

Diabetes and BP Control



Paul S Harkaway

What's the fuss anyway?

- BP control (125/75) reduces many serious complications of diabetes
 - Stroke
 - MI and Sudden Death
 - CHF
 - Renal failure
 - Loss of vision
 - Need for amputation

Primary Aim Statement



To improve the health of Diabetics (n=3000 approximately) in our network by accomplishing and documenting control of Blood Pressure in this group.

Secondary Aim Statement

- To use this health care challenge as a springboard to develop a (pre-EMR) digital information strategy to obtain patient health care information from practices in a diverse private practice community regardless of the patients' health insurance

Participants



- HVPA
 - Laurie Wesolowicz Pharm D.
 - Lori Kostoff Pharm D.
 - Steve Thiry MD
 - Paul Smith MD
 - Paul Harkaway MD

Participants




- Quality Institute
 - Mark Cowen MD
 - Jennifer Czerwinski

Components



- HVPA wide data repository- multiplan
- Web based portal
- Physician reminders
- Patient reminders
- Physician reporting and profiling

The HVPA Recipe for Quality



- Worthwhile Cause
- The WILL to change
- DATA
 - specific
 - correctable
 - actionable
- PEER Pressure
- \$

Data Sources

Med/Surg
Claims



Exception
Reports



Credentialing
Department



Pharmacy
Claims



Ancillary
Departments



Carve-Out
Providers

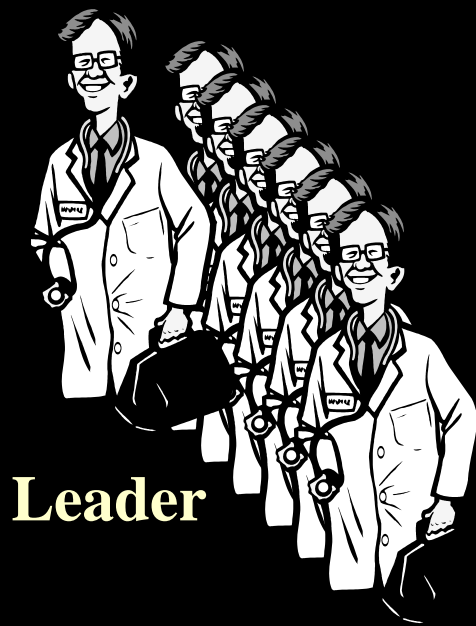


The NEW DATA SOURCE

A horizontal beam of light with a color gradient from dark blue to yellow, tapering to a point on the right.

THE DOC !

Primary Care Panels



Leader



Leader



Leader

Monthly Physician Reports

LDL \geq 130 mg/dl

Dr. G. Smith
123 Anystreet
Anytown, MI

Patient Name John Smith 1-24-4
Phone Number 616-312-4567
Plan/Number # HAP
Test & Date 9.8%
Medication None

Patient Name Jane
Phone Number 616-3
Plan/Number # CC 1
Test & Date 9.8%
Medication Zoco

Patient Name John
Phone Number 616-3
Plan/Number # HAP

Dr. G. Smith
123 Anystreet
Anytown, MI

Patient Name John Smith 1-24-49
Phone Number 616-312-4567
Plan/Number # HAP 12345678
Test & Date 9.8% 12-3-00
Medication Oral agents

Patient Name Jane Smith 10-2-44
Phone Number 616-312-4567
Plan/Number # CC 12345678
Test & Date 9.8% 12-3-00
Medication Insulin

Patient Name John Smith 1-24-49
Phone Number 616-312-4567
Plan/Number # HAP 12345678

...

Asthma

Dr. G. Smith

HbA1c \geq 9.5%

Exception
Reporting

+

scannable forms for
individual patient
exceptions

Monthly Patient Mailings

Pap Smears

Dear Ms. Smith,

Lipid Testing

Dear Ms. Smith,

Our records show that you are due for a blood test to determine if your diabetes is under control...
The last pap smear that we have on record is from June 30, 1998...

We have already filled out the name of the test that you need. You should go to any of the laboratory locations on the back of the requisition to have your blood drawn. Your test result will be automatically forwarded to my office...

Diabetes

Dear Mr. Smith,

Our records show that you are due for a blood test to determine if your diabetes is under control...

We have attached a laboratory slip that is already filled out with your name and the name of the test that you need. You can go to any of the laboratory locations on the back of the requisition to have your blood drawn. Your test result will be automatically forwarded to my office...

