Diabetes Educators and Care Coordinators Create a New Paradigm for Primary Care

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Objectives

• Describe a quality improvement approach to the integration of medical homes into a health system with a diabetes education program
• Describe the role of Care Coordinators related to diabetes self-management education and support
• Understand the benefits of integrating care coordinators with a DSME program

Background: Park Nicollet Health System

Methodist Hospital
960 beds
900 physicians and residents
25,000 annual admissions
1,100 births/year

Primary Care Clinics
Specialty Centers
(International Diabetes Center)

Outpatient diabetes education
• Support primary care and endocrinology
• Diabetes education provided in 10 regional locations
• Nurse/dietitian teams
• 18 diabetes educators and 4 on-call staff
• 600 diabetes education visits per month
• ADA Recognized Education Program

Mission: Ensuring that every individual with diabetes or at risk for diabetes receives the best possible care
**IDC/PN: Consistent messages, targets, materials, clinical guidelines**

- **Basics**
- **Pump Plan**
- **Starting Insulin**
- **Clinical Guidelines for Adult Diabetes Management**

**IDC Practice Guidelines**

**Diabetes handouts on intranet**

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**Evolution of Brookdale D5 Goals**

![Graph showing percentage of T2DM reaching D5 goals](graph.png)

- On-site IDC Diabetes Educator and Nutritionist Support
- CDE providing direct support
- Health Care Home Care Coordination and MTM Pharmacist

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**IDC/PN: Clinical Guidelines**

**Clinical Guidelines for Adult Diabetes Management**

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**Making Diabetes Quality Measures Transparent in Minnesota, USA**

- **Blood Pressure Goal**: BP less than 140/90 mmHg
- **Cholesterol Goal**: Lipids used as recommended
- **Blood Sugar Goal**: A1c less than 8%
- **Tobacco Free Goal**: As recommended
- **Aspirin Goal**: As recommended