Using the Disease Registry to Drive Patient Care

- Mercy Family Care – Marysville

- A presentation by
- Robert Camara DO
- Nancy Mason – Office Manager

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Team Members

- Nancy Mason – Office Manager
- Kate May RN – Educator
- Christy Markel – Lead Medical Assistant
- Cindy Closs – Lead Medical Office Assistant
- Robert Camara DO
- Dawn Lambrecht MD

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

About Mercy Family Care

- Small town practice in Marysville, MI
- Two family practice physicians - aligned with Mercy Trinity PHO (137 physicians)
- Four MA's (two full time and two part time)
- Three Office Assistants (3 full time)
- Outreach Specialist (part time)
- Certified DM Educator (½ day 2 X weekly)
- Practice Load – 1000 patient visits monthly

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

The Mercy Family Care - Marysville Team

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Mercy Family Care - Marysville

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Dr. Robert Camara

Dr. Dawn Lambrecht

Our support staff

Our Medical Assistants

Our Diabetes Educator

How Registry Used

- The registry is used for all patients at every visit.
- The registry incorporates Evidence-Based Care Guidelines
- The registry allows the MA to review services needed, pertaining to the patients medical history.
- Each illness has a care plan which outlines the services needed with time frames.
- The care plans are for Chronic disease management, health maintenance and preventative services.

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

How Registry Used

- The Medical Assistants play a key role in collection and communication of these services.
- With the creation of standing orders the MA's are able to carry out the services listed at the start of the patient entering the exam room.
- The services are logged by checking the task boxes for: Done – Ordered – Discussed – N/A
- The standing orders can be given to the patient for education and planning for future needs.

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Patient Name:_____ DOB:_____ Today's date_____

DIABETES

Laboratory Tests
- ☐ Hemoglobin A1c - every 3 months, if over 6.8, every 3-6 months, if less than 6.9
- ☐ Urine Microalbumin (UMALBRN) - annually
- ☐ Lipid panel (all of the following) - annually
  - ☐ Cholesterol
  - ☐ HDL
  - ☐ LDL
  - ☐ Triglycerides
- ☐ ALT/AST - annually
- ☐ Fasting Glucose
- ☐ 2 hour GTT

Immunizations
- ☐ Flu Vaccine - annually
- ☐ Pneumococcal Vaccination - 1 lifetime dose for all pts 65 and older
- ☐ Tetanus – every 10 years

Services/Screening
- ☐ Diabetes Education - Comprehensive classes - Individual consult_____
- ☐ Medical Nutrition Therapy _____
- ☐ Dilated Eye Exam - annually
- ☐ Foot Exam (monofilament) - annually
- ☐ Smoking Cessation

Supplies
- ☐ Blood Glucose meter
- ☐ Test Strips and lancets (times testing per day)
  - ☐1x ☐ 2x ☐ 3x ☐ 4x ☐ 5x ☐ 6x ☐ 7x ☐ 8x
- ☐ Insulin Syringes (injections per day)
  - ☐1x ☐ 2x ☐ 3x ☐ 4x ☐5x ☐ 6x
- ☐ Insulin Pen needles (injections per day)
  - ☐1x ☐ 2x ☐ 3x ☐ 4x ☐ 5x ☐ 6x

Preventative Care
- ☐ PSA - annually
- ☐ Mammogram (women 40-65) – annually

ASTHMA

- ☐ Spirometry - annually

Immunizations
- ☐ Flu Vaccine - annually
- ☐ Pneumococcal Vaccination - 1 lifetime dose for all pts 65 and older
- ☐ Tetanus – every 10 years

Services/Screening
- ☐ Smoking Cessation
- ☐ Medical Nutrition Therapy _____

Preventative Care
- ☐ PSA - annually
- ☐ Mammogram (women 40-65) – annually

CORONARY ARTERY DISEASE

Laboratory Tests
- ☐ Lipid panel (all of the following) - annually
  - ☐ Cholesterol
  - ☐ HDL
  - ☐ LDL
  - ☐ Triglycerides
- ☐ Fasting Glucose – every 3 years for CVD or Heart Failure pts

Immunizations
- ☐ Flu Vaccine - annually
- ☐ Pneumococcal Vaccination - 1 lifetime dose for all pts 65 and older
- ☐ Tetanus – every 10 years

Services/Screening
- ☐ Medical Nutrition Therapy _____
- ☐ Smoking Cessation

Preventative Care
- ☐ PSA - annually
- ☐ Mammogram (women 40-65) – annually

CONGESTIVE HEART FAILURE

Laboratory Tests
- ☐ Lipid panel (all of the following) - annually
  - ☐ Cholesterol
  - ☐ HDL
  - ☐ LDL
  - ☐ Triglycerides

Immunizations
- ☐ Flu Vaccine - annually
- ☐ Pneumococcal Vaccination - 1 lifetime dose for all pts 65 and older
- ☐ Tetanus – every 10 years

Services/Screening
- ☐ Medical Nutrition Therapy _____
- ☐ Smoking Cessation

Preventative Care
- ☐ PSA - annually
- ☐ Mammogram (women 40-65) – annually

Physician name: /_____/_____
Signature Date

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Efficiency of Time = Increased Physician Satisfaction

. The MA's complete the built-in protocols for each condition and automatically update the patient history for the physician to review upon meeting with the patient. This allows more time for the physician to focus on the most important aspects of the care plan and expand on the education provided.

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Care Management Module

- Captures visits, lab values, communication with the Diabetic Educator, clinical team and patient self-management goals etc.
- Details enable Care Manager and physicians to see a complete picture and provide effective care.
- Module contains all the clinical protocols and will also flag missing or out-of-range values.

