

# ACTIVE Diabetes Program

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# The Agenda

- Vision
  - Cassidy Tsay, MD, MBA
- Development
  - Andrea De Coro, PharmD
- Implementation
  - Kristi March, PharmD
  - Sogol Philipson, LSW
- Patient Perspective
  - Pastor Michael Whitfield
  - Margo Bennett



# Polling question...

Diabetes accounts for what percent of healthcare costs?

- a) 21%
- b) 14%
- c) 5%
- d) 30%

# Why Diabetes?



- **Statistics**
  - 29.1 million people<sup>+</sup>
    - 8.1 million undiagnosed
  - Accounts for 14% of healthcare cost\*
    - Retinopathy, CAD, Strokes, Amputations, Kidney Failure, etc.
- **Impacts Everyone**
  - The Patient and the Family
  - The Physician
  - The Workplace

•Statistics obtained from **UpToDate**<sup>®</sup>

<sup>+</sup>Statistics obtained from CDC, [www.cdc.gov/diabetes](http://www.cdc.gov/diabetes)

# The Vision

- Team Approach to Care
  - Provider
  - Pharmacist
  - Dietitian
  - Social Worker
  - Patient
- Identify Barriers
- Supportive Care
- Mantras
  - Allow people to do what they do best
  - Communicate!



# The ACTIVE Diabetes Program

- A collaborative program between Hoag and GNP
- Funded by Blue Shield of California



# Development/Learnings

Andrea DeCoro, PharmD

If you build it, they will come?

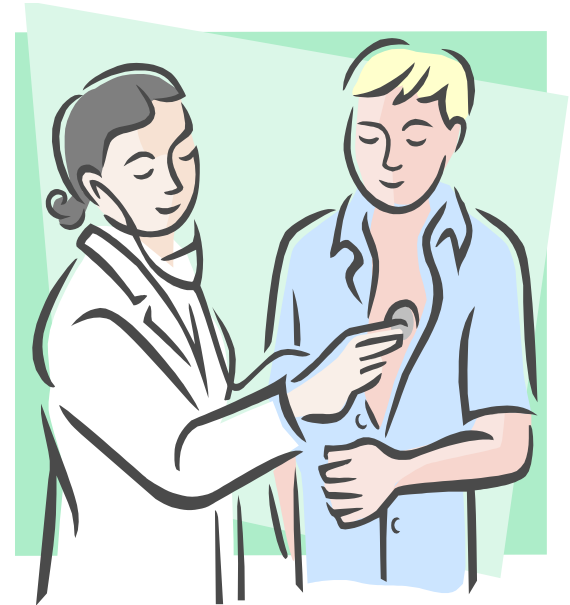
## **ACTIVE Diabetes Program**





# Patients!

- Patient Recruitment
  - Identification
  - A1c's move
  - Outreach



# Physicians

- Physician Recruitment
  - PCP's
  - Specialists
  - Office Staff



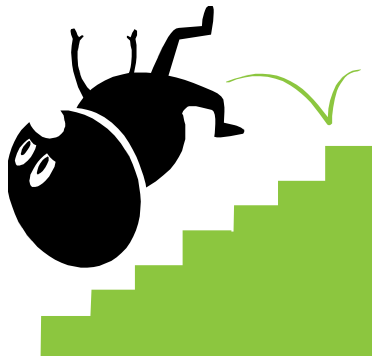
# Polling question

What type of program/care does your facility provide for diabetes patients?

- a. Standard of care (PCP and endocrinologist)
- b. Diabetes group education (classes)
- c. Resources (websites, handouts, online materials)
- d. Multidisciplinary team approach
- e. Other

# Learnings...

- Top Three
  1. Start with physicians and staff
  2. Create seamless referral process
  3. Advertise to patients differently



# Implementation

Kristi March, PharmD  
Sogol Philipson, MSW

# What is the ACTIVE Diabetes Program?

## **Comprehensive and Individualized Care**

- Medication management (under protocol) by Clinical Pharmacist
- Psychosocial/stressors/motivation barriers identified/addressed
- Customized diet plan
- Foot exams, retinal screen, specialist referrals as needed
- Extension of service/support to physician/specialist plan