Sincerely,
Bob Breakey, M.D.

Mammography

Dear Ms. Smith,

You are due for a mammogram for breast cancer. We have a requisition from you that we performed on June 30, 1998...

We have attached a radiology slip that is already filled out with your name and the name of the test that you need. You should go to any of the laboratory locations on the back of the requisition to have your mammogram performed...

Test Requisition or Referral

Glycohemoglobin, Lipids
Mammography, etc

Sincerely,
Bob Breakey, M.D.



Quality Score =



Number who received **desired**
intervention or experienced desired
outcome

Number who *should have* received desired
intervention or experienced desired outcome

Incentive Report

CASEY, BEN

2001 Quality Incentive - Individual Report

Region: GRAND RAPIDS

	You	Your Region	Entire Network
Quality Score:	0.76	0.77	75.19
Care Choices Membership:	202	21490	

How was the Quality Score used to calculate my incentive?
Region Quality Score x Your Membership x \$2.00

or

Care Choices Quality Incentive Calculation

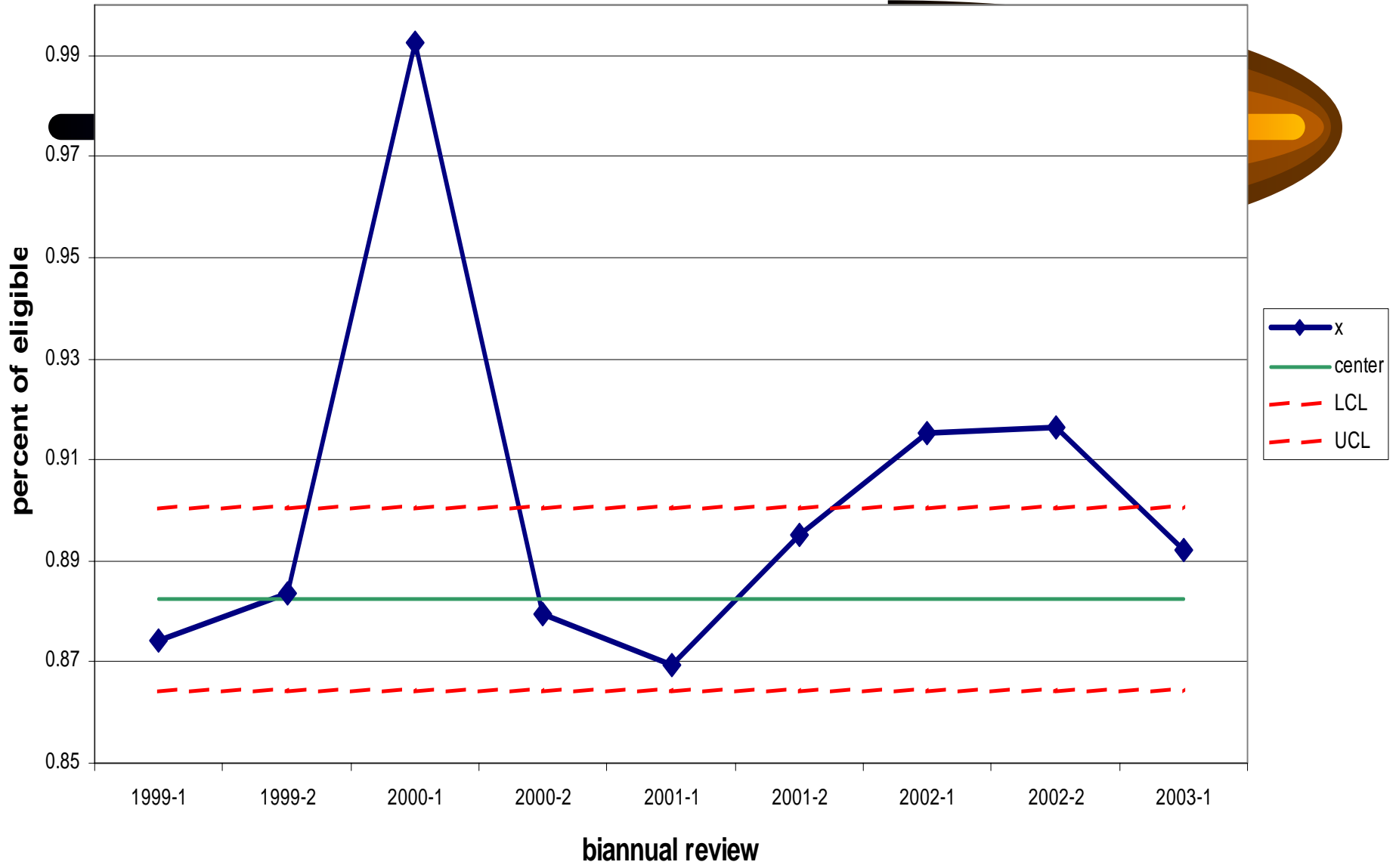
$$0.77 \times 202 \times \$2.00 = \$311.36$$