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Cielo Clinic

Change Password | Log Out

Appointments | Patient | Encounter | Care Management | Reports (5 new) | Help

Care Management Plans - Patient Status

Patient # GL016988 Search

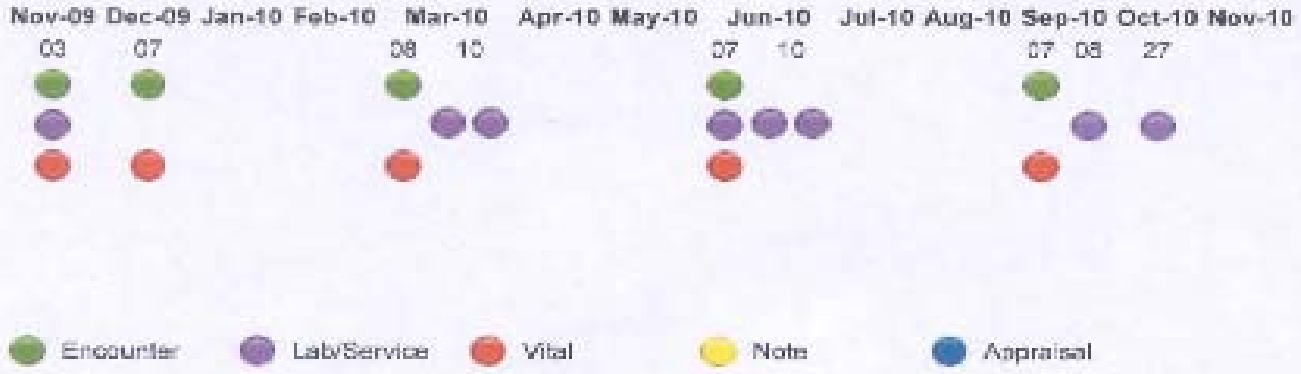
Name	Age	Gender	Phone
[redacted] SUSAN	58 Y	F	[redacted]

Plan: Diabetes Management

Add Note | View Notes | View Plan Population

Metric	Goal	Achieved	Performed
LDL Screening	In range <= 100 over last 1 measure(s) within 365 days.	√	39.6 on 2010-03-10
Hemoglobin A1C	In range <= 7.0 over last 2 measure(s) within 365 days.	√	5.70 on 2010-09-08 5.90 on 2010-06-10
Diabetic Foot Exam	Performed >= 1 time(s) within 365 days.	√	2010-06-10
Diabetic Eye Exam	Performed >= 1 time(s) within 365 days.	√	2010-10-27
UMA	In range <= 30 over last 1 measure(s) within 365 days.	•	
Blood Pressure	In range < 130/80 over last 1 measure(s) within 90 days.	•	128/82 on 2010-09-07
Body Mass Index	In range < 30 over last 2 measure(s) within 90 days.	√	28.5 on 2010-09-07

5 of 7 achieved (71.43%)



Patient Satisfaction is Key to Success

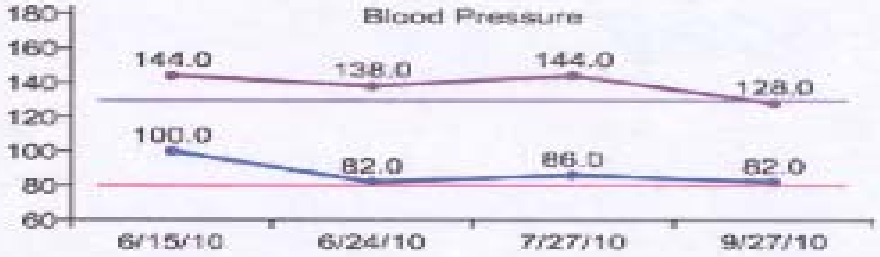
- To engage the patient in the management of their care, a patient friendly summary report is generated to illustrate their status on key health indicators and to inform them of the services they will need in the future.
- This summary is provided to the patient as each visit.
- Prevention through education and monitoring

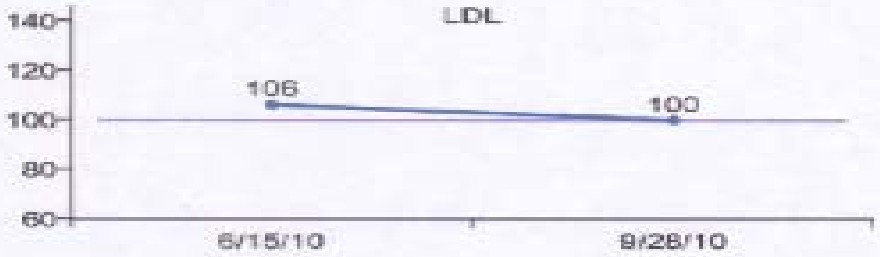
ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

Patient Health Summary - Confidential

[redacted]