# Key Elements

- Multidisciplinary team evaluation
- Individualized management plans
- Goal-setting/empowerment
- Follow-up in clinic or by phone/email
- All visit notes communicated to PCPs/specialists



# Who can be referred to ACTIVE?

## Criteria:

- HbA1c 8 or above and struggling to manage their diabetes
- Can still refer if also being managed by endocrinologist



**Whoopee!! Hey honey, I did it!  
I finally got this darned meter over 400!!  
Wow! I wonder how high this baby can go!**



**A sure sign someone is unclear on the  
concept of tight blood glucose control.**

# Who SHOULD be referred to ACTIVE?

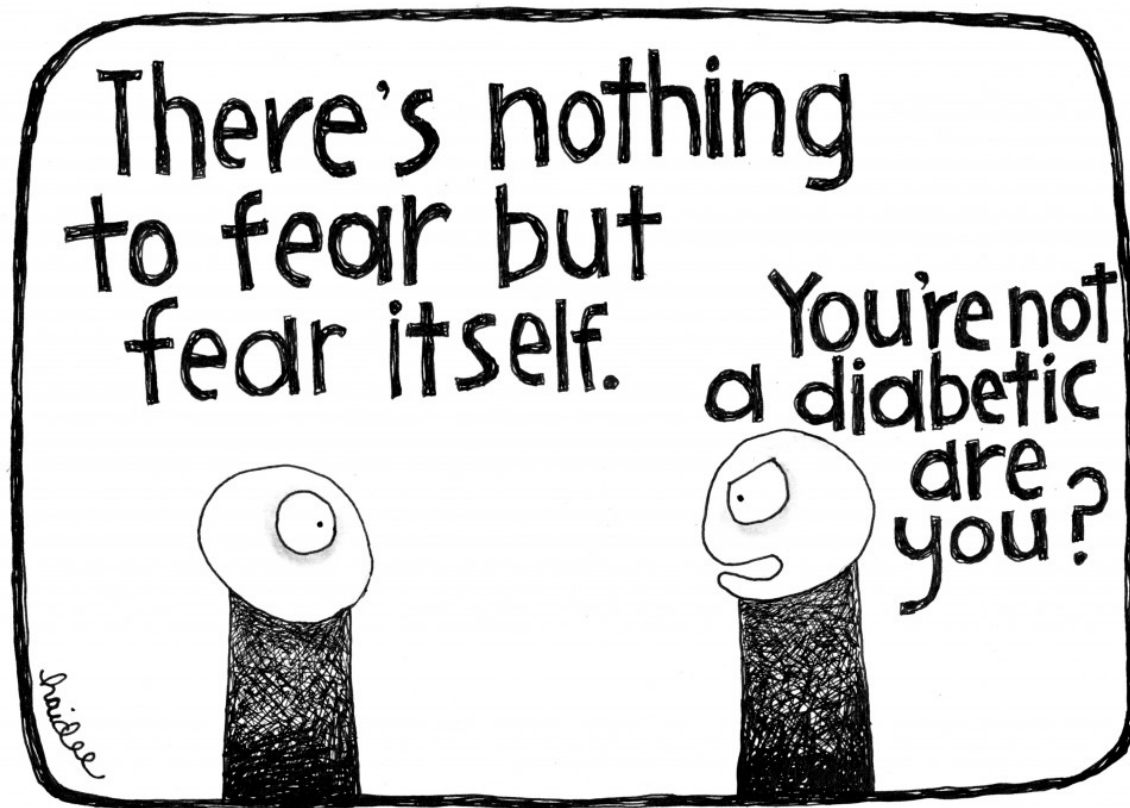
## **Good candidates:**

- Need individualized education on diet/exercise
- Incessantly elevated A1c
- Barriers to monitoring sugar/insulin therapy
- Psychosocial issues/barriers
- Medications issues

# Referral Process



- Mainly PCP driven
- Referrals sent through internal website
- Patients encouraged to call and make appointment



# ACTIVE Patient Case

## **75 yo Male with A1c 12.5 (increased from 11.6 over past couple months)**

- History of non-adherence with medications
- Admitted difficulty remembering medications
- Complaint of “frequent urination” (despite on Vesicare)
- Frustrated with high sugars so stopped checking
- Diabetes meds: glipizide and metformin

