

Diabetes

A. Reduce the number of clients across the Agency who have an A1C >9 or who were not tested to **25%**

Baseline Data: 44.2%

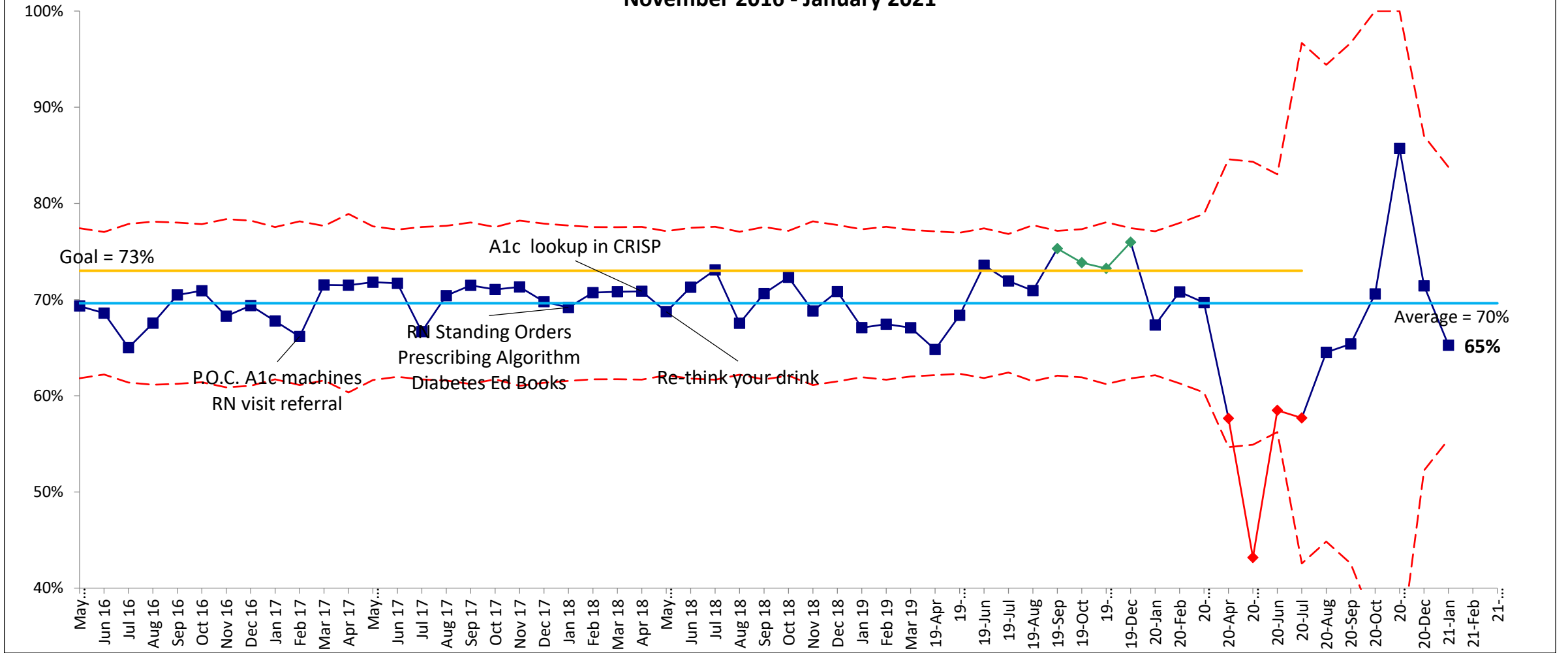


Diabetes – Untested Clients Driver Diagram

Diabetes Testing Driver Diagram			
AIM	Primary Drivers	Secondary Drivers	Change Ideas
<p><i>By December 2021, reduce the number of clients across the Agency who have an A1C >9 or who were not tested to 25%</i></p>	Appointment Access	Clinic Hours don't match lab hours (last 3 slots)	
		No Appointment Availability	
		Staffing shortages (nursing)	
		COVID-19 unable to bring clients in <i>just</i> for their test	
		Missed Nursing appointments	
	Clients fall out of care	Lack of empanelment	
		No tracking information for clients on care team lists	
		Clients using telehealth are unable to come in for visit	
		No alert system for medical when client misses appointments and fall out of care	
		No communication between departments to reconnect clients to medical for testing	
	Education for clients	Lack of a standardized structure for handling diabetes clients' education	
		No formal training on Preventative Health Tracker for all staff	
		No prompt for nurses to check the PHT	
		Not all rooms have printers to create and show clients diabetes information	
		Limited ability to provide take home resources for clients	



HCH Diabetic Clients with A1c ≤9.0% November 2016 - January 2021



Diabetes

B. Reduce disparities within racial and ethnic groups by **25%** for clients who have an A1C >9 or who were not tested compared to the agency average