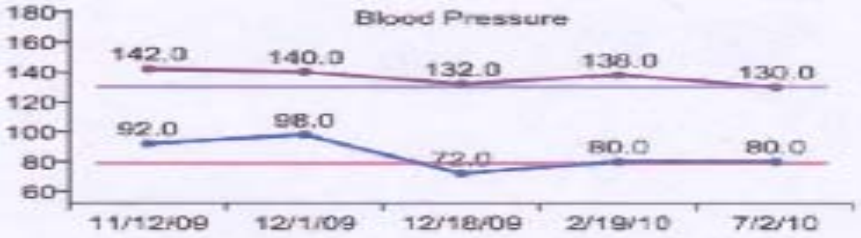
DOB: 3/17/84

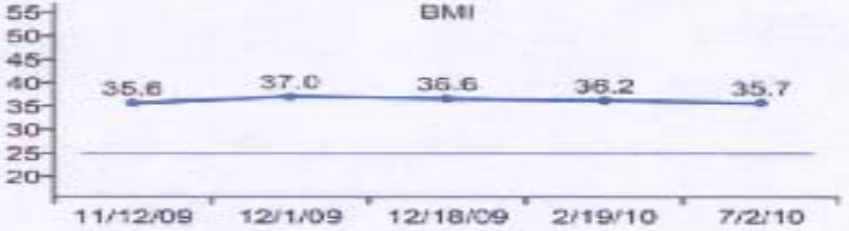


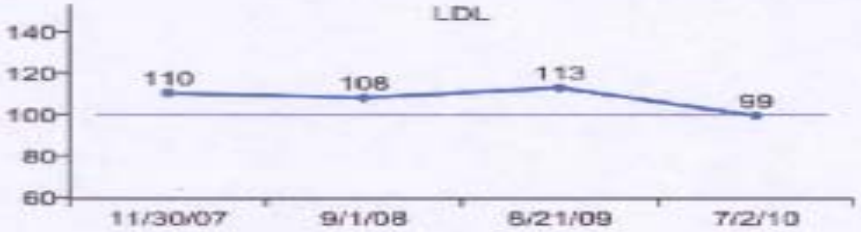


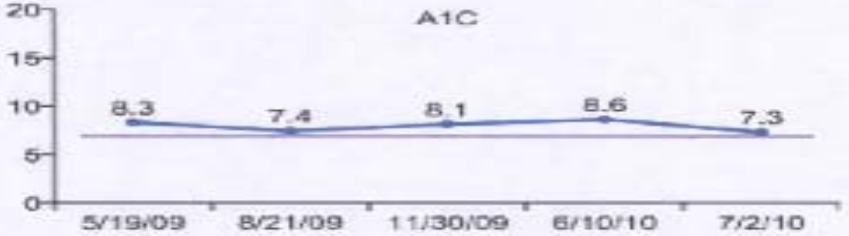
Chronic care status	Most recent	Status	Next Due
CAD			
CAD and DM - Statin prescribed	6/24/10	Complete	6/24/11
Diabetes			
Depression Screening	7/27/10	Complete	7/27/11
Diabetic Foot Exam	6/15/10	Complete	6/15/11
Diabetic A1C	9/28/10	Complete	3/27/11
Diabetic Eye Exam		Discussed	Due
Annual Microalbuminure Screening	6/15/10	Complete	6/15/11
Fasting Lipid Profile	9/28/10	Complete	9/28/11
Preventive			
Pneumovax for Diabetics	7/27/10	Complete	7/27/15

Preventive care status	Most recent	Status	Next Due
Preventive			
Complete Physical Exam		Discussed	Due
Cholesterol Screening	9/28/10	Complete	9/28/11
Patient Provider Agreement	6/15/10	Complete	
Tobacco Use Assessment	6/15/10	Complete	6/15/11
Tetanus/Pertussis Booster	7/27/10	Complete	7/26/17
Seasonal Flu Vaccine	9/27/10	Complete	2/24/11









Chronic care status	Most recent	Status	Next Due
CAD			
CAD and DM - Statin prescribed	7/2/10	Complete	7/2/11
Diabetes			
A1C Management Change	7/2/10	Due Now	
Diabetic A1C	7/2/10	Complete	12/29/10
LDL Management Change	7/2/10	Complete	12/31/10
Diabetic Foot Exam	7/2/10	Complete	7/2/11
Depression Screening	7/2/10	Complete	7/2/11
Annual Microalbuminuria Screening	7/2/10	Complete	7/2/11
Diabetic Eye Exam	6/10/10	Complete	6/10/11
Moderate Dose Statin for Patients with Diabetes	7/2/10	Complete	7/2/11
Fasting Lipid Profile	7/2/10	Complete	7/2/11
Hypertension			
Hypertension and DM - ACE/ARB prescribed	7/2/10	Complete	7/2/11
Preventive			
Pneumovax for Diabetics		Discussed	Due

Preventive care status	Most recent	Status	Next Due
Preventive			
Complete Physical Exam		Discussed	Due
Cholesterol Screening	7/2/10	Complete	7/2/11
Patient Provider Agreement	8/21/09	Complete	
Prostate Screening Exam		Discussed	Due
Tetanus/Pertussis Booster	8/21/09	Complete	8/20/16
PSA	11/30/09	Complete	11/30/10
Seasonal Flu Vaccine	2/19/10	Due Now	

Staff is Key to Continued Success

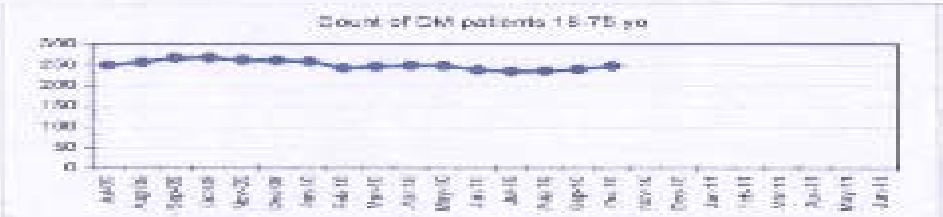
- As with all new projects, excitement and focus wanes after time.
- Communication must be constant with evidence of benefits for effort and time commitment.
- Constant staff support and review of roles.
- Job satisfaction increases as the process becomes routine and successes are celebrated.

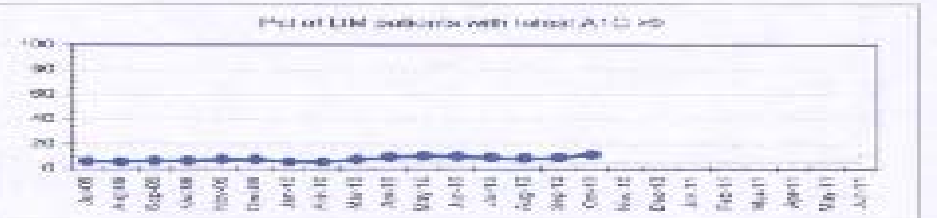
ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM

