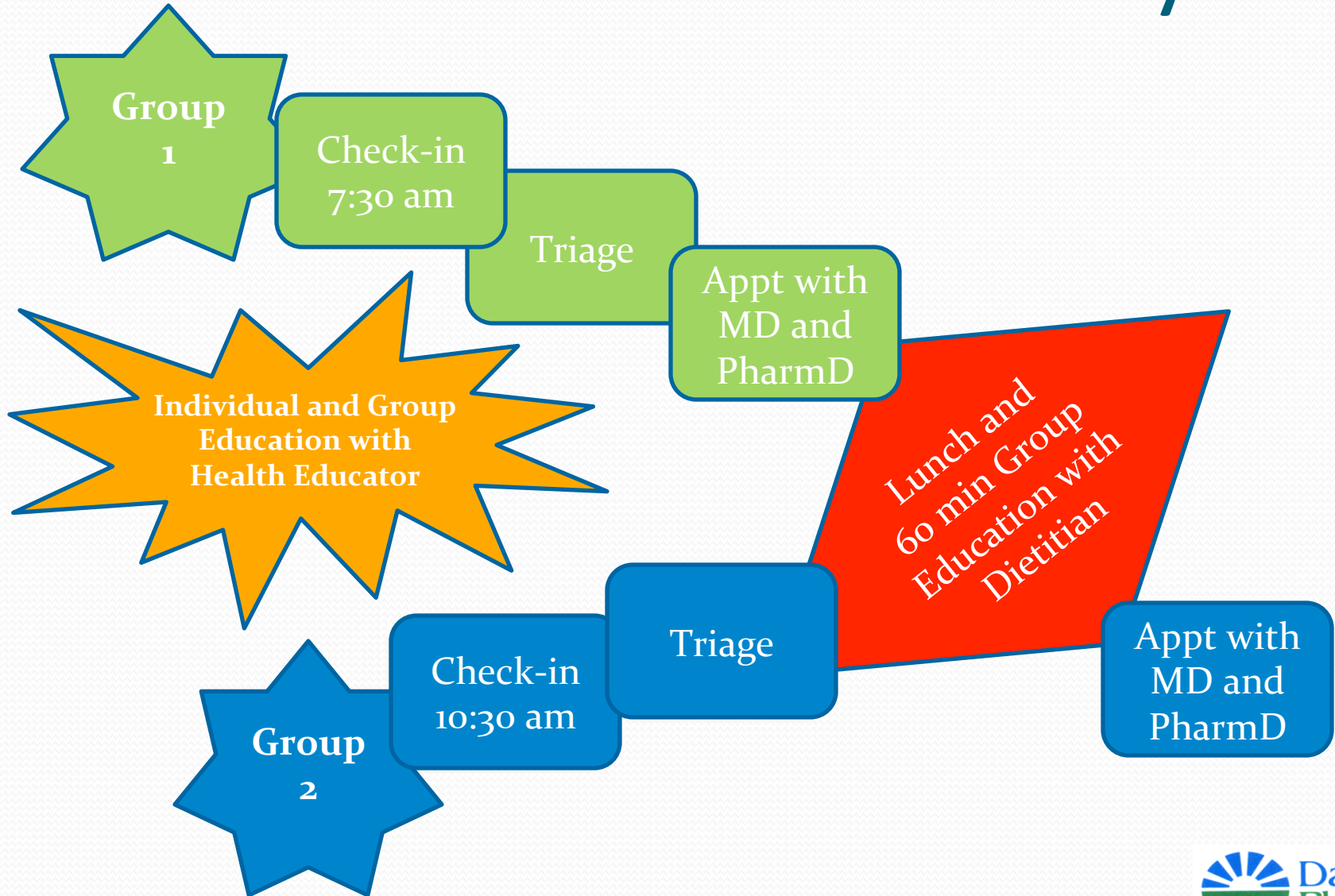
- A1c
- BMI
- Blood pressure
- Lipids
- Medications-ASA, ACE/ARB
- Preventive
  - Eye exam
  - Foot exam
  - Dental
  - Immunizations
    - Influenza, Pneumococcal, Hepatitis B



# Diabetes Impact Foot Exam...



# Diabetes IMPACT Clinic Day



# The Doctor's are In.....



# Patient Expectations

- Collaboration
  - Goals
  - Active Participation
- Patient Self-Management Credential
  - Knowledge Assessment
    - Pre and Post
  - Performance Assessment
  - Skills Assessment

