

DM Group Visits at Phillips Family and Mt. Hope Family Practice

Elizabeth I. Molina Ortiz, MD MPH
Diabetes Medical Director
Institute for Family Health

Objectives

- Present an overview of diabetes group visits at the Institute for Family Health
- Demonstrate example of group visits held at Phillips Family Practice as part of a residency training program
- Review step by step approach to organizing group visits at busy primary care practice
- Highlight successes – patient representative

Spring 2007

- Started group visits at Phillips Family Practice with support from Dr. Andreas Cohrsen, residency director
- Began by inviting patients from panel of two physicians, focusing on:
 - Spanish speaking patients
 - Those needing further intense education
 - Uncontrolled DM markers (A_{1c}, LDL, BP, etc)

Spring 2007

- Created list of patients
- Called patients to introduce idea of group visits one month prior to starting visits
- Reminder phone calls one week and one day prior to monthly visit
- Created monthly calendar of topics which would be addressed throughout the year
- Group continues to this date, led by Dr. Enschende, with additional support from psychologist

Mt Hope Family Practice

- August 2007– February 2008
 - Established patient panel and developed physician-patient relationships
 - Worked with AmeriCorps volunteer developing curriculum for monthly group visits
 - Identified Spanish speaking patients in need of intense education and improved DM control
- After five months at Mt Hope Family Practice, started to introduce the idea of group visits to our patients

February 2008

- Held our first monthly meeting
- Reminder phone calls, letters and flyers were sent
- Core group of 8 patients with diabetes attend for 6 group session cycle

!Controle su Diabetes!

Horaria de los visitas de grupo

El Primer Jueves de Cada Mes a 12:30—2:15 PM

Jueves, 7 de Febrero - ¿Que es la diabetes?

Jueves, 6 de Marzo - Sepa sus números

Jueves, 3 de Abril - La Presión Alta y La Colesterol

Jueves, 1 de Mayo - Complicaciones

Jueves, 5 de Junio - Su Nutrición

Jueves, 3 de Julio - Ejercicio y Maneras de Reducir Estrés

Mount Hope Family Practice

130 West Tremont Avenue • Bronx, New York 10453

Tel: 718.583.9000

● Sample Letter

Estimado paciente:

Quiero recordarte que vamos a continuar las reuniones de grupo para nuestros pacientes con diabetes en su clínica de Mount Hope Family Practice. La continuación de nuestro programa seguirá el **jueves, 1 de mayo a las 12:30 PM.**

Desafortunadamente, personas con diabetes tienen mayor riesgo de sufrir de las siguientes complicaciones:

- Enfermedad cardiaca.
- Enfermedad renal.
- Problemas con la vista.
- Daño nerviosa.
- Problemas con los pies.
- Problemas en la piel.

Puede evitar estas condiciones si controla la diabetes.

Durante esta reunión:

- vamos aprender como diabetes puede causar complicaciones.
- vamos aprender algunas maneras que podemos evitar estas complicaciones.
- vamos a revisar nuestras metas.
- y identificamos nuevas metas para asegurarnos que podemos seguir una vida saludable!

Como siempre, cada paciente tendrá la oportunidad de consultar con la doctora y vamos ha tener regalos y meriendas.

¡No se pierda esta oportunidad de aprender sobre que es la diabetes y como podemos vivir una vida saludable con esta enfermedad crónica!

