Monthly Campaign Webinar
February 18, 2021
Today’s Webinar

• Together 2 Goal® Updates
  – Webinar Reminders
  – AMGA 2021 Annual Conference
  – Virtual Diabetes Specialty Clinic (VDiSC)
• Together 2 Goal® Group Success Stories
  – Kristine Mendez of Scripps Health
• Q&A
  – Use Q&A or chat feature
Webinar Reminders

• Webinar will be recorded today and available the week of February 22
  – www.Together2Goal.org

• Participants are encouraged to ask questions using the “Chat” and “Q&A” functions on the right side of your screen
AMGA 2021 Annual Conference

**SHARED LEARNING**
Real-world case studies and insights from AMGA members, including Intermountain Medical Group, Palo Alto Medical Foundation/Sutter Health, Lehigh Valley Physician Group, and many others

**ENGAGING TOPICS**
Three days, three topics that address today’s most critical issues:
- Innovations in Health Care
- Patient Care and Experience
- Organizational Resiliency

**INSPIRING KEYNOTES**
Hear from:
- Futurist Dr. Peter Diamandis
- Google Health’s Dr. David Feinberg
- Viral sensation ZDoggMD
- Cityblock’s Dr. Toyin Ajayi, and more

VIRTUAL EVENT
April 20-22, 2021
amga.org/AC21
Virtual Diabetes Specialty Clinic (VDiSC)

Year-long study that will assess the feasibility and efficacy of establishing a virtual diabetes clinic

Will focus on the introduction and ongoing use of CGM technology

Will provide patient education and support as well as CGM materials

Learn more at http://www.jaeb.org/vdisc
Today’s Featured Presenters

Kristine Mendez

Senior Director, Population Health Clinical Operations at Scripps Health
AMGA Together 2 Goal
Success Stories
Scripps Health

February 18, 2021
Scripps Health - San Diego County, CA

- 5 Hospitals
- Scripps Medical Foundation
  - 2 Medical Groups
    - Scripps Coastal Medical Center
    - Scripps Clinic
  - 200+ Primary Care Physicians
  - 800+ Specialists
  - 23 Medical Office Locations
- Imaging Services
- Laboratory Services
T2G Campaign Planks

**Empower Patients**
- Build an Accountable Diabetes Team
- Integrate Emotional & Behavioral Support
- Refer to Diabetes Self-Management Education and Support Programs

**Improve Care Delivery**
- Conducting Practice-Based Screening
- Adopt Treatment Algorithm
- Measure HbA1c Every 3-6 Months
- Assess and Address Risk of Cardiovascular Disease
- Contact Patients Not at Goal & with Therapy Change within 30 Days

**Leverage Information Technology**
- Use a Patient Registry
- Embed Point-of-Care Tools
- Publish Transparent Internal Reports
Leveraging Technology Journey

2017
- Implemented Epic EMR
- Diabetes Registry
- Performance Feedback Reports

2018
- Diabetes Health Maintenance
- Best Practice Advisory “BPA” 2nd Blood Pressure

2019
- Diabetes “Sidebar” Summary
- Best Practice Advisory “BPA” Diabetes Gaps
- Care Gap Outreach Report

2020
- High Risk Diabetes outreach during COVID

2021
- Remote Patient Monitoring
- POC Retinal Cameras
- Bulk Ordering
Governance

• Primary Care Preventive Workgroup
  • Healthy Planet (aka Information Services)
  • Quality
  • Medical Group Physicians
  • Operations Leaders

• “Model Practice” Workgroup
  • Rapid cycle care team(s) that experiment with new workflows to develop standard work and spread

• Alignment to our Quality sub-committee of the board for strategic and operational priorities
Utilizing Technology in the Improvement Cycle

- During Visit
- Non-Visit
- Monitoring & Feedback
During the Visit – Health Maintenance

**Criteria:** Patients on the Diabetes Mellitus Registry will have the following topics automatically loaded into Health Maintenance (HM).

<table>
<thead>
<tr>
<th>Date</th>
<th>Test</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/20/2018</td>
<td>Diabetes Foot Exam</td>
<td>1 year(s)</td>
</tr>
<tr>
<td>9/20/2018</td>
<td>Diabetes Hemoglobin A1C</td>
<td>1 year(s)</td>
</tr>
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<td>1 year(s)</td>
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<tr>
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<td>Diabetes LDL</td>
<td>1 year(s)</td>
</tr>
</tbody>
</table>

**Health Maintenance Criteria:** Patients on the Diabetes Mellitus Registry will have the following topics automatically loaded into Health Maintenance (HM).

