North Vallejo

Expanding Diabetic Retinopathy Screening Program

Share and Learn Webinar

December 7, 2016

Population Health Management Approach to Diabetes Care

- At La Clinica, we have created a Diabetes registry that auto-assigns patients with a dx of diabetes and enables us to:
  - Accurately identify our diabetic patient population
  - Identify patients that are due/overdue for an eye exam
  - Coordinate care and outreach efforts
  - Measure trends and performance

- La Clinica North Vallejo currently serves approximately 1,100 active diabetic patients

- The Associate Medical Director (AMD), Site Manager, QI Provider Champion, Panel Manager Assistant (PMA), and Population Health Manager all play an intricate part in population health management

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Population Health Management Approach to Diabetes Care

- AMD-provide site leadership and support to PMAs and clinical staff with the care coordination and QI initiatives

- Site Manager-helps oversee day-to-day office activities; coordinates with QI team to plan and deploy workflow redesigns; motivate staff and serve as change agent

- QI Provider Champion-serve as a SME for QI initiatives and assist in the development of change management strategies

- Population Manager-serves as a QI liaison and coach; provides clinic assessment and coordinates with clinic staff to reorganize workflows

- Panel Manager Assistant (PMAs)-serves as care coordinators; maintain chronic disease registries; identify and tracks patients for chronic care management activities (i.e. eye exams, preventive care tasks); patient self-management support (health coaching); and tx intensification.

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Integrating Diabetic Retinopathy Screening into Usual Care

- Overview of retinopathy screening process
  - Two pathways for diabetic retinopathy screenings:
    - Primary Care Provider (PCP) will task PMA with patients due for an eye exam, or
    - PMAs generate a list of DM patients due for an eye exam
  - PMAs outreach to patients due for eye exam
  - PMAs schedule retinal screening appointment
  - At the time of the appointment, PMAs complete digital retinal screening, uploads pics to EyePACS, sends consult report to PCP
    - If ophthalmology is recommended, PMA will task PCP to order referral

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Integrating Diabetic Retinopathy Screening into Usual Care

- Data Infrastructure
  - EyePACS camera and software application
    - Enables us to upload completed retinal scans to UC Berkeley Digital Health
    - Enables us to receive consultation reports
  - NextGen- EHR
  - i2i population health management application serves as,
    - Data warehouse for all of our chronic disease registries
    - Identify care gaps, automate protocol driven alerts, and analyze data so that care coordinators can more easily prioritize patient care needs

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Integrating Diabetic Retinopathy Screening into Usual Care (cont.)

- Retinal eye exams are approximately 30 minutes in length. During this time patients:
  - Receive dilated eye exam, and
  - Receiving education around diabetes and self-management

- Patient experience
  - Appreciation for access to services within their medical home
  - Peer advocacy (patients are sharing with other patients)
  - Increased patient awareness

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Lessons Learned

- What has your team learned through this process?
  - Better streamlined workflow
  - Improved care team model
  - Power in patient education

- What are you most proud of?
  - Successfully launching PMA eye exam visits
  - Increase in screening rates
  - Aligns with PCMH goal of providing patient-centered, comprehensive team-based care

- What has been the biggest challenge?
  - Language barriers (Hindu, Arabic, Tagalog)
  - Literacy
  - Provider buy in
  - Patient with known issues ophthalmology issues referred
  - Space

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What Next?

o Continuing PMA diabetic eye exam visits

o Expanding capacity for trained staff to begin visits as well as training interested staff

o In-reach/warm hand-offs and walk-ins

o Assisting Vallejo Medical with launching retinopathy screening in-house

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Questions?

Amanda Gibson

Population Health Program Manager

agibson@laclinica.org

Amanda Harrison

Panel Manager Assistant

aharrison@laclinica.org