



*EBAN 3D Collaborative™*

**Defeating Diabetes Disparities**

Team Name: Adult & Seniors Health  
and Endocrinology

Date: 10/09/13

# Aim

- Ultimate Goal
  - Improve optimal diabetes care for the African American population by 4.2%.
- Goal
  - Improve engagement of patients with diabetes through educational resources.
- Aim
  - Better utilize educational resources and services available through HealthPartners.



# Plan-Do-Study-Act (PDSA) Cycles

## PDSA #2 – Patient survey on A1C knowledge

Test Cycle 1	Start Date 08/22/13	End Date 10/01/13
<b>Plan</b>	Nursing staff to question African American patients about their knowledge of A1C.	
<b>Do</b>	RN/LPN surveyed patients while in clinic on questions below. 1. Do you know what an A1C is? Yes or No 2. Tell me what you understand about an A1C 3. What is your target or goal A1C?	
<b>Study</b>	<ul style="list-style-type: none"> <li>• Surveyed 10 African American patients that were seen in clinic</li> <li>• Of the 10 people surveyed 4 said they knew what an A1C was.</li> <li>• 2 of the 4 were able to correctly tell me what an A1C was.</li> <li>• 8 of the 10 were not able to explain what an A1C was. Here are some of the answers received:               <ul style="list-style-type: none"> <li>• “I have no clue”</li> <li>• “Its for your cholesterol”</li> <li>• “Its for my diabetes”</li> </ul> </li> <li>• 2 patients surveyed knew what their target A1C should be.</li> </ul>	
<b>Act</b>	<p>Nurse proceeded to educate patients on meaning of A1C, their goals and current lab value.</p> <p>* Received feedback from providers stating that after discussion some patients struggled with retaining information given to them by nurse.</p>	



# Plan-Do-Study-Act (PDSA) Cycles

## PDSA #2 Patient survey on A1C knowledge

<b>Objective</b>	To gain knowledge about patients understanding of their A1C lab value.
<b>Prediction</b>	We expected to see that 50% of patients understood the meaning of an A1C measurement.
<b>Population</b>	African American patients with diabetes from Adult & Seniors Health, and Endocrinology.



# Next PDSA Cycle

- Interview 10 Caucasian patients to identify their understanding of an A1C and compare results to African American patients to rule out cultural disparities
- Continue to look for opportunities to better educate our patients.



# How have you integrated your community partners into your improvement work?

- Community partners arranged a Diabetes Health forum for us to participate in at a local church.
- They will help bridge discussion between community and medical staff.
- Help us identify appropriate questions for upcoming Diabetes discussions.



# Success & Challenges

- Success
  - Identified opportunities to better educate our patients.
- Challenges
  - Discouraged that our educational efforts are not effective when interacting with our patients
  - Need standard education material so the patients hear the same message within the organization
  - Identify better ways to educate patients about their diabetes.

