



Team Name: Park Nicollet—Minneapolis Clinic

Date: 7/31/2013

Aim

- **Ultimate Goal:**
 - To decrease diabetes disparities with enhanced approaches and tools that motivates individuals to better manage their health.
- **Goal:**
 - Through collaborative clinic and community efforts, to refine and develop honest, compassionate, personalized, approaches
 - To empower and motivate individuals struggling to manage their diabetes
 - Reduce diabetes within cultures that represent the diabetes disparity
- **Aim:**
 - By the end of our EBAN project, we will have positively impacted the diabetes measures for our selected patient population



Team Members

Name	Credentials	Title	Organization
	RN	Minneapolis Clinic Manager	Park Nicollet
	LPN	Leader of Operations	Park Nicollet
	DNP	CPD, Minneapolis Clinic	Park Nicollet
	DO	Clinician, Minneapolis Clinic	Park Nicollet
		Executive Director and Program Coordinator	Youth Determined to Succeed
	CDE, RN	Registered Dietician, Care Coordinator	Park Nicollet
	RN, PHD	Community Member	N/A
	CDE	Certified Diabetes Educator	Park Nicollet
		Executive Director	Community Fitness Today Inc
	LPN	Nursing	Park Nicollet
	M. Ed, MPH	Outreach Director	Q Health Connections
	MPH	Quality Director	Park Nicollet
	RN	MN Black Nurses Association	N/A
	MA	Workforce Partnership Liaison	North Hennepin Community College
		Director	American Diabetes Association
	MPH, PharmD	MTM Pharmacist	Park Nicollet
	BS	Frontline	Park Nicollet
	RN	Care Coordinator	Park Nicollet



Plan-Do-Study-Act (PDSA) Cycles

PDSA #1 - Create a visual for display or hand out in the clinic exam room

Test Cycle 1	Start Date	8/9	End Date	9/1
Plan	Develop a prototype Review with patient education for editing and formatting Finalize document Educate care teams on trial Implement in exam rooms Create short survey to give patients Administer survey and tally findings Discuss results and next steps			
Do/Study/Act	TBD			



Plan-Do-Study-Act (PDSA) Cycles

PDSA #1	
Objective	Make complications of diabetes visual to patients (along with current visibility of D5)
Prediction	Making complications more visible will stimulate more discussion with patients that potentially would not have come up in normal education discussion.
Population	All patients with diabetes will see the education and be surveyed for comparison of preference and reception.



Next PDSA Cycle

- Current education process and materials review
- Interview staff and patients about what materials are being used and what conversations are actually occurring.
- Understand what is and is not being used
- Create a baseline of our education



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

- Set regular team meetings
- Built agendas ahead of time
- Discussed team expectations
- Solicited improvement ideas for future cycles and voted as a group
- Assigned homework to all members of the team



Success & Challenges

- Reaching consent is difficult
- Corporate and HIPPA compliance must be followed but may squelch creativity
- Need to keep in mind impact on other patient populations at same site or potentially other locations with similar patient subsets
- Multi-rater voting helped the group refocus on priorities after much discussion

