

Diabetes Campaign

UPDATE

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It Takes a Village to Ensure Quality

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North Shore-Long Island Jewish Health System

Diabetes mellitus is a hidden driver of health care utilization that touches every clinical service line. NSLIJ identified the need to implement an initiative to improve diabetes care and created the Health System Diabetes Task Force in January 2011. In accordance with NSLIJ's mission, the Task Force's vision is to create a unified, systematic approach to diabetes management and to increase efficiency and effectiveness in patient care and financial reimbursement.

The Task Force is a multi-disciplinary team comprising representation from all system sites, including medicine, endocrinology, nephrology, nursing, dietary, pharmacy, quality assurance, outpatient primary care administrators, home care, population health, employee health, health literacy, certified diabetes educators, the Continuous Learning Institute (CLI), finance, and information technology. The Task Force works in collaboration with the New York State Diabetes Campaign.

The team approach to diabetes care has long been identified as the quintessential intervention for achieving positive outcomes. To create an organizational culture that puts patient safety first and implement operational and clinical practices to promote the highest level of care and services across the continuum, it is imperative to call upon all of the experts who are involved in diabetes care within the system.

The goal is that by working together in an organized, measurable fashion, continuity and quality of diabetes care will be consistently maintained no matter where the patient enters the health care system.

Through implementation of evidence-based guidelines and policies, and sharing of best practices, the Task Force has prioritized, planned, organized, and imple-

Organization Profile:

North Shore-Long Island Jewish Health System (NSLIJ) is the nation's second largest non-profit, secular health care system, serving more than seven million people in Long Island, Manhattan, Queens, and Staten Island. The health system is comprised of 15 hospitals and approximately 190 faculty practice ambulatory sites. It is the largest employer on Long Island and the ninth largest in the New York City area.



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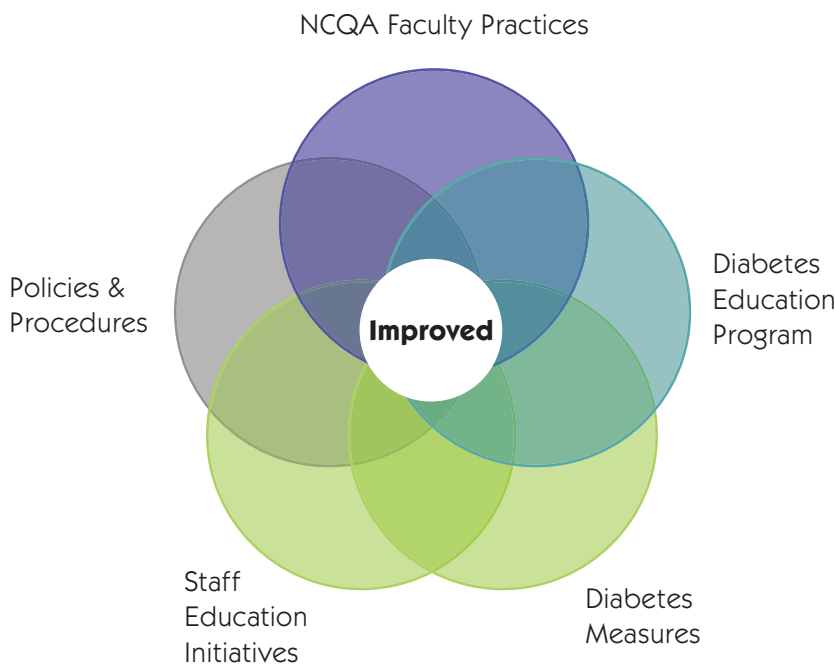
FIND OUT MORE AT HANYS.ORG/QUALITY

mented initiatives to increase efficiency and effectiveness in patient care and financial reimbursement.

The Task force’s initial performance improvement goals are:

- Redefine NSLIJ’s diabetes table of measures;
- Increase the number of practices that achieve National Committee for Quality Assurance (NCQA) Diabetes Provider Recognition (DPR);
- Increase the number of ambulatory sites that obtain American Association of Diabetes Educators (AADE) Education Certification;
- Support home care in achieving AADE certification and create a model for diabetes care and management through the utilization of home care;
- Create system-wide diabetes educational materials;
- Provide professional education opportunities through CLI to improve staff knowledge and skills regarding diabetes care; and
- Create a discharge policy to improve the transition of care from hospitalization to the ambulatory setting.