1. Patient >=18
2. Is on Registry (SMF Diabetes Registry)
3. Patient has NO active diagnosis of Gestational Diabetes
4. Criteria for excluding patients from foot exam, eye exam, A1C, LDL, and Microalbumin modifiers. Example: Diagnosis of Amputation or Not a Candidate for Microalbumin modifier
During the Visit – Best Practice Advisories

<table>
<thead>
<tr>
<th>Vitals</th>
</tr>
</thead>
</table>

This patient’s blood pressure is greater than or equal to 140 (systolic) or greater than or equal to 90 (diastolic). Click on the hyperlink below to document 2nd blood pressure. Reminder: Take 2nd BP after waiting as long as possible, preferably several minutes per standard rooming process.
During the Visit – Best Practice Advisories

This patient's blood pressure is greater than or equal to 140 (systolic) or greater than or equal to 90 (diastolic). Click on the hyperlink below to document 2nd blood pressure. Reminder: Take 2nd BP after waiting as long as possible, preferably several minutes per standard rooming process.

1. Eye exam advisory will fire to notify a provider that patient is diabetic and needs their yearly eye exam.
2. Eye exam hyperlink takes providers to the quality tab to fill out the eye exam form.
3. Once Eye Exam Form is completed, advisory will go away and HM topic will update.

[Screen capture of eye exam form]

Patient has diabetes and no record of eye exam:

Eye Exam

Diabetic Eye Exam

Eye Exam Date:
Performing Provider Name or Location:
Is Eye Exam documentation available:

[Screen capture of eye exam form]

9/10/2018 Diabetes Eye Exam 1 year(s) 9/10/2017

Screenshots are proprietary to Epic
During the Visit – Best Practice Advisories

This patient's blood pressure is greater than or equal to 140 (systolic) or greater than or equal to 90 (diastolic). Click on the hyperlink below to document 2nd blood pressure. Reminder: Take 2nd BP after waiting as long as possible, preferably several minutes per standard rooming process.

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☑ Patient has diabetes and no record of eye exam:

Eye Exam

Diabetic Eye Exam

Eye Exam Date: [ ]
Performing Provider Name or Location: [ ]
Is Eye Exam documentation available: Yes [ ] No [ ]

1. Foot exam advisory will fire to notify a MA that patient is diabetic and needs to prep the patient for a foot exam.

☑ Patient has diabetes and no foot exam in the past year. Please prep the patient by asking them to:
1. Remove shoes
2. Remove socks

Acknowledge Reason

Prep Complete [ ] Patient Declines [ ]

Apply Selected [ ]
During the Visit – Best Practice Advisories

1. Foot exam advisory will fire to notify a MA that patient is diabetic and needs to prep the patient for a foot exam.

1. Urine Microalbumin Alert will show up if patient is diabetic and has not had Microalbumin within 12 months
2. Urine Microalbumin topic will be EXCLUDED for the following: ESRD, CKD IV & V and if patient is on ARBs & ACE Inhibitors or on Hemodialysis
3. Urine Microalbumin Health Maintenance will identify patient with a gap
4. Once Order is resulted, HM will update and alert will go away
During the Visit – Best Practice Advisories

1. **Eye Exam**
   - Advisory will fire to notify a provider that the patient is diabetic and needs their yearly eye exam.
   - Hyperlink takes the provider to the quality tab to fill out the eye exam form.
   - Once the Eye Exam Form is completed, the advisory will go away and the EMR topic will update.

2. **Foot Exam**
   - Advisory will fire to notify a MA that the patient is diabetic and needs to prep the patient.
   - Patient has diabetes and no foot exam in the past year. Please prep the patient by asking them:
     1. Remove shoes
     2. Remove socks

3. **Urine Microalbumin**
   - Alert will show up if patient is diabetic and has not had Microalbumin within 12 months.
   - Topic will be EXCLUDED for the following:
     - ESRD, CKD IV & V
     - Patient is on ARBs & ACE Inhibitors or on Hemodialysis
   - Health Maintenance will identify patient with a gap.
   - Once Order is resulted, HM will update and alert will go away.