Sinceramente,

Daniel Silva
Educador de Salud

Elizabeth Molina-Ortiz, MD, MPH

- Chart Review

Number of Hgb A1c per review period	None / one / two / three / four / more than four			
Latest Hgb A1c	<6 / 6 – 6.9 / 7-7.9 / 8 – 8.9 / 9- 10 / > 10 / Not available			
Number LDL per review period	None / one / two / three / four / more than four			
Latest LDL	_____(write in LDL) / Not Available			
Latest triglyceride	_____(write in triglyceride) / Not Available			
Latest HDL	_____(write in HDL) / Not Available			
Ophthalmology referral	Yes / No			
Documented Foot exam with monofilament OR Podiatry Referral	Yes / No			
Systolic Blood Pressure	_____ (write in SBP)			
Diastolic Blood Pressure	_____ (Write in DBP)			
Pneumonia Shot	Yes/No			
Flu Shot	Yes/No			
Microalbumin OR UA	Yes / No / Nephropathy documented			
ASA Tx	Yes / No			
ACE Tx if appropriate	Yes / No			

Home



Tuesday, May 27, 2008

Charting SmartSets Orders Show Orders Enc Summary Print AVS No Show SnapShot Review

Department

MT. HOPE-FAM MED

May 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

5/1/2008 Go To Today

Providers

- CORTIJO, AMARILYS
- MOLINA-ORTIZ, ELIZABETH**
- PERSAUD, INDRANI

Resources

Change Provider/Resource

Schedule

Show open slots

Refresh

Time	Patient	S.	Age	Appt Sta...	Check In...	Pt Locati...	Status	A...	App't Notes
● 08:30 A...		F	41 ye...	Comp	8:36 AM		Closed	15	bloodwork// fd
○ 08:30 A...		M.	48 ye...	No Show				15	follow up// fd
● 08:45 A...		F	62 ye...	Comp	8:40 AM		Closed	15	refills//mc
● 09:00 A...		F	25 ye...	Comp	9:02 AM		Closed	15	referral//mc
● 09:15 A...		M.	39 ye...	Comp	10:03 AM		Closed	15	PHYSICAL//MC
● 09:30 A...		F	19 ye...	Comp	9:52 AM		Closed	15	FOLLOW UP// ...
● 09:45 A...		F	59 ye...	Comp	8:56 AM		Closed	15	result// fd Plan ...
● 10:00 A...		M.	80 ye...	Comp	10:19 AM		Closed	15	F/U//MC
● 10:15 A...		F	47 ye...	Comp	10:40 AM		Closed	30	physical // fd
● 10:45 A...		F	37 ye...	Comp	11:14 AM		Closed	15	F/U//MC
● 11:00 A...		F	50 ye...	Comp	10:19 AM		Closed	15	walkin// fd
● 11:15 A...		M.	29 ye...	Comp	9:11 AM		Closed	15	WALK-IN//MC
● 12:45 P...		F	73 ye...	Comp	12:47 PM		Closed	15	diabetic group/..
● 01:00 P...		F	53 ye...	Comp	12:55 PM		Closed	15	diabetic group/..
○ 01:15 P...		M.	48 ye...	No Show				15	diabetic group/..
○ 01:30 P...		F	63 ye...	No Show				15	diabetic group/..
● 01:45 P...		F	59 ye...	Comp	12:43 PM		Closed	15	diabetic group/..
○ 02:00 P...		M.	54 ye...	No Show				15	diabetic group/..
● 02:15 P...		F	58 ye...	Comp	12:40 PM		Closed	15	diabetic group/..
● 02:30 P...		M.	55 ye...	Comp	2:45 PM		Closed	15	follow up// fd
● 02:45 P...		F	79 ye...	Comp	12:42 PM		Closed	15	F/U//MC
● 03:00 P...		F	47 ye...	Comp	3:21 PM		Closed	15	F/U//MC
● 03:15 P...		F	68 ye...	Comp	3:00 PM		Closed	15	FOLLOW UP //...
○ 03:30 P...		F	18 ye...	No Show				30	Follow Up//Km
● 04:00 P...	ria	F	19 ye...	Comp	2:21 PM		Closed	15	WALK-IN//AS P...
● 04:00 P...		M.	52 ye...	Comp	1:03 PM		Closed	15	diabetic group/..
● 04:15 P...		F	33 ye...	Comp	4:07 PM		Closed	30	WALK-IN//MC

Workflow

1. Clinical triage (weight, BP, fingerstick check)
2. Informal social time with healthy snacks in conference room as all patients get triaged
3. Interactive educational session lasting approx 45 minutes
4. A prize is awarded to participant with most improved measure based on theme for the month (i.e.: most improved A1c, LDL, Blood pressure, etc.)