# ACTIVE Patient Case

## ACTIVE Interventions:

- Education on glucometer/meds/pill box
- Weekly visits until adherence improved

## After 2 months:

- reduce glipizide (hypoglycemia episodes)
- No need for Vesicare
- **A1c improved to 7.7**
- **LDL improved to 93 (from 123)**

# ACTIVE Diabetes Measures

## **Optimal Diabetes Care Measures**

- HbA1c under 8
- Blood pressure under 140/90
- LDL under 100
- Nephropathy screen in past year



# ACTIVE 2nd QTR 2014 Results

(275 patients)

Metrics	2 <sup>nd</sup> Quarter 2014	Baseline
Hemoglobin A1c < 9	82%	30%
Hemoglobin A1c < 8 <i>(Average initial A1c is 10)</i>	63%	2%
Blood Pressure under 140/90	92%	88%
LDL under 100	77%	63%
Microalbuminuria screening	87%	N/A



# ACTIVE - Patient Satisfaction

<b>Provider</b>	<b>Rating (out of 5)</b>
Nurse Practitioner	4.6
Clinical Pharmacist	4.9
Dietitian	4.5
Case Manager Social Worker	4.4
<b>OVERALL</b>	<b>4.6</b>

# Polling Question

What percent of diabetes is undiagnosed?

- a. 29.1 million
- b. 1.5 million
- c. 14.2 million
- d. 8.1 million



# Double D's

## Diabetes and Depression

- People with diabetes are twice as likely to have depression
- Depression = **60%** increased risk of developing type 2 diabetes



"I just found out I don't have to sell it. All I have to do is increase my insulin dosage."

© 2006 Diabetes Health

# “DABDA”

- **D**enial
- **A**nger
- **B**argaining
- **D**epression
- **A**cceptance

# “Prepare the soil AND then plant the seed”

- A person, NOT a “Diabetic”
- Empower/self care/goal-setting
- Identify and address barriers
- Depression screening/referrals
- Routine follow-up on all of the above
- Happy Birthday calls

# Behind the scenes

- Case management
- Expedite referrals when appropriate
- Initial **ACTIVE** referral appointments



# ACTIVE Patient Testimonials

- “...after my visit to you my life has taken on a whole new route. I have lost over 30 pounds and ALL my blood sugars are not short of a miracle. My (doctor) is totally blown away.”
- “I'm not used to such good interest in my health.”
- “...I felt so overwhelmed by diabetes requirements. I almost gave up hope of “managing” it... I felt it couldn't be done. They (ACTIVE) felt it could be and kindly are teaching me how.”

