



EBAN 3D Collaborative™
Defeating Diabetes Disparities

Team Name: Riverside

Date: 9 APR 2014

Aim

- Ultimate Goal: To Decrease disparities amongst Diabetic patients at Riverside
- Goal: To increase by 5% the number of Diabetes patients meeting all measures
- Aim: To discover the most effective methods of educating and empowering our Somali patients so they can best manage their disease.



Riverside Team

- Mary Beth Causse, CDS
- Robert Albee
- Ora Hokes
- Khalif Farhio
- Fowsiyo Jibril
- Michaela Lindgren
- Paul Amla
- Sophie Noelle
- Rebecca Straub
- Fartun Wardere

Past PDSA

- Intensive 2 day classes with RN, MD, Pharm, DM Educator
- GREAT Feedback, but LOW attendance and HIGH Cost

Challenge

- Barrier to education:
- Somali patients having to come into clinic for interventions
- Could we make more of a difference going out to the community?

PDSA: Somali Day Care

- RI Team Community members made us aware of Somali Day Care Centers through out the metro.
- Identify and Tour a Center
- Initial Goals: to make connections and to improve visibility and an impression of dedication to population health of the community

PDSA: Somali Day Care

- Community Members Identified a center where 100% of the clientele were diabetic
- A group of Community Members were able to meet the director and tour the facility

PDSA: Somali Day Care

The Good and The Bad

- Community members identified a center
 - But it was in the Midway area
 - HealthPartners members unable to attend
- RI Team Community members established a working bond that will continue – but HP not involved

PDSA: Somali Day Care

- Great opportunity
 - For change in diet and activity
 - Venue for education and changing community population health

- Challenge
 - How can we as a Health care corporation do sustainable work in the community?

PDSA: re-group LDL

- The measure with highest disparity for Riverside patients is LDL
- Easier to manage and measure short term outcomes

Plan-Do-Study-Act (PDSA) Cycles

PDSA - LDL Scripted Questionnaire	
Plan	Ask Somali diabetic patients with LDL > 99, not on maximum dose statin, their understanding of LDL and Diabetes
Do	Rooming Staff to identify Primary Diabetic Patients not at LDL goal
Study	Scripted Questionnaire (so it can be duplicated) Offer discussion w MD around LDL and Statin, Order Dietician and follow up LDL level
Act	Rooming nurse identifies 20 patients, does questionnaire, pends orders for Dietician and follow up LDL in 2 months



PDSA - LDL

PDSA-LDL Scripted Questionnaire & Dietician: Impact on LDL

Objective	Increase percentage of Somali Diabetics at Goal for LDL measure
Prediction	Patients who attend dietician appointment will be in goal in 3 months vs. those who did not
Population	20 Somali diabetic patients in a single MD panel Who are not in LDL control



LDL

- See scripted
- One Problem we have already anticipated is this process starts with Pre-visit planning.
- Policy of Open Access: MOST of our Somali Diabetic Population are seen on a walk-in basis – usually with a complaint of some nature that brings them in.

Next PDSA Cycle

- Describe...
 - Hopefully the questionnaire will allow us to differentiate ahead of time who will and will not benefit from dietician intervention, and generate further simple concrete educational opportunities.