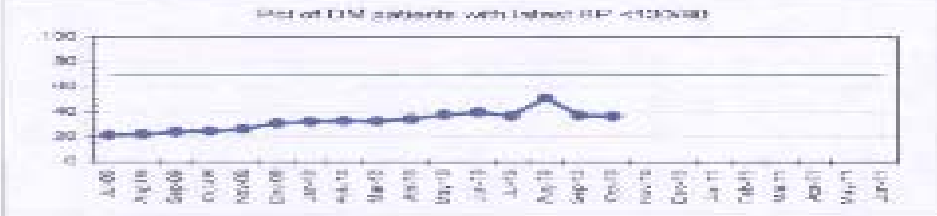
Mercy Family Care - Marysville

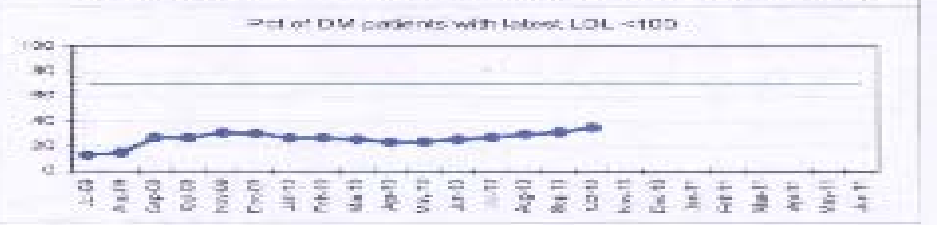
	Goal	Dec-19
Count of DM patients 18-75 yo		247
Pct of DM patients with latest BP <130/80	70	36.437
Pct of DM patients with eye exam	80	57.49
Pct DM pts w/ medical attention for nephropathy	80	68.016
Pct of DM patients with latest BP <140/90	90	70.446
Pct of DM patients with latest LDL <130	80	57.585
Pct of DM patients with current flu vaccination	75	41.296
Pct of DM patients with SM Goal	50	
Pct of DM pts with pnuemo vacc	90	14.575
Pct of DM patients referred for eye exam	80	
Pct of DM patients with >=1 A1Cs	90	85.02

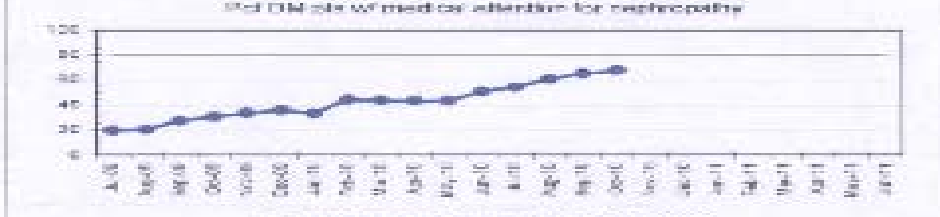
	Goal
Pct of DM patients with latest A1C >9	5 11.336
Pct of DM patients with latest LDL <100	70 34.818
Pct DM pts w/ smoking cessation counseling	90 73.077
Pct of DM patients with latest A1C <7	75 42.515
Pct of DM patients with >=1 LDLs	90 79.757
Pct of DM patients with foot exam	90 72.065
Pct of DM patients aged 40-75 on aspirin	85 13.761
Pct of DM pts 55-75 taking ACE/ARB	75
Pct of DM pts prescribed a statin	80 72.018
Pct of DM patients queried about tobacco use	90 72.47