# Patient Incentives

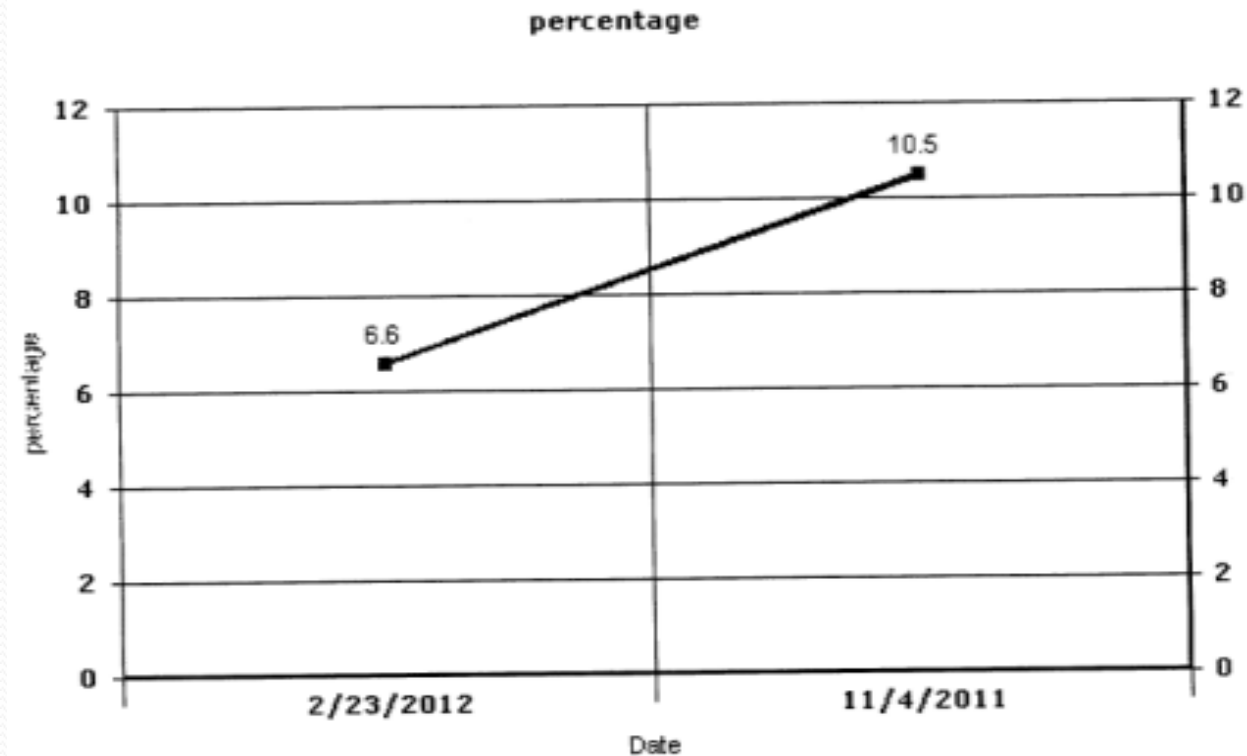
- Goodie Bags
  - Medication box, toiletries, education handouts
- Blood glucose meters
  - Strips
  - Lancets
- Bus Tickets
- Medication Co-payment
- Nonprescription Medications
- Lunch



