



EBAN 3D Collaborative[™]
Defeating Diabetes Disparities

Team Name: CIH

Date: July 31, 2013

Aim

- Ultimate Goal – To achieve cholesterol control amongst all East African patients living with diabetes who receive care at CIH
- Goal – Understand what factors (religious & cultural) influence control of cholesterol
- Aim – Patients will take charge of controlling their cholesterol



Team Members

| Name | Title | Organization |
|------|-----------------------------|-------------------|
| | Physician Chief | HealthPartners |
| | Clinic Manager | HealthPartners |
| | Business Systems Supervisor | HealthPartners |
| | Interpreter | HealthPartners |
| | LPN | HealthPartners |
| | Community Partner | Community Partner |
| | Community Partner | Community Partner |
| | Community Partner | Community Partner |
| | Certified Diabetes Educator | HealthPartners |
| | Pharmacist | HealthPartners |
| | RN | HealthPartners |
| | Dietitian | HealthPartners |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |



Plan-Do-Study-Act (PDSA) Cycles

| PDSA #1 - | | | | |
|--------------|---|--|----------|--|
| Test Cycle 1 | Start Date | | End Date | |
| | 6/26/13 | | 7/24/13 | |
| Plan | <ul style="list-style-type: none"> •Survey patients to get their understanding of cholesterol •Identified 64 patients at CIH (22 at goal) – demographics studied | | | |
| Do | <ul style="list-style-type: none"> •Six patients interviewed (4 uncontrolled, 2 controlled) • Developed three questions – <ul style="list-style-type: none"> – Tell us the story of your day. – What do you know about cholesterol? – How important is it to you to lower your cholesterol? | | | |
| Study | Reviewed and discussed results of the survey | | | |
| Act | Analyzing information to design next PDSA cycle | | | |



Plan-Do-Study-Act (PDSA) Cycles

| PDSA #1 | |
|-------------------|--|
| Objective | To understand our patient's beliefs about cholesterol |
| Prediction | <ul style="list-style-type: none">- Lots of stressors- Real-life is complicated for patients |
| Population | 6 patients from East Africa <ul style="list-style-type: none">- 4 uncontrolled- 2 controlled |



Next PDSA Cycle

Ideas

- Gather patients together to learn from each other
- Encourage follow-up with health providers (conference call)
- Provider referrals as needed (DBED, Dietitian, etc)



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

- Active participation in meetings
- Gathered community understandings



Success & Challenges

- Successes
 - Good listening
 - Teamwork
 - Team comfortable with each other
- Challenges
 - Boundaries to job descriptions
 - Imbalance of work
 - Community vs Clinic Interventions
 - Narrowing the Focus

