

Team Name: Park Nicollet—Minneapolis Clinic

Date: 10/9/2013

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



Plan-Do-Study-Act (PDSA) Cycles

PDSA #2 – Pilot LDL Educational Video at Clinic Visit	
Objective	Improve LDL measures
Prediction	Increased patient understanding of what happens if LDL is not under control will result in actions that will, ultimately, lower LDL.
Population	Patients in our Target Population with an LDL greater than 100.



Plan-Do-Study-Act (PDSA) Cycles

PDSA #2 – Pilot LDL Educational Video at Clinic Visit

Test Cycle 1	Start Date	9.10.13	End Date	Ongoing
Plan	<ol style="list-style-type: none">1. Select two short videos to trial for LDL education in clinic. Patients were asked to watch the videos as part of the rooming process.2. Ask the patients which video they preferred. <p>Video A http://www.youtube.com/watch?v=w8wXdtoW-HQ</p> <p>Video B http://www.muschealth.com/video/Default.aspx?videoId=10018&clid=7&type=rel</p>			
Do	We had so few patients with LDLs 100+ that we expanded the efforts any patient in our target population regardless of LDL value.			



Plan-Do-Study-Act (PDSA) Cycles

PDSA #2 – Pilot LDL Educational Video at Clinic Visit

Test Cycle 1	Start Date	9.10.13	End Date	Ongoing
Study	<ul style="list-style-type: none">• A total of 10 patients watched both videos.• Eight patients preferred video B (the longer video); 1 preferred video A (the shorter video) and one circled both.• In response to the question: Did the video inspire you? 8 said yes, 2 said no.			
Act	<ul style="list-style-type: none">• The intervention does not interfere with clinic flow and also stimulates great discussion with care providers so we will continue showing one of the videos.• We are now putting a label on the back of each survey form for chart and LDL review later in the project.• We are keeping track of the patients who have seen the video on an alphabetized diabetes registry of our target population.			



Plan-Do-Study-Act (PDSA) Cycles

PDSA #3 – Blood Pressures

Objective	Blood pressures will be taken uniformly by clinical staff and will be within range
Prediction	Improving the standardization of blood pressure measurement will ensure accurate results and therefore action steps for patient and clinician.
Population	Our target population were the only patients monitored for this PDSA.



Plan-Do-Study-Act (PDSA) Cycles

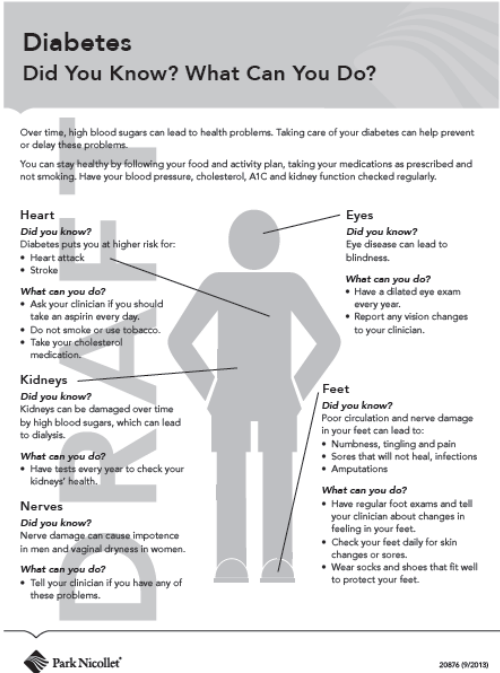
PDSA #3 – Blood Pressures

Test Cycle 1	Start Date	7/29/13	End Date	8/16/13
Plan	<ol style="list-style-type: none"> 1. Follow standard work process for performing blood pressure measurements on all patients 2. Have the correct equipment to take an accurate BP every time the task is performed 			
Do	<p>We found in general we were already following our standard work for Blood Pressure except for a few individuals who given some “coaching” on are standard work policy. (Which indicates that an Omron Average BP is required for all diabetic patients with a BP > 139/89)</p>			
Study	<ul style="list-style-type: none"> • We monitored this measure for a 3 week cycle. 7/29-8/16 • Total of 16 patients were seen for diabetes checks • We found in our audit that 95 % of the nurses had done the BP correctly. 			
Act	<ul style="list-style-type: none"> • Continue to monitor hall staff by doing monthly audits, and address staff inconsistencies as necessary • Continue to do yearly competency check offs during nursing skill fairs. 			



Next PDSA Cycles

- Pilot a diabetes complications handout/poster pending final edits at our next meeting.
- Transformations Health Forum
 - Get Healthy and Stay Healthy
 - Community health bridging the gap with clinic care



Diabetes
Did You Know? What Can You Do?

Over time, high blood sugars can lead to health problems. Taking care of your diabetes can help prevent or delay these problems.

You can stay healthy by following your food and activity plan, taking your medications as prescribed and not smoking. Have your blood pressure, cholesterol, A1C and kidney function checked regularly.

Heart
Did you know?
Diabetes puts you at higher risk for:

- Heart attack
- Stroke

What can you do?

- Ask your clinician if you should take an aspirin every day.
- Do not smoke or use tobacco.
- Take your cholesterol medication.

Kidneys
Did you know?
Kidneys can be damaged over time by high blood sugars, which can lead to dialysis.

What can you do?

- Have tests every year to check your kidneys' health.

Nerves
Did you know?
Nerve damage can cause impotence in men and vaginal dryness in women.

What can you do?

- Tell your clinician if you have any of these problems.

Eyes
Did you know?
Eye disease can lead to blindness.

What can you do?

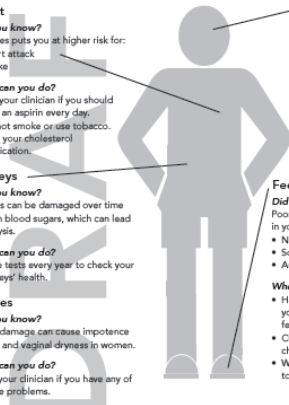
- Have a dilated eye exam every year.
- Report any vision changes to your clinician.


Feet
Did you know?
Poor circulation and nerve damage in your feet can lead to:

- Numbness, tingling and pain
- Sores that will not heal, infections
- Amputations

What can you do?

- Have regular foot exams and tell your clinician about changes in feeling in your feet.
- Check your feet daily for skin changes or sores.
- Wear socks and shoes that fit well to protect your feet.



 Park Nicollet

2017L 09/25/18



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 takes time and all voices being heard
- There are opportunities within the clinic as well with community partnership that we need to continue to explore
- PDSAs take time to develop and implement but can yield beneficial results