Although the Task Force has only been in existence since the beginning of this year, many significant milestones have been achieved. A plan of action has been created, an implementation strategy has been executed, and progress has been made toward each of the defined goals. A Web-based tool to collect diabetes measures was created. One site has obtained NCQA and AADE certification and multiple others are in the process of obtaining these certifications. The CLI diabetes staff education program is fully developed and implemented, and staff from all of the health system’s sites are taking advantage of these offerings. In addition, standardized educational material specific to the target population is being developed in collaboration with health literacy and content experts.



Marie Frazzitta D.N.P.,
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Dr. Pranav Mehta M.D., M.B.A.

In Case You Missed It. . . Chronic Diabetes Management Initiatives Related to Health Care Reform

View Some of the Educational Webinars!

Materials From These Recent Clinical Best Practice Presentations Are Available Online

Transitions of Care for Patients with Diabetes: From Hospital to Home

March 24, 2011: James DeSemone, M.D.

Dr. DeSemone, Director, Medical Staff Quality, Ellis Hospital, provided a comprehensive overview of medication management issues for patients with diabetes who are coming into the hospital for a procedure and then being discharged back home. Dr. DeSemone reviewed the use of both rapid-acting insulin analogs and basal insulin and how both can be used to ensure a smooth transition from hospital to home.

Benefits of DSME and Utilizing CDEs

April 21, 2011: Esther Wei, N.P., C.D.E.

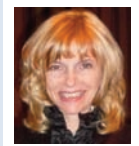
Ms. Wei, Site Co-Leader of the Weill Cornell Internal Medicine Associates Diabetes Improvement Team, discussed the advantages of Diabetes Self-Management Education (DSME) and the use of Certified Diabetes Educators (CDEs). DSME helps patients with diabetes learn to manage their diabetes effectively by modifying their lifestyle and problem-solving. DSME can improve their quality of life and reduce costs due to complications and hospitalizations. Ms. Wei detailed creative ways to provide diabetes education and how your practices can implement a DSME program.

Community Diabetes Initiatives, The Mount Sinai Medical Center

May 26, 2011: Abby Schwartz, R.N., B.S.N., M.B.A., and Tracy Breen, M.D.

Dr. Breen, Assistant Professor of Medicine, Division of Endocrinology, Diabetes and Bone Diseases at The Mount Sinai Medical Center, and Ms. Schwartz, Director of the Diabetes and Cardiovascular Alliance at The Mount Sinai Medical Center, focused on the importance of care coordination and customized care management for patients with diabetes and cardiovascular diseases, demonstrated by the success of their community outreach program. They discussed implementation, measurement of outcomes, lessons learned, and the future direction of the program.

HANYS congratulates Elaine Massaro R.N., M.S.N., C.D.E., AADE's National Diabetes Educator of the Year! She led our Diabetes Collaborative



AADE DEAP and CDE courses as well as one-on-one consultations. Congratulations, Elaine, and thank you for all of your work to combat diabetes!

The New York State Health Foundation Presents Diabetes Clinical Champions Training

On Friday, May 6, the New York State Health Foundation hosted the first Diabetes Clinical Champions Training at HANYS' offices in Rensselaer. Nancy Brennan-Jordan F.N.P., C.D.E. and Diane Deely R.N., C.D.E. presented this interactive workshop designed to arm clinical staff with tools to become effective champions in diabetes care at their practices.

Their message highlights that diabetes should be managed and controlled using a team approach. The training empowered nurses, emphasizing the key role they play, and

how they can shape the care that patients with diabetes are receiving. The session ended with attendees creating an action plan for how they will implement what they learned. Participants said they had a better understanding of how to manage diabetes and how to translate this information to their patients in layman's terms.



The New York State Health Foundation is bringing this training to the following locations during the coming months:

- Plattsburgh: Friday September 16
- Mid Hudson Valley: Friday October 14

For more information, contact Bronwyn Starr at the New York State Health Foundation, at starr@nyshealth.org.



A Multi-Faceted Diabetes Management Program Bassett Healthcare Network

More than 1.5 million people live with diabetes in New York State; yet, in a rural region like the one served by Bassett, there are significant challenges to reaching these patients with the education and care that is critical to living well. Bassett launched a Comprehensive Diabetes Program to address those challenges.

“We developed the program to support our communities and patients living with diabetes and to support our network-wide providers,” said Amy Freeth, M.D., Medical Director of Bassett’s Comprehensive Diabetes Program.