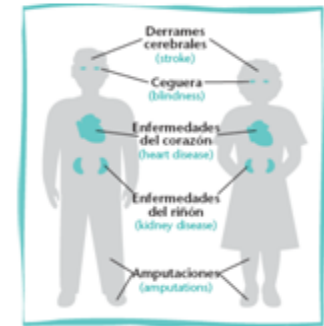
Workflow

5. Participants and facilitators share goals with the group for the following month
6. Each patient spends 5 minutes individually with the provider to review their goals and individual needs
7. If need is identified, separate follow up appointments two weeks after group visit are made. Otherwise, patient follows up in one month for next group visit.

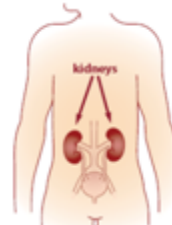
● Educational Handout

¿Porque La Presión es Importante?

- La diabetes y la presión arterial alta son las principales causas de los derrames cerebrales, los problemas de el corazón, y de la enfermedad de los riñones.
- ¿Qué hacen los riñones?



- Los riñones sanos filtran la sangre. Eliminan los desechos y el exceso de agua.



- La diabetes y la presión arterial alta pueden dañar los riñones y causar la enfermedad de los riñones.

- Este daño ocurre muy despacio, al paso de los años, sin que usted se dé cuenta. Por eso hay que hacer prueba de le orina para ver como están sus riñones.



iSepa Sus Números!

- ❖ **iHgb A1C menos de 7 !**
- ❖ **iPresión menos de 130 / 80!**
- ❖ **iColesterol LDL menos de 100!**

- Educational tool

THE INSTITUTE FOR FAMILY HEALTH

¡Controle su Diabetes!

Fecha _____

Meta _____

A1C 7.0 _____

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The form is a control chart for A1C levels. It features a logo for 'THE INSTITUTE FOR FAMILY HEALTH' on the left, which includes a stylized bar chart of human figures. The main title is '¡Controle su Diabetes!'. Below the title is a line for 'Fecha' (Date) with four blank spaces for writing. Underneath that is a line for 'Meta' (Goal) with four blank spaces. A vertical bar on the left is labeled 'A1C' and contains the number '7.0'. To the right of this bar are four horizontal lines for recording A1C values. At the bottom, the contact information for Mount Hope Family Practice is provided.

Successes

- Feeling of camaraderie
- Accountability
- Responsibility
- Greater confidence in self management
- Help each other through difficult steps, such as starting insulin
- Positive peer pressure
- Fun for patient and provider

Group Visits

- Feasible, billable, increases provider satisfaction and patient satisfaction
- Shown to improve medium-term outcomes*
- Bronx Group visits: 24 patients, average improvement of A1c of those with baseline >8 = 2.4 % in 3 months
 - (range from 1.5 % to 11% drop in 3 months)
- 96% on ASA (vs. 45% institute-wide);
100% on ACE/ARB (vs. 57% institute-wide)
- 100% nephropathy screen (vs. 60% institute-wide); 91%
neuropathy screen (vs. 24% institute-wide)

Group Visits, cont.

- Manhattan group visits: 26 patients, average improvement of A1c of those with baseline $>8 = 2.2\%$
 - (range from 1.2% to 7.8% drop)
- 85% patients on ASA (vs. 45% institute-wide);
83% on ACE/ARB (vs. 57% institute-wide)
- 81% nephropathy screen (vs. 60% institute-wide);
69% neuropathy screen (vs. 24% institute-wide)
- With help from preceptor / nursing, can we work on:
PNA/Flu vaccines.

More information...

- <http://diabetesgroupvisits.wikispaces.com/>



Patient perspective