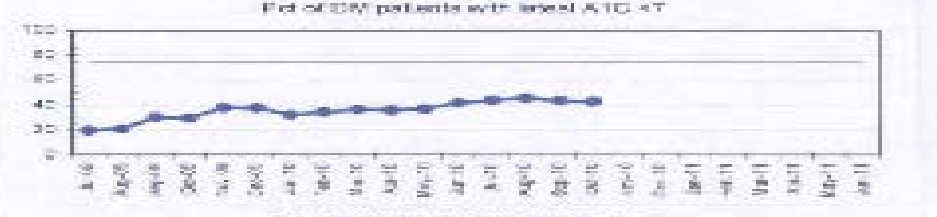


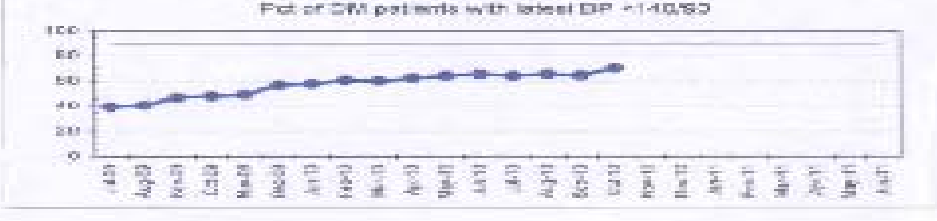


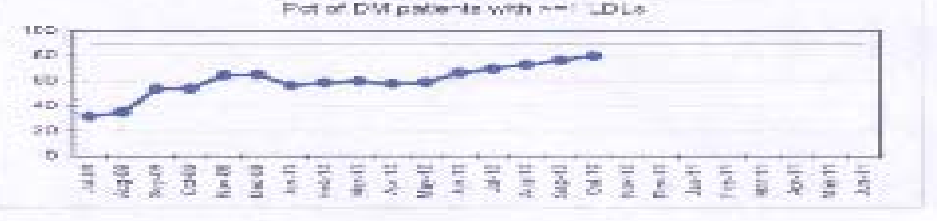


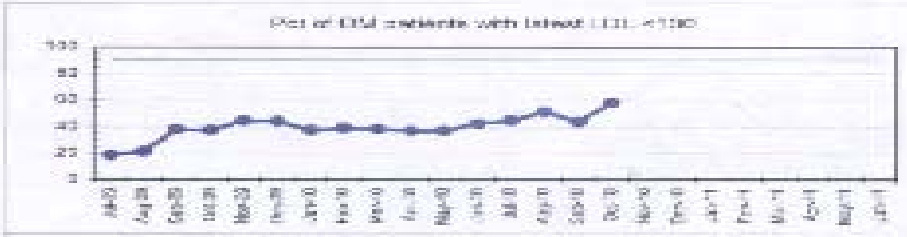


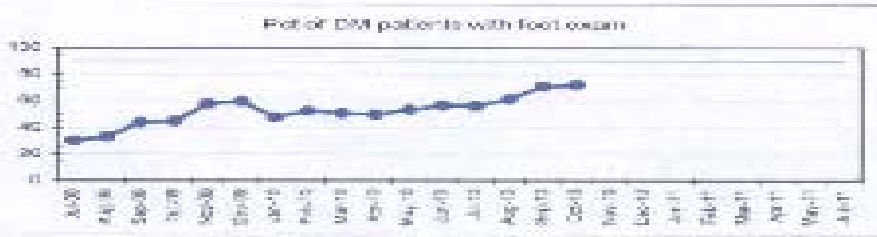


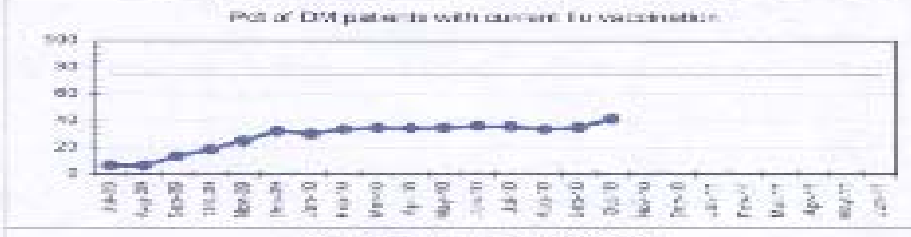


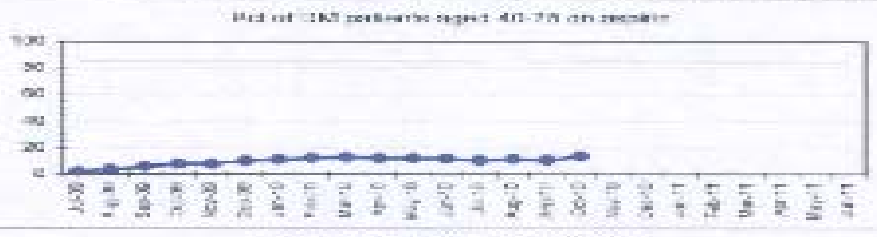


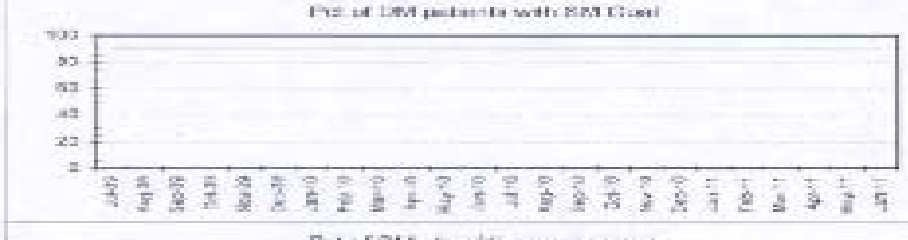


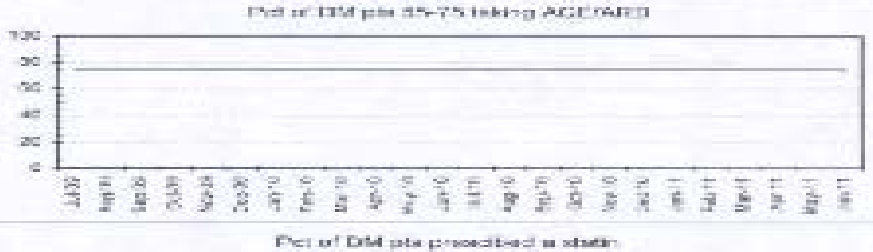

Pct of DM patients with latest LDL <130


Pct of DM patients with foot exam

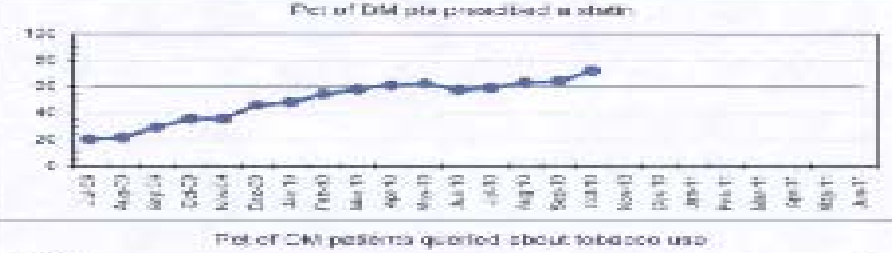

Pct of DM patients with current flu vaccination

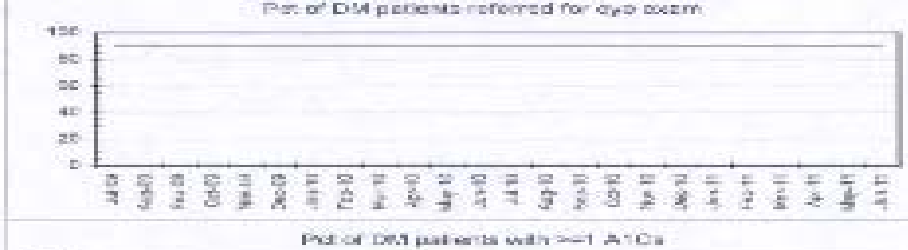

Pct of DM patients aged 40-75 on aspirin