# Polling Question

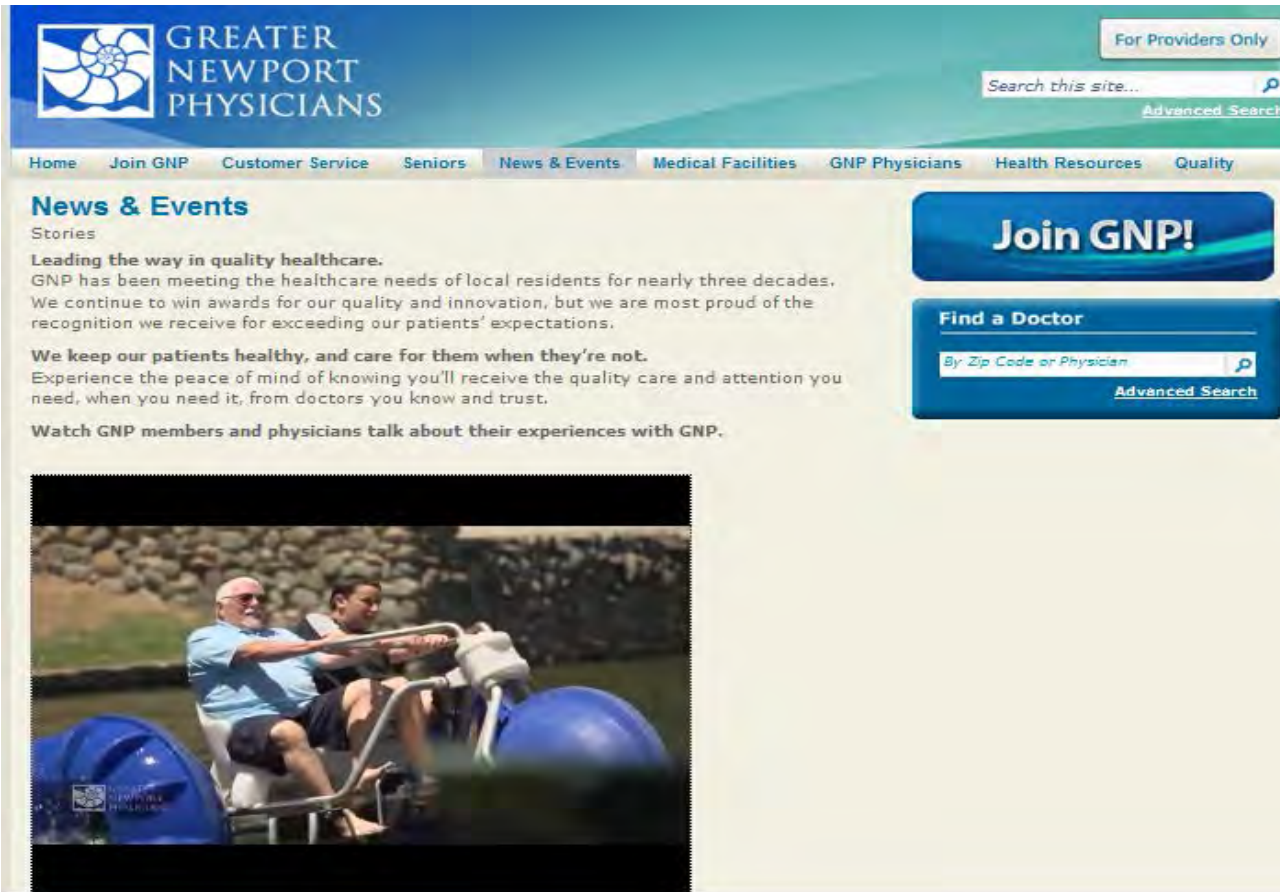
Which of the following statements are true?

- a. Depression causes diabetes
- b. Diabetes causes depression
- c. Diabetes and depression can be related
- d. Diabetes and diabetes are not related

“Tell me and I forget.  
Teach me and I remember.  
Involve me and I learn.”

-Benjamin Franklin

# Story Time



The screenshot shows the homepage of Greater Newport Physicians. At the top left is the logo, a stylized blue flower with the text "GREATER NEWPORT PHYSICIANS" next to it. To the right of the logo is a search bar with the text "Search this site..." and a magnifying glass icon, with a link to "Advanced Search" below it. A "For Providers Only" button is located above the search bar. Below the logo and search bar is a navigation menu with links: Home, Join GNP, Customer Service, Seniors, News & Events, Medical Facilities, GNP Physicians, Health Resources, and Quality. The "News & Events" section is highlighted. Underneath, there is a sub-section titled "Stories" with the following text: "Leading the way in quality healthcare. GNP has been meeting the healthcare needs of local residents for nearly three decades. We continue to win awards for our quality and innovation, but we are most proud of the recognition we receive for exceeding our patients' expectations." Below this is another paragraph: "We keep our patients healthy, and care for them when they're not. Experience the peace of mind of knowing you'll receive the quality care and attention you need, when you need it, from doctors you know and trust." A third line of text says: "Watch GNP members and physicians talk about their experiences with GNP." To the right of the text are two blue buttons: "Join GNP!" and "Find a Doctor". Below the "Find a Doctor" button is a search input field with the text "By Zip Code or Physician" and a magnifying glass icon, with a link to "Advanced Search" below it. At the bottom of the page is a video player showing two men on a rowing machine. The man in the foreground is older, wearing a light blue shirt and dark shorts, and is rowing. The man behind him is younger, wearing a dark shirt and shorts, also rowing. The video player has a small logo in the bottom left corner.

<https://portal.gnpweb.com/NewsEvents/Pages/Stories.aspx>

# Patient Perspective

Pastor Michael Whitfield

Margo Bennett

# Questions?