



EBAN 3D Collaborative™

Defeating Diabetes Disparities

Team Name: Midway Clinic

Date: July 31, 2013

Aim

- Ultimate Goal-To improve the quality of life of African American diabetics at Midway Clinic.
- Goal- Focus is on The Hines Care Team to develop tools that will help in improving the diabetic treatment measures for their patient panel.
- Aim-To look at blood pressures of the Hines African American(AA) diabetics not at goal.



Team Members

Name	Title	Organization
	Business Systems Supervisor	HealthPartners
	RN	HealthPartners
	Community Partner	
	Community Partner	
	RN	HealthPartners
	Community Partner	
	Patient & Community Partner	
	Community Partner	
	Certified Diabetes Educator	HealthPartners
	Certified Diabetes Educator	HealthPartners
	Community Partner	
	Pharmacist	HealthPartners
	Community Partner	
	Patient & Community Partner	
	Community Partner	
	Assurance Consultant	HealthPartners
	Care Delivery Supervisor	HealthPartners
	Physician	HealthPartners



Plan-Do-Study-Act (PDSA) Cycles

PDSA #1 - Hypertension is one of the most challenging measures that we follow for our diabetics and AA patients have much higher readings, as a group, when compared to other ethnic groups for the Hines patient panel.

Test Cycle 1	Start Date June 27, 2013		End Date July 26, 2013	
Plan	Questionnaire to all AA diabetics that came into the clinic for routine medical appointment if their blood pressure was not at goal (BP>138/88)			
Do	We asked 17 total patients, but also included 4 patients who just had hypertension.			
Study	Results of the questionnaire revealed a significant number of patients thinking that their blood pressure was related to stress, diet, but did not have answers as to how they themselves could improve their readings beyond staying on medications.			
Act	Ask further questions about what the patient knows about blood pressure and what would motivate them to improve their own condition.			



Questionnaire items

- Why do you think your blood pressure is high today?
- When did you last take your blood pressure medication(s)?
- What did you eat within the last 24 hours?
- What is going on in your life right now?
- Are you willing to work towards having a better blood pressure in 1 week? What needs to be done?

Plan-Do-Study-Act (PDSA) Cycles

PDSA #1	
Objective	Find out reasons and conditions that contributed to blood pressure readings of AA diabetics coming in for routine medical follow up who were not at goal.
Prediction	People did not take their blood pressure medications that day; other factors, from the patients' perspective were more important.
Population	AA diabetics in the Hines patient panel.



Next PDSA Cycle

- We wanted to ask these patients:
 - 1. What do you know about high blood pressure?
 - 2. What are the factors contributing to your medical condition?
 - 3. What incentive(s) would motivate you to compliant with treatment?



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

1. Meetings-great attendance, including via telephone.
2. Action plans-looking for resources in the community that would help our care team reach out to patients.
3. Looked for males to join the group to improve relatability to the patients.
4. Pivotal part of creating our PDSA cycles through great discussion.



Success & Challenges

1. High engagement of the group to come up with good, sustainable interventions.
2. Keep everyone interested and feel needed.
3. Trying to stay creative and use the talent of the individual team members.
4. Don't get discouraged when our ideas don't pan out.