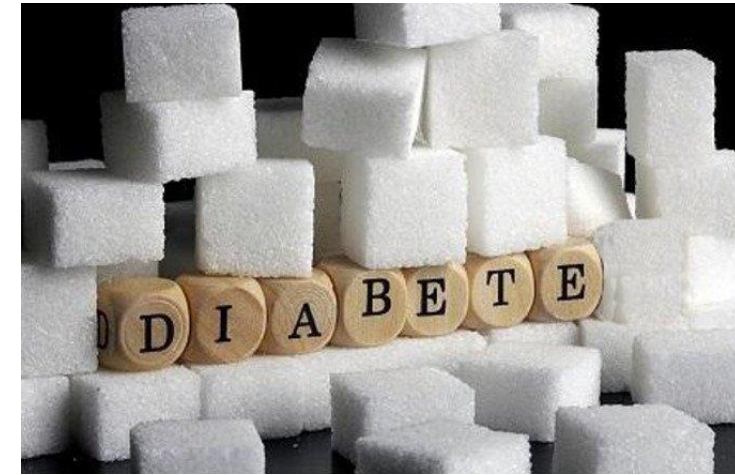
Diabetes	
Champion	Laura Garcia (Green Team)
HIT	Joseph VerValin + Katie Healy
Members	Julia Davis (Green Team)
REI rep	David Dexter
	Client Representative
	Kiana Johnson
	<i>Lawanda Williams - consult</i>
	<i>Elizabeth Zurek - consult</i>

February Launch

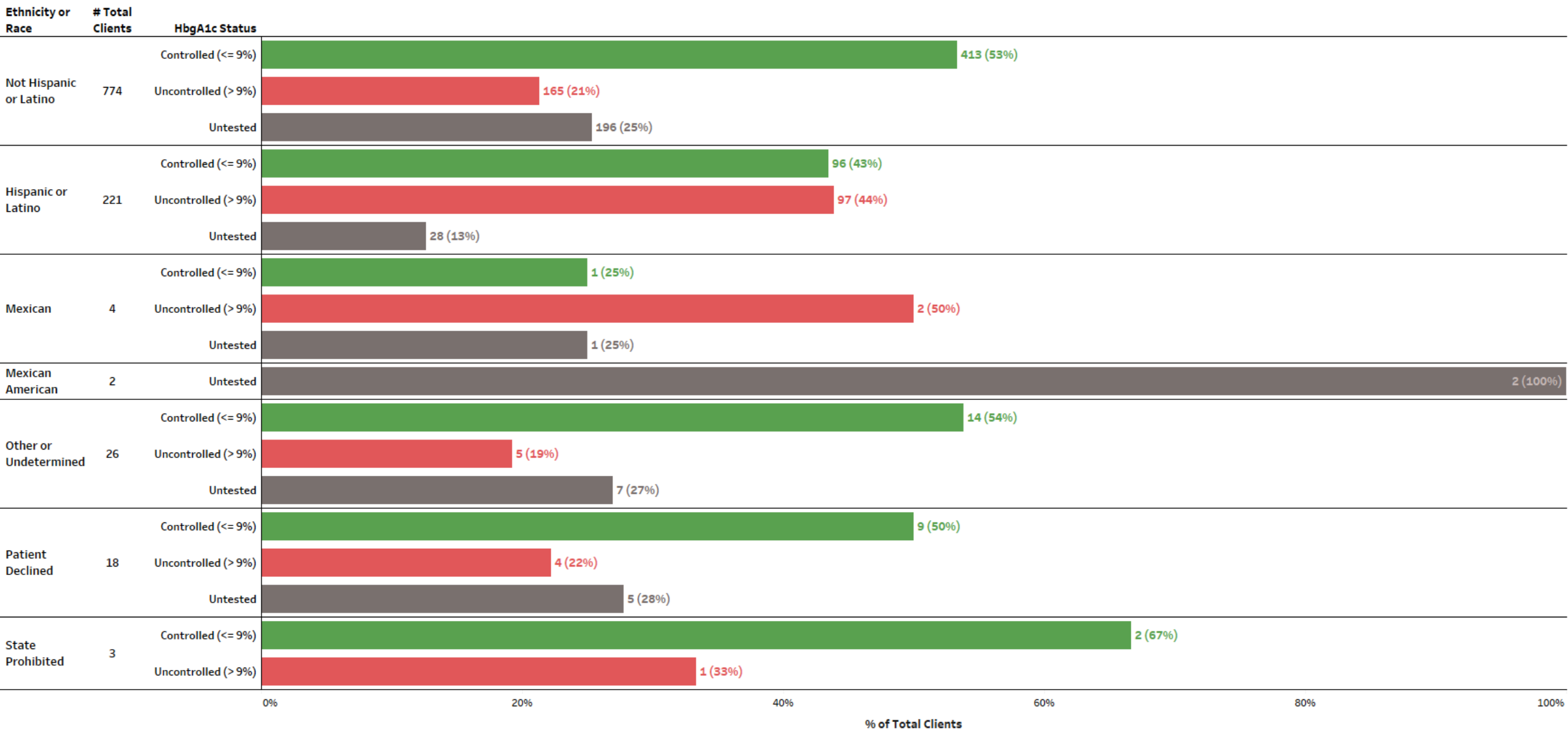


Since we last met...