Performance on Individual Components of the Quality Score

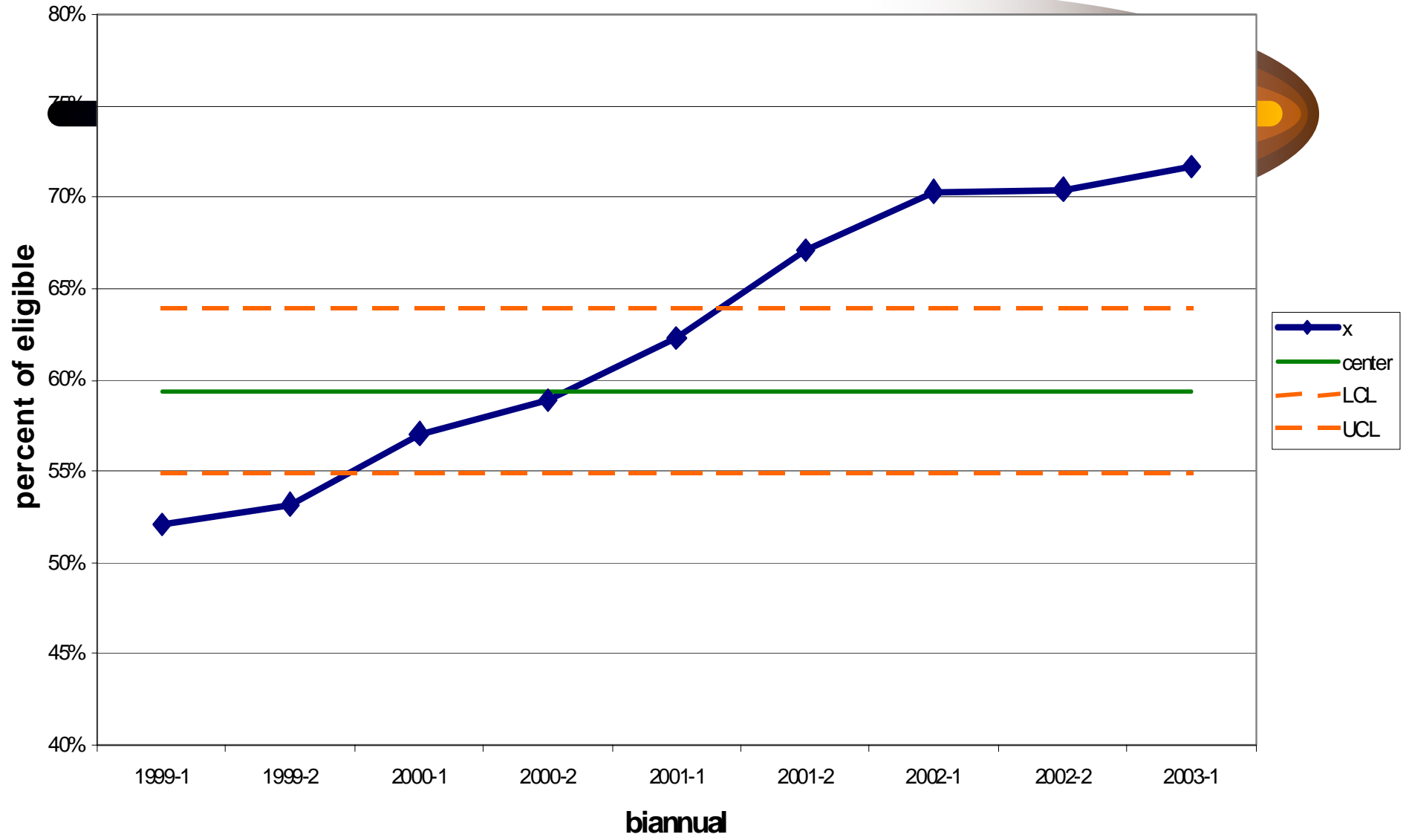
Quality Score Component	Ben Casey			Grand Rapids		
	Numerator	Denominator	Score (%)	Numerator	Denominator	Score (%)
Mammography	11	16	68.75	962	1193	80.64
Diabetes-HbA1c	2	3	66.67	364	561	64.88
HbA1c lt 9.5	2	2	100.00	191	223	85.65
Micro Albuminuria	2	3	66.67	238	561	42.42
CAD - LDL	1	2	50.00	138	221	62.44
LDL lt 130 mg/dl	.	.	.	38	72	52.78
Pap Smear	42	54	77.78	3521	4370	80.57
Adult Asthma	5	7	71.43	362	481	75.26
Child Asthma	4	4	100.00	195	228	85.53
Immunizations	.	.	.	157	214	73.18
3-6 year well child	3	4	75.00	836	961	86.99
Overall	72	95	75.79	7002	9085	77.07