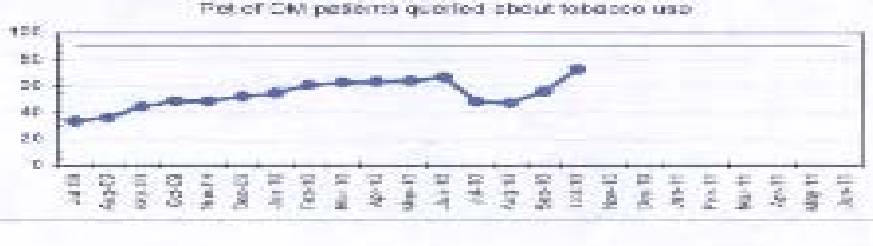

Pct of DM patients with BMI Dsmt

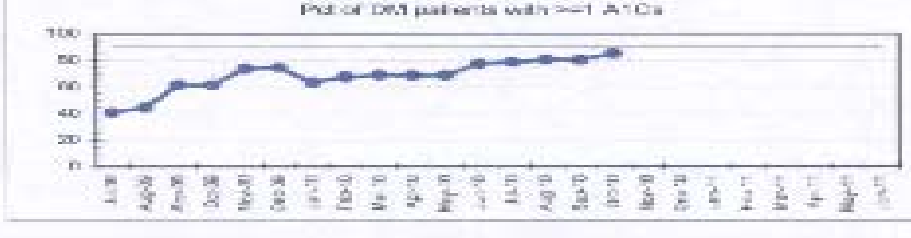

Pct of DM pts 45-75 taking ACE/ARB


Pct of DM pts with pneumo vacc


Pct of DM pts prescribed a statin

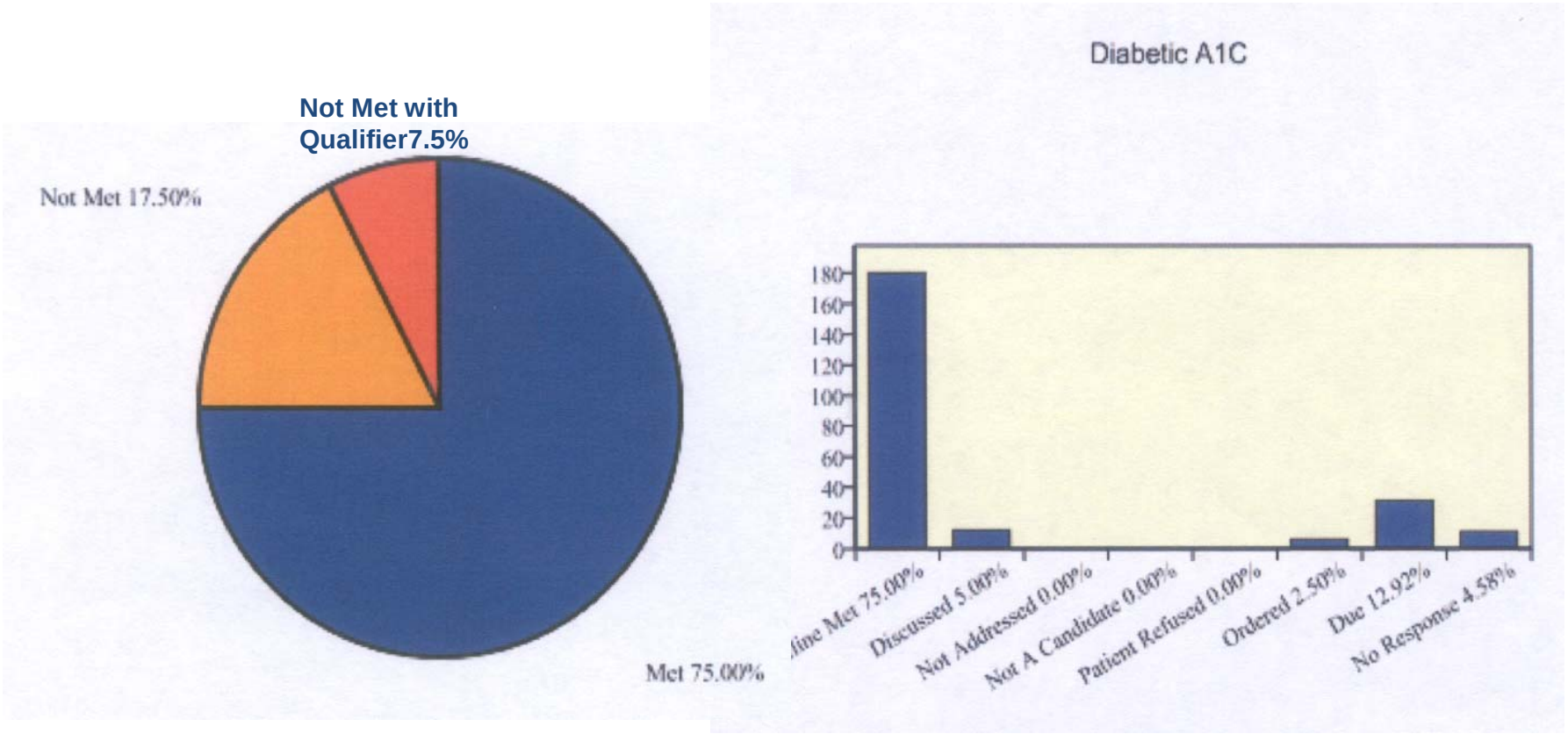

Pct of DM patients referred for dyo exam


Pct of DM patients queried about tobacco use

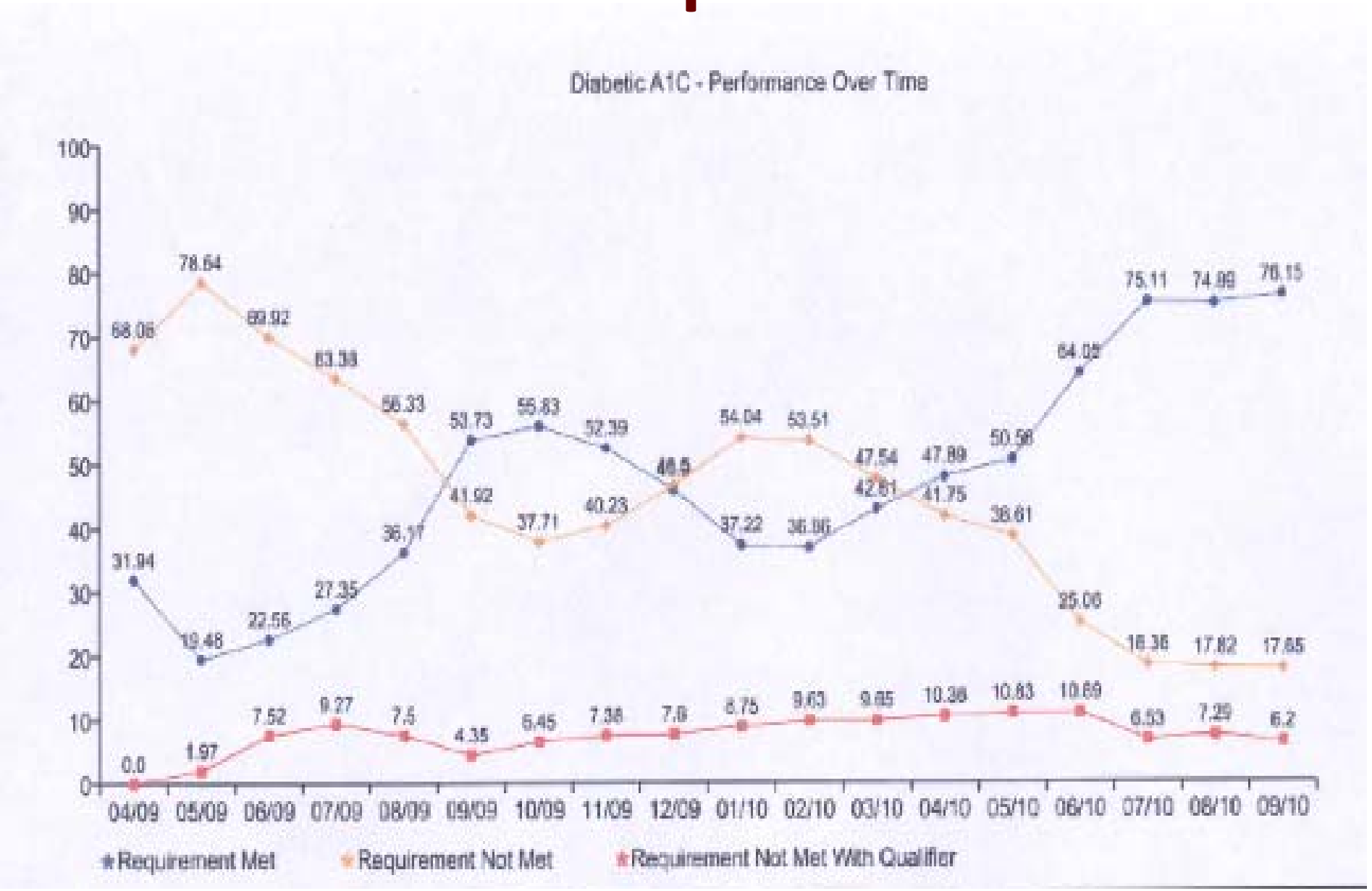

Pct of DM patients with >=1 A1Cs

Performance Reports from Cielo

Diabetic A1C – Performance Detail



Performance Reports from Cielo



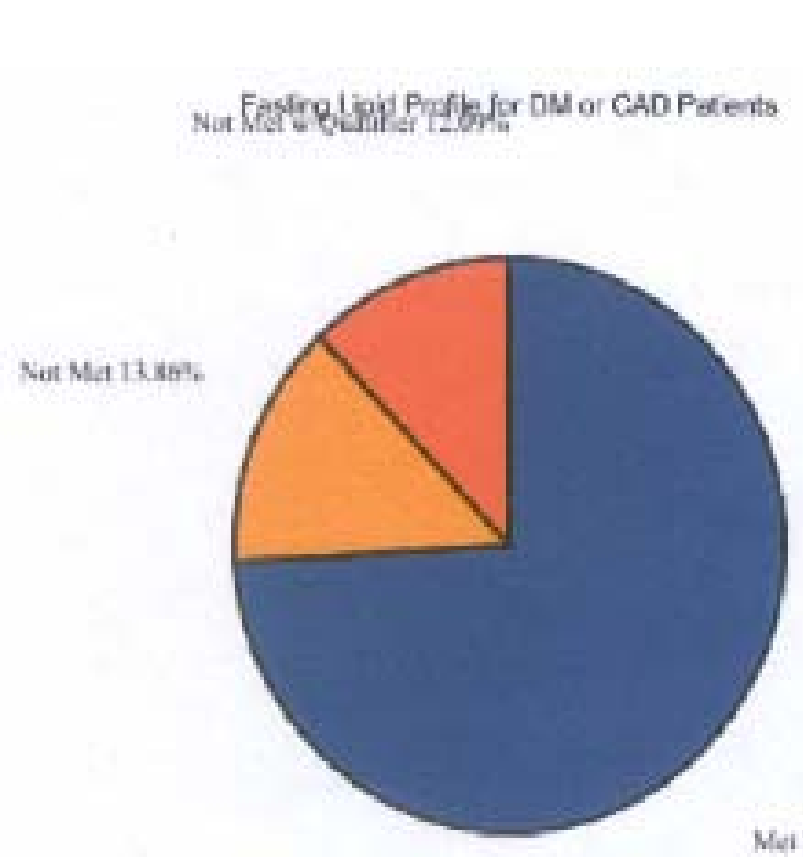
Clinical Performance Report

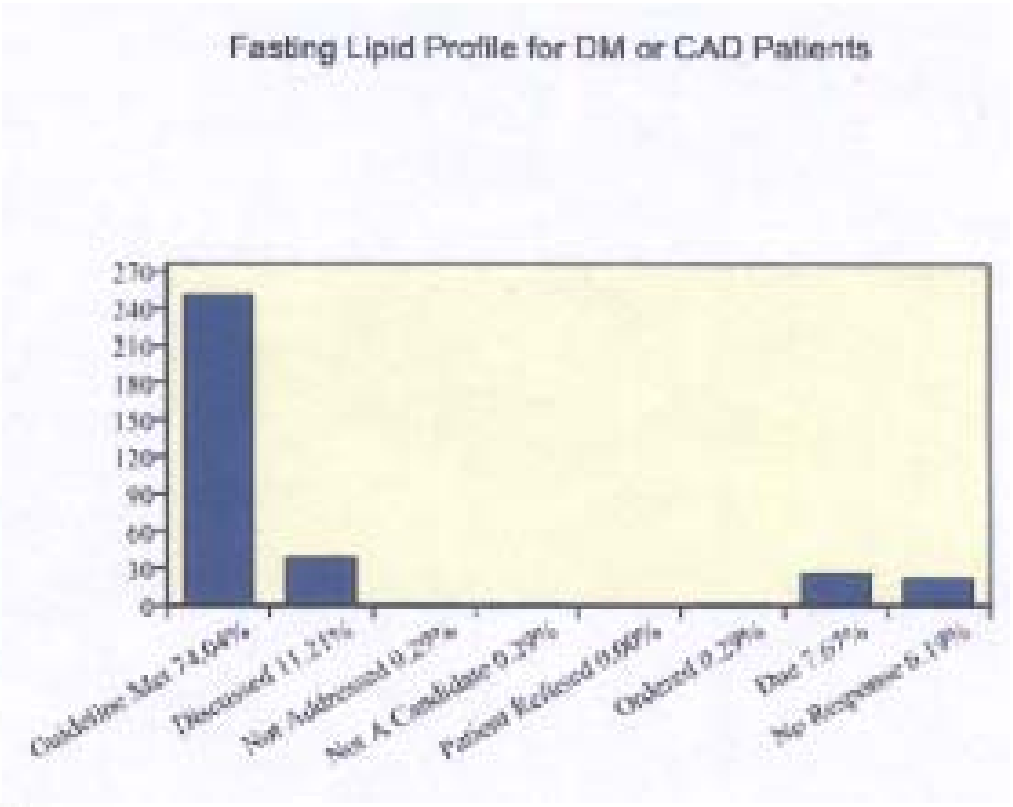
As Of 11/16/10