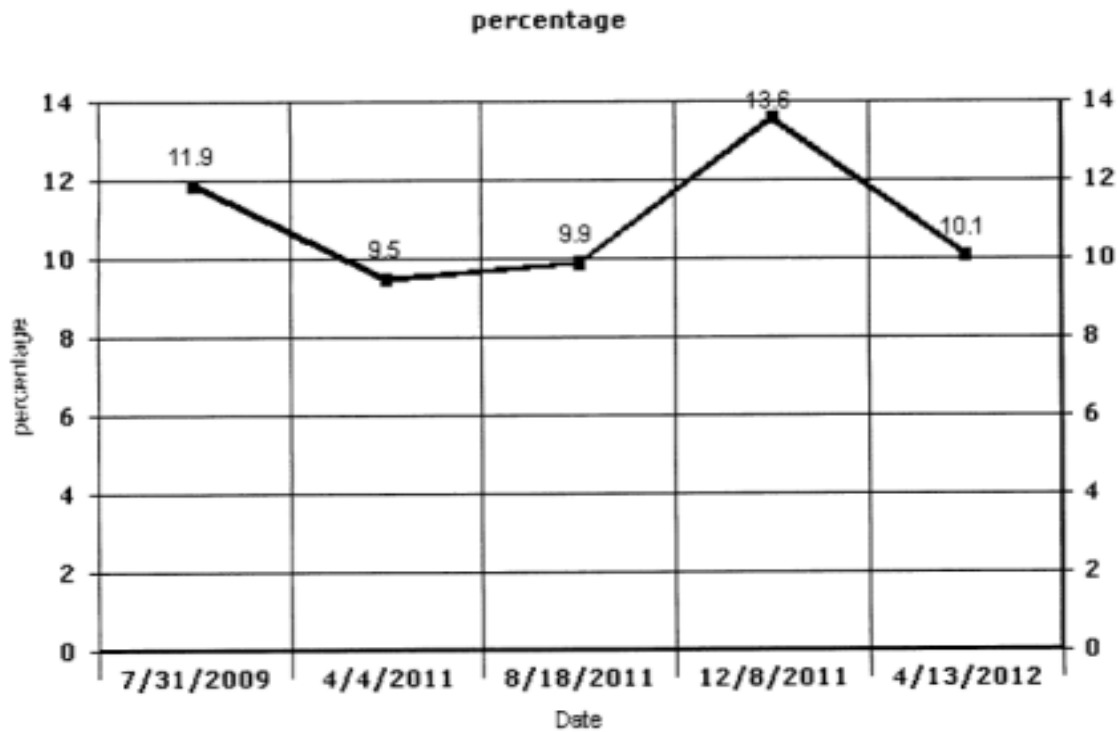
# Results to date...

Measure	Baseline	Recent	Change from Baseline
A1c	8.9	8.7	-0.22
BMI	32.78	31.91	-0.872
Systolic BP	128	127	-0.2
Diastolic BP	79	79	-0.6
TC	173	175	1.2
HDL	43	41	-2.2
LDL	102	91	-8.9
TG	163	210	46.4

# Case #1 – A1c



# Case #2 – A1c





# Outcomes Pending

- Digital Retinal Camera Evaluation
- Preventive Care
- Compliance ( Sept 1, 2011-March 1, 2012)

# Unexpected Successes

- Press Recognition
- Donations from community
- Community partnerships
- YMCA Perks

## *The Y Takes On Diabetes 4/16/2010*

- *By using YMCAs, an insurer hopes to launch a coordinated attack against the disease*
- *Pounds of Prevention Program*
- *24 States*
- *5.1 %- Average wt loss for those who attended nine or more sessions*
- *Daily Planet Diabetes Impact given 10 free memberships*



# Wish List

- Mental Health Provider
- Podiatry

# Lesson Learned.....Co-occurring Disease



- Depression is estimated to be **twice as prevalent** among persons with diabetes (National Institute of Mental Health)
- **Twenty-five percent** of Americans with diabetes have yet to be diagnosed (Centers for Disease Control and Prevention, National Diabetes Fact Sheet – United States, 2007)
- In a study published in the *Journal of the American Medical Association* in 2008, researchers at Johns Hopkins University School of Medicine in Baltimore determined that the risk of type 2 diabetes **rises** as depression symptoms increase.