- Developed data for visualizing different demographics, departments, and testing rates for clients
- Explored barriers to consistently testing clients
- Discussed possible tracking methods for our current client call lists

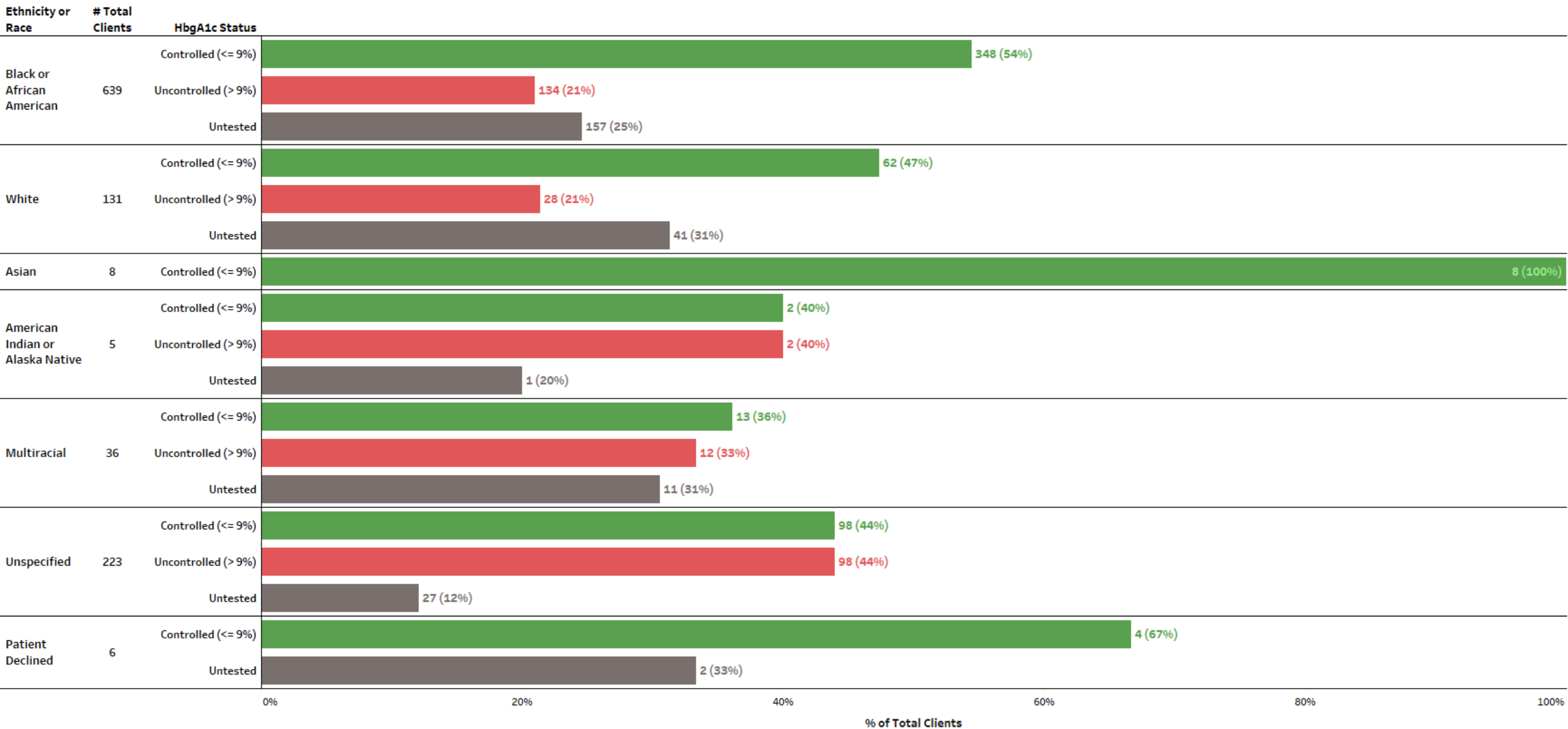


Distribution of HbgA1c Statuses among Diabetic Clients Seen in the Trailing Year (3/16/2020 - 3/15/2021) by Ethnicity



This view shows the distribution of HbgA1c statuses among diabetic clients who completed at least one appointment in the trailing year (3/16/2020 - 3/15/2021) stratified by Ethnicity. HbgA1c status was determined based off a client's most recent HbgA1c result collected in the trailing year. Clients with no HbgA1c result in the trailing year were defined as untested.

Distribution of HbgA1c Statuses among Diabetic Clients Seen in the Trailing Year (3/16/2020 - 3/15/2021) by Race



This view shows the distribution of HbgA1c statuses among diabetic clients who completed at least one appointment in the trailing year (3/16/2020 - 3/15/2021) stratified by Race. HbgA1c status was determined based off a client's most recent HbgA1c result collected in the trailing year. Clients with no HbgA1c result in the trailing year were defined as untested.