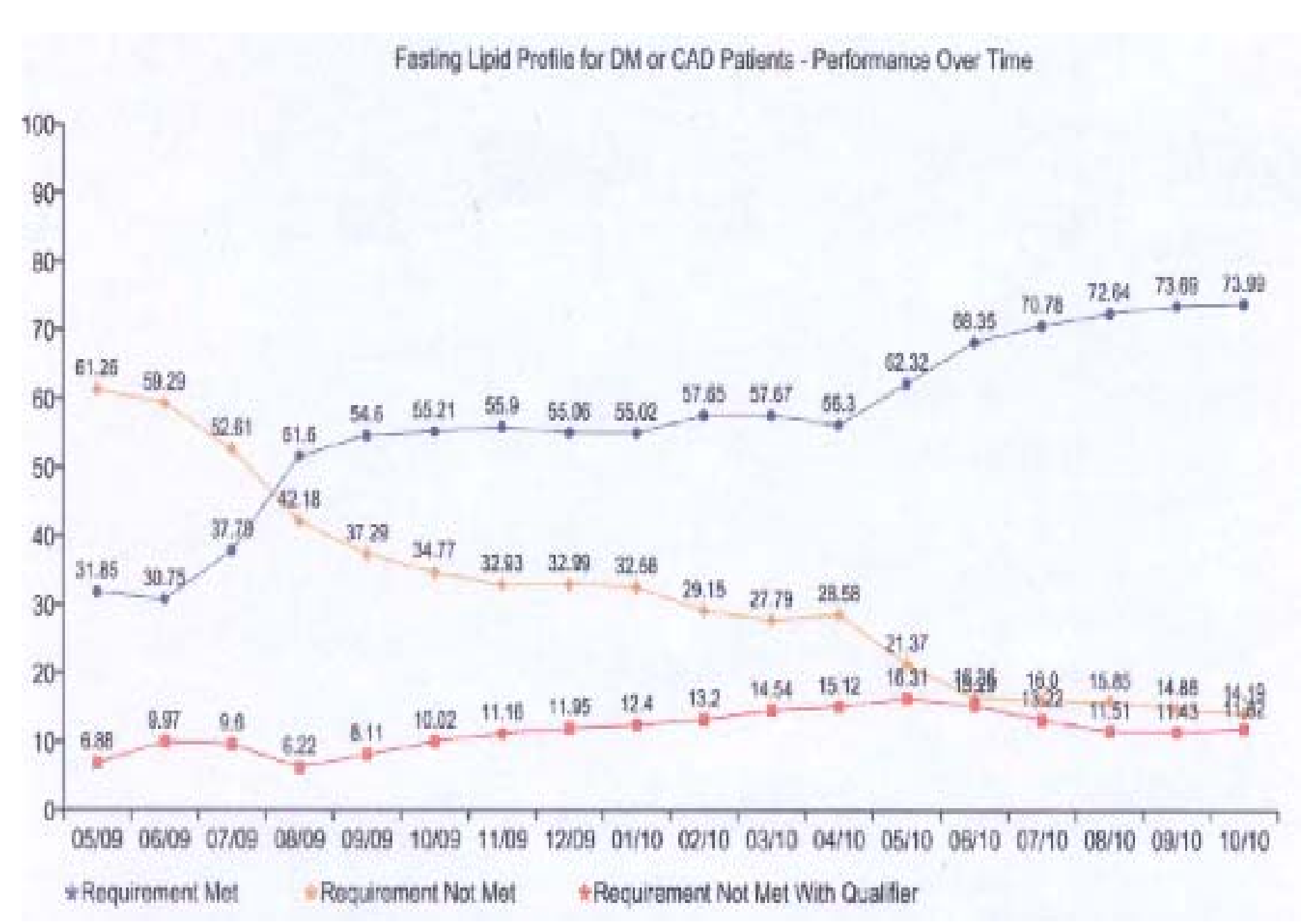
Patients Seen

Fasting Lipid Profile for DM or CAD Patients - Detail View

Site	Team	Provider	Guideline Met	Guideline Not Met	Discussed	Not Addr.	Not Cand.	Ordered	Refused	Due	No Response	Total Patients
2	MFC	Robert Camara	161	50	18	1	1	0	0	15	15	211
	MFC	Dawn Lambrecht	90	38	20	0	0	1	0	11	6	129
2	MFC Total		251	88	38	1	1	1	0	26	21	339






Fasting Lipid Profile for DM or CAD Patients - Performance Over Time
100
90
80
70
60
50
40
30
20
10
0
61.26
59.29
52.61
42.18
37.29
34.77
32.93
32.99
32.68
29.15
27.79
28.58
21.37
16.0
15.85
14.88
14.19
31.85
30.75
37.29
51.6
54.6
55.21
55.9
55.06
55.02
57.65
57.67
56.3
62.32
68.35
70.76
72.64
73.69
73.99
6.88
9.97
9.6
6.22
8.11
10.02
11.16
11.95
12.4
13.2
14.54
15.12
16.31
15.22
11.51
11.43
05/09
06/09
07/09
08/09
09/09
10/09
11/09
12/09
01/10
02/10
03/10
04/10
05/10
06/10
07/10
08/10
09/10
10/10
Requirement Met
Requirement Not Met
Requirement Not Met With Qualifier

Show me the $$$

2010 For 3 Trinity Employed Physicians

Dollars from Managed Care HEDIS

Dollars from BCBSM PGIP (2 providers)

More than $80,000.00

Potential for more dollars as we have implemented a more intense outreach*

***Patients, identified by the registry, who haven't been in to see the physician.

ST. JOSEPH MERCY PORT HURON
SAINT JOSEPH MERCY HEALTH SYSTEM