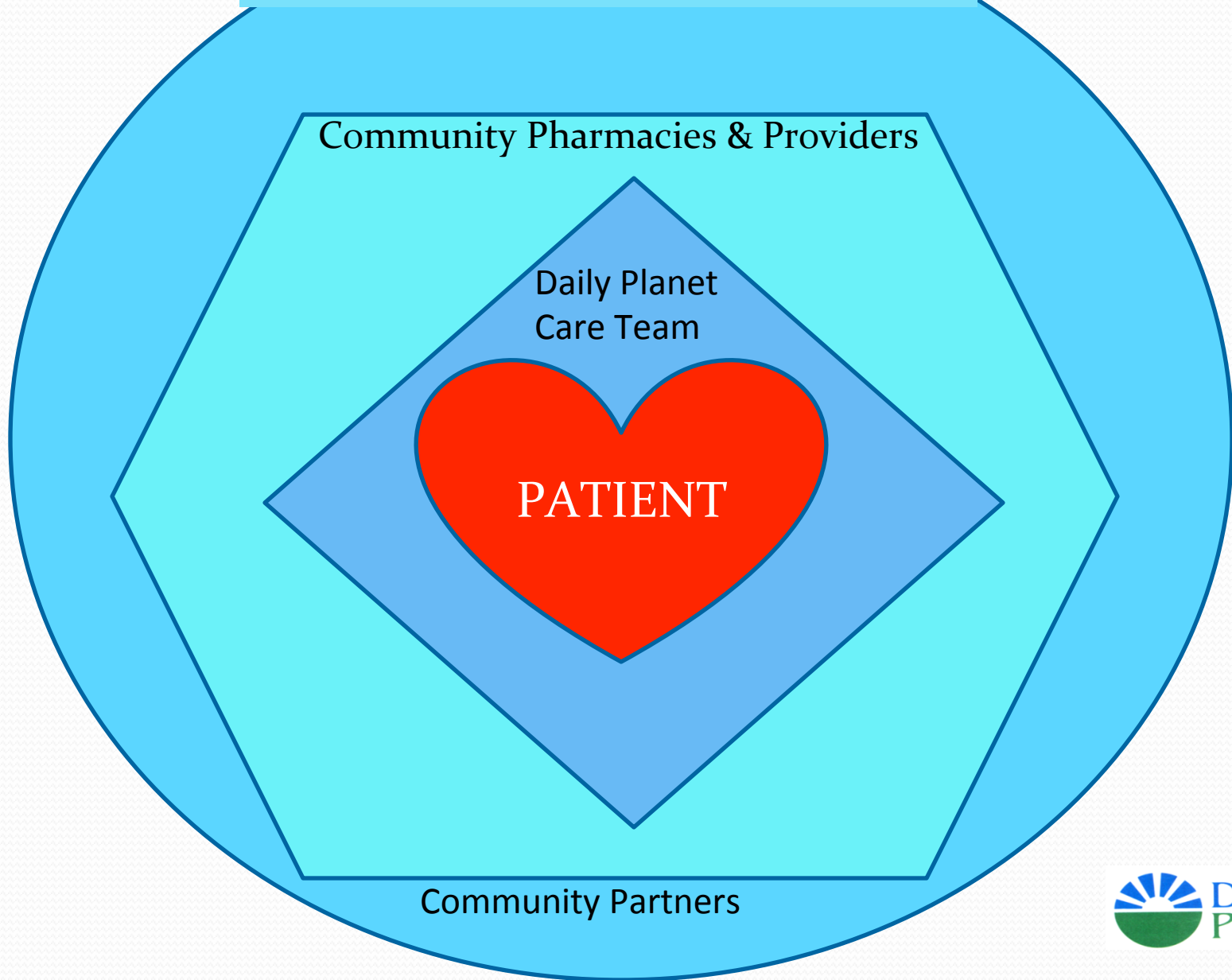
# Team Member Roles

- **Physician**- Team Member /Leader, Assist with Standards of Care, Physical Exam, Clinical Diagnosis, Assessment & Plan
- **Pharmacist**- Assist with Standards of Care, Clinical Dx, Medication Reconciliation, Medication Education, Immunization programs, Assessments & Plan
- **Medical Assistant**- Patient Pre/Post Assessments, Education,
- **Scheduler**- Follow-up, reminders, Cross- Trained MA
- **Health Educator** – Education, New Programs, Recruiting New Patients
- **Nutritionist** – Education, Outreach
- **Optometrist** – Eye Exams, Evaluate Retinal Photos
- **Patient** – Educate other patients, Advocate

# Shared Model of Care

Provider	Triage	Primary Care	Patient Mgt	Medication Mgt and Refills	Health Promotion and Wellness	Patient Education (Individual)	Patient Education (Group)	Community Outreach	Special Programs
Physician	X	X	X	X	X	X	X	X	X
Nurse Practitioner	X	X	X	X	X	X	X	X	X
Nurse	X			X	X	X	X	X	X
Pharmacist	X		X	X	X	X	X	X	X
Dietitian			X		X	X	X	X	X
Medical Assistant	X				X	X		X	
Health Educator						X	X		

# Daily Planet Collaboration





# Tools to start your own Diabetes Impact

- Do you need a grant?
- Identify a Team
- Identify Patients
- Develop Protocol- Use Guidelines for Diabetes Care
- **Diabetes Specific Visits/Intensive Care (key!!)**

# Key Factors to A Diabetes Impact Clinic

- Shared Model (Team) to include partnership outside of your direct team (ie outside consultants- Psychiatry, Podiatry, Ophthalmology)
- EMR
- Guidelines of Care
- Education!! Education!! Education!!
- Innovation (Something Different for the Patients)
- Recognize Co-occurring Factors

# Other Benefits Of A Diabetes Impact Program

- Patient Center Medical Home Accreditation
- UDS (Uniform Data Systems) Benchmarks
- Quality Benchmarks
  
- USA Today Report April 2012
  - About 73 percent performed significantly below average in maintaining diabetics' blood sugar. (2010 Kaiser Health News/USA Today)

# Thank You



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