



*EBAN 3D Collaborative™*  
**Defeating Diabetes Disparities**

Team Name: Center for International Health

Date: October 9<sup>th</sup>, 2013

# Aim

- Ultimate Goal – To increase ideal cholesterol control amongst East African patients living with diabetes who receive care at CIH from 62.5% to 70%
- Goal – To improve cholesterol control through intensified, non-clinic based engagement with patients
- Aim – Patients will recognize the importance of achieving cholesterol control and ways to accomplish this through lifestyle and medications



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

PDSA #1	
<b>Objective</b>	Increase knowledge about cholesterol control through phone-based encounter
<b>Prediction</b>	Increased knowledge and non-clinic opportunities for patients to learn will result in better cholesterol control
<b>Population</b>	Patient with uncontrolled cholesterol from Somalia and Ethiopia



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

PDSA #1 -				
Test Cycle 1	Start Date		End Date	
	Aug 1, 2013		Sept 9, 2013	
<b>Plan</b>	<ul style="list-style-type: none"> <li>-Detailed conversation with 6 patients (2 controlled, 4 uncontrolled)</li> <li>-Patients wanted something non-clinic based and no written materials</li> </ul>			
<b>Do</b>	<ul style="list-style-type: none"> <li>-Arranged phone conference on Tuesday, Sept 10<sup>th</sup> with 2 patients, Nurse, and Physician</li> <li>-Phone conference failed to happen (no patients available)</li> </ul>			
<b>Study</b>	<ul style="list-style-type: none"> <li>-Reason for failure/learning opportunity:</li> <li>- logistical challenges (things come up in people's lives)</li> <li>- privacy concerns</li> <li>- incentive to participate</li> </ul>			
<b>Act</b>	<ul style="list-style-type: none"> <li>- Redesign as recorded information message</li> </ul>			



# Next PDSA Cycle

- Designing recorded phone message
- Currently writing script
- Patients will call in and listening to 5 minute message about cholesterol control in diabetes
- Include messages about medications and lifestyle
- Creative, Catchy – involvement of Somali storyteller
- Will survey them about call experience
- Considering incentive



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

- Teaching us about patient perceptions of food and nutrition
- Script writing
- Community connections (Somali storyteller)
- Potential incentive to involve Flamingo restaurant



# Success & Challenges

- Excellent conversations on the impact of culture and religion on patient understandings of health and wellness
- Made failure a learning opportunity
- Cholesterol control currently worsening amongst our target population
- Time delay between intervention and desired outcome