**Screenshot Details**
- 7/18/2018
- Diabetes Hemoglobin A1C
- 6 month(s)

**Patient Health and No Record to HBA1C**
- Last HGBA1C: Not on file
- Open SmartSet
- Do Not Open
- Acknowledge Reason:
  - Low Risk
  - Patient Refused

**Urine Microalbumin**
- Last MICROALB: Not on file
- Open SmartSet
- Do Not Open
- Enter/Edit Results
- Acknowledge Reason:
  - Patient Refused
  - Medical Reasons

Screenshots are proprietary to Epic
**During the Visit – Best Practice Advisories**

**Vitals**

1. Foot exam advisory will fire to notify a MA that patient is diabetic and needs to prep the patient:
   - 1. Remove shoes
   - 2. Remove socks

**Eye Exam**

- Diabetic Eye Exam
  - Eye Exam Date
  - Performing Provider Name or Location
  - Is Eye Exam documentation available: Yes/No

**Urine Microalbumin**

- Microalbumin Alert will show up if patient is diabetic and has not had Microalbumin within 12 months
- Microalbumin topic will be EXCLUDED for the following: ESRD, CKD IV & V and if patient is on ARBs & ACE Inhibitors or on Hemodialysis
- Urine Microalbumin Health Maintenance will identify patient with a gap
- Once Order is resulted, HM will update and alert will go away

**A1C Alert**

- A1C Alert will show up if patient is diabetic and has not had A1C within:
  - 3 months if A1C greater than or equal to 8
  - 6 months if A1C is between 6-8
  - 12 months if less than or equal to 6
- A1C Health Maintenance will identify patient with a gap
- Once Order is resulted, HM will update and alert will go away

**LDL Alert**

- LDL Alert will show up if patient is diabetic, 40+, and has not had LDL within:
  - 6 months if LDL greater than or equal to 100
  - 12 months if less than 100
- LDL Health Maintenance will identify patient with a gap
- Once Order is resulted, HM will update and alert will go away

Screenshots are proprietary to Epic
During the Visit: Lessons Learned

• Explain the why and impact to patient and provider

• Experiment on small group, refine, then spread
  • Takt time is important!

• Ensure right place and right time (aka appropriate visits)
Non-Visit Work – Gap Closure Outreach

- “Whole patient” approach, not just diabetes
- Support staff run report in EMR
- Sort by Highest Gap
- Conduct outreach via phone or portal
- Track outreach with status (complete, left message, declined, etc)
Non-Visit Work: Lessons Learned

• Standard work must be followed for process to be effective

• Carve out time for assigned staff to complete their work

• Focusing on patients with highest gap score can create unintended slip in performance at the individual metric level
## Monitoring & Feedback Reports

### Metric Level

<table>
<thead>
<tr>
<th>Metric Level</th>
<th>Feb 29</th>
<th>Mar 29</th>
<th>Apr 29</th>
<th>May 29</th>
<th>Jun 29</th>
<th>Jul 29</th>
<th>Aug 29</th>
<th>Sep 29</th>
<th>Oct 29</th>
<th>Nov 29</th>
<th>Dec 29</th>
<th>Jan 29</th>
<th>WTD</th>
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<tbody>
<tr>
<td>Optimal Diabetes Control</td>
<td>17.36%</td>
<td>16.91%</td>
<td>16.44%</td>
<td>16.56%</td>
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<td>Diabetic Retinal Screening 2019</td>
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<td>DM Blood Pressure Control</td>
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<td>DM Hemoglobin A1c Testing</td>
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<td>DM Medial Attention for Nephropathy</td>
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<td>DM LDL &lt;100 On At A Sync</td>
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Screenshots are proprietary to Epic
Monitoring & Feedback Reports

Metric Level

Site Level

Provider Level

Screenshots are proprietary to Epic
Target (Blue Line) - Data point illustrates what max gap should be that week to still achieve goal by Year End.

Actual (Red Line) - Actual number of gaps remaining to achieve target at the close of the week. If actual gap is 0 then target has already been achieved. Green Star will indicate this.
Monitoring & Feedback: Lessons Learned

- Transitioning from a push model to a pull model takes time.
- Continuous improvement to monitoring and feedback reports – what worked last year may not be effective this year
- Target setting can be an art form.
T2G Bundle Performance 2016 – Q3 2020

2016

2017

2018

2019

Q3 2020

Scripps
T2G Bundle Performance 2016 – Q3 2020

2016

2017

2018

2019

Q3 2020
T2G Bundle Performance 2016 – Q3 2020

2016

2017

2018

2019

Q3 2020
T2G Bundle Performance 2016 – Q3 2020
Questions?
Final T2G webinar!

- **Date/Time**: March 18, 2021 from 2-3 pm Eastern
- **Topic**: Celebrating the T2G Campaign
  - Featuring:
    - Campaign highlights
    - 2021 T2G award winners announcement
    - Sneak peak of next AMGA national health campaign
Questions