“Diabetes education is a service that tends to be underutilized and not readily available, depending on where people live. Furthermore, national statistics suggest there is a major shortage of certified diabetes educators,” said Dr. Freeth. “This is an enormous problem because unlike most other chronic health conditions, diabetes treatment deeply relies on education to enhance self-management of the disease. We took the services that were limited in number and location, increased the workforce, and took them to where the patients and providers were.”

“Diabetes educators can teach classes, educate patients one on one, and aid primary care providers with the highly technical elements involved with treating the disease,” continued

Organization Profile:

The Bassett Healthcare Network, based in Cooperstown, is one of the largest health care systems in upstate New York, with six hospitals, six clinic sites, as well as skilled nursing centers. The Bassett Healthcare Network covers 5,600 square miles in eight counties.

Dr. Freeth. “Simultaneously, our work can also reduce the health care costs associated with the treatment of diabetes and its related complications.”

The Comprehensive Diabetes Program, which serves patients with Type 1 diabetes and Type 2, or gestational diabetes, integrates a multi-disciplinary approach to diabetes care. The program includes:

- Board-certified endocrinologists and mid-level specialists providing both inpatient and outpatient care;
- Certified diabetes educators;
- Medical nutrition therapy provided by registered dietitians; and
- The latest in diabetes management technology, including insulin pump therapy and personal and professional continuous glucose monitoring.

When it launched the program, Bassett hired additional diabetes educators, so that there are currently three certified diabetes educators and two diabetes specialists traveling an eight-county region to provide one-on-one diabetes education and diabetes group education classes. In addition, a Diabetes Program Coordinator was hired.

“The program’s care is tailored to the individual needs of each patient,” notes program coordinator Diane Cusworth, M.S., R.N. “We are committed to getting patients the education and resources they need. We have more than 11,000 patients within Bassett Healthcare Network living with diabetes. By helping them understand how their lifestyle impacts the disease and what they can do to improve their

health, we hope to prevent some of the common complications associated with diabetes such as heart attacks, kidney disease, amputations, and blindness. We want our patients to have the best quality of life possible.”

In accrediting Bassett Healthcare Network’s Comprehensive Diabetes Program, the American Association of Diabetes Educators’ Leslie E. Kolb, noted, “Trends show that diabetes education is moving out of the hospital and into the community. Bassett’s diabetes education program is

exactly what we envisioned when we set up our accreditation program in 2009.”

At the same time, Bassett Healthcare’s primary care centers were making improvements to ensure they were providing diabetes care based on evidence-based practices. Bassett’s 20 community-based outpatient health centers that have been recognized as part of the National Committee for Quality Assurance Diabetes Recognition Program and the AADE DEAP were supported through HANYS’ Diabetes Campaign Collaborative.

Recent KUDOS!

Congratulations to practices and providers who have achieved primary care recognition from February to June 2011 as a part of the Diabetes Campaign Collaborative!

- Arnot Ogden Medical Center
 - ArnotHealth Endocrine and Diabetes Center
- Claxton-Hepburn Medical Center
 - Canton Health Center
 - St. Lawrence Health Alliance
- Crouse Hospital, Internist Associates, Syracuse Practice
- Glens Falls Hospital, Salem Health Center
- Kingsbrook Jewish Medical Center:
 - Pierre Toussaint
 - Kingsbrook Jewish Hospital Clinic E
- New York City Health and Hospitals Corporation
 - East NY Diagnostic and Treatment Center
 - Gouverneur Healthcare Services, Primary Medicine

- New York Hospital Queens, 182nd St. Clinic
- New York Methodist Hospital, NYM Medical Associates, Canarsie
- North Shore Long Island Jewish Health System, Glen Cove Hospital
 - Glen Cove Hospital Family Medical Group
 - Oyster Bay Internal Medicine
- Olean General Hospital, Salamanca Clinic
- St. Elizabeth’s Medical Center, Sauquoit Practice
- Unity Health System
- Winthrop-University Hospital:
 - Island Wide Medical Associates (233 7th Street)
 - Island Wide Medical Associates (229 7th Street)

The full list of NCQA Diabetes Recognition Program achievements is available on our Web site.

Congratulations to the following hospitals that have achieved accreditation under the American Association of Diabetes Educators Diabetes Education Accreditation Program!

- Bassett Healthcare Network
- North Shore University Hospital
- Nyack Hospital
- Seton Health

Call for Articles:

If your organization is doing anything in the areas of readmissions or collaboration of care surrounding diabetes, we would love to hear about it! Contact Amy Jones, Manager, Quality Initiatives at ajones@hanys.org or **(518) 431-7650**.