. = no eligible members.

HbA1c < 8.5%



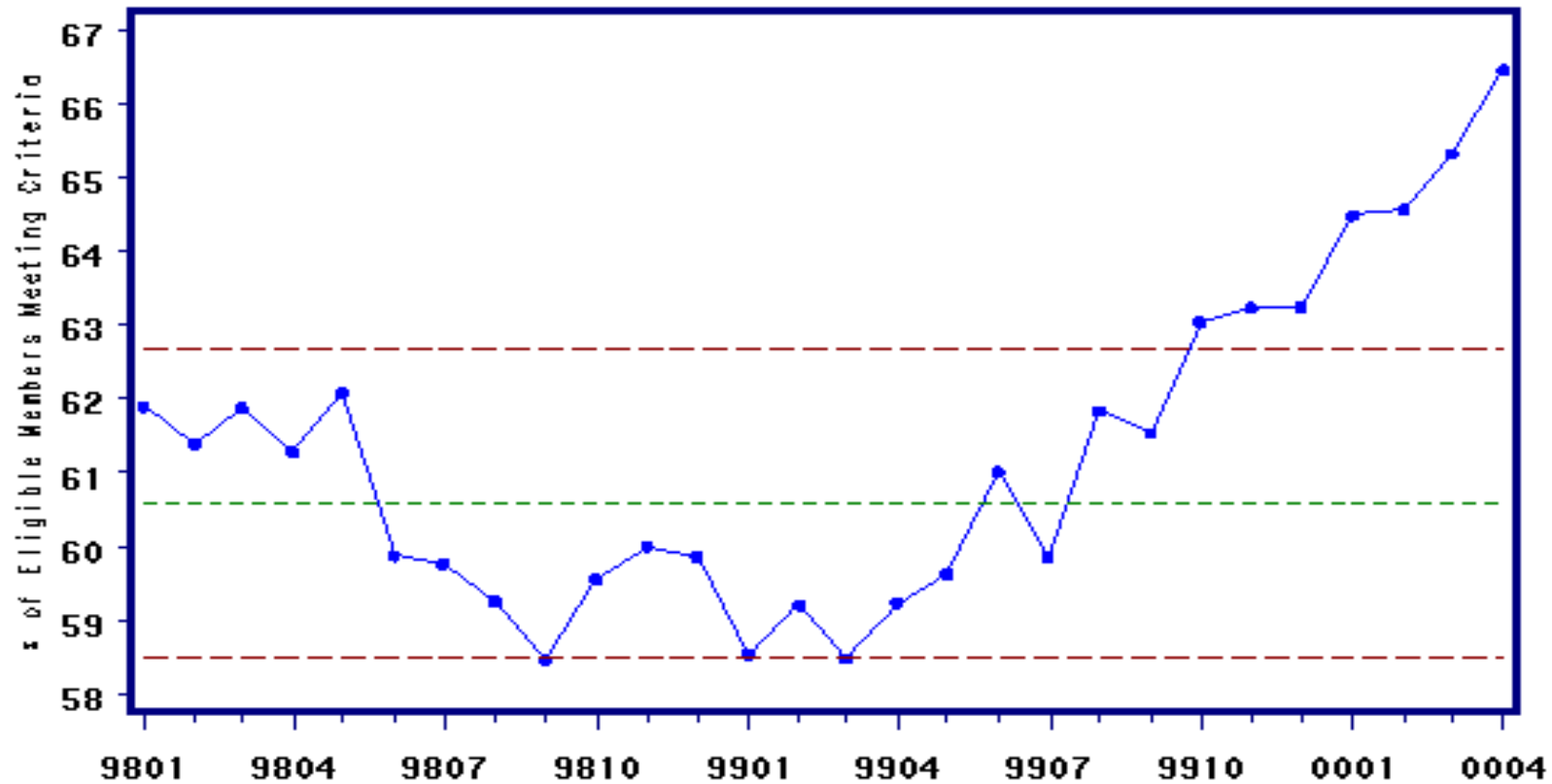
LDL<130



Care Choices Commercial

(Members Under 65 Years of Age)
Patients on 3+ Bronchodilators and Steroid Inhaler

Claims Processed through July 2000



The mean, upper confidence limit, and lower confidence limit are based on the period from 1980 to 1991

August 29, 2000

Improvement

Quality Score =

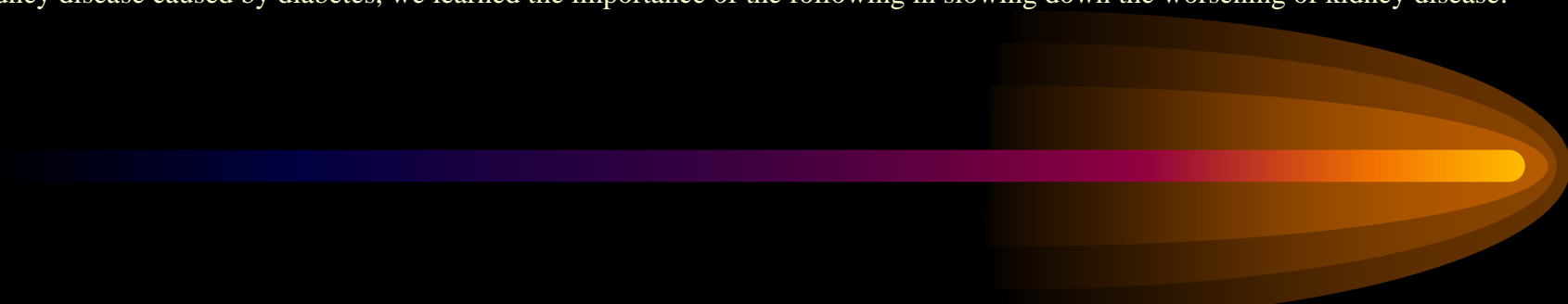


Number of Diabetics who have their
BP within the desired range

Total Number of Diabetics in Physician's Patient
Panel

Is your Blood Pressure under control? The goal has changed.....It's not 140/90 anymore

For many years we have known that high blood pressure can result in stroke, heart attack, and kidney failure. In people who already have kidney disease caused by diabetes, we learned the importance of the following in slowing down the worsening of kidney disease:



Good control of your blood sugar
Lower blood pressure goal: **at or under 125/75**
Use of certain blood pressure medications* if medication is needed

Now we have new evidence that control of blood pressure to lower levels (**at or under 125/75**) reduces nearly **all** complications of diabetes such as:

- Stroke
- Heart attack
- Heart failure
- Sudden death
- Kidney failure
- Bleeding in the eyes and loss of vision
- Need for laser eye surgery
- Need for limb amputation

Your doctor is anxious to work with you to prevent these serious complications of diabetes with the appropriate medications. You and your doctor should work closely together to achieve the **125/75** blood pressure target. Contact your doctor now to:

- Be certain that your blood pressure is controlled to the new target level
- Be certain that you are on the right medications

Learn how you can work with your doctor to monitor this important vital sign

WEB Portal



- http://qp.aa.trinity-health.org/hvpa_hypertension/sec2.asp
X

Next Steps

- Process map in pilot practice (n=161) with one health plan only
- Develop and complete Web portal
- Ensure connectivity now and in future
- Institute process with pilot practice then rapid pdsa
- Rollout with entire network through panel leads

Next Steps



- Develop randomized study on pharmacist intervention
- Develop and deploy patient reminders and physician reminders



SWAG

- 1year
 - Data on 75% of Diabetics of all plans
 - 80% of those at goal BP

Barriers



- Health plan command and control
- Practice capacity (“one more thing”)
- Analyst/ data collection/programmer availability
- No \$ to put in the kitty (lighthouse effect)
- Lack of “computer”/ “internet” access
- Lack of broadband