

Turning the Tide: Real-Life Success in Chronic Disease Management



Key Points for Success
&
Supplemental Materials

Funding Acknowledgement

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Changing Workflows.... One Fishbone at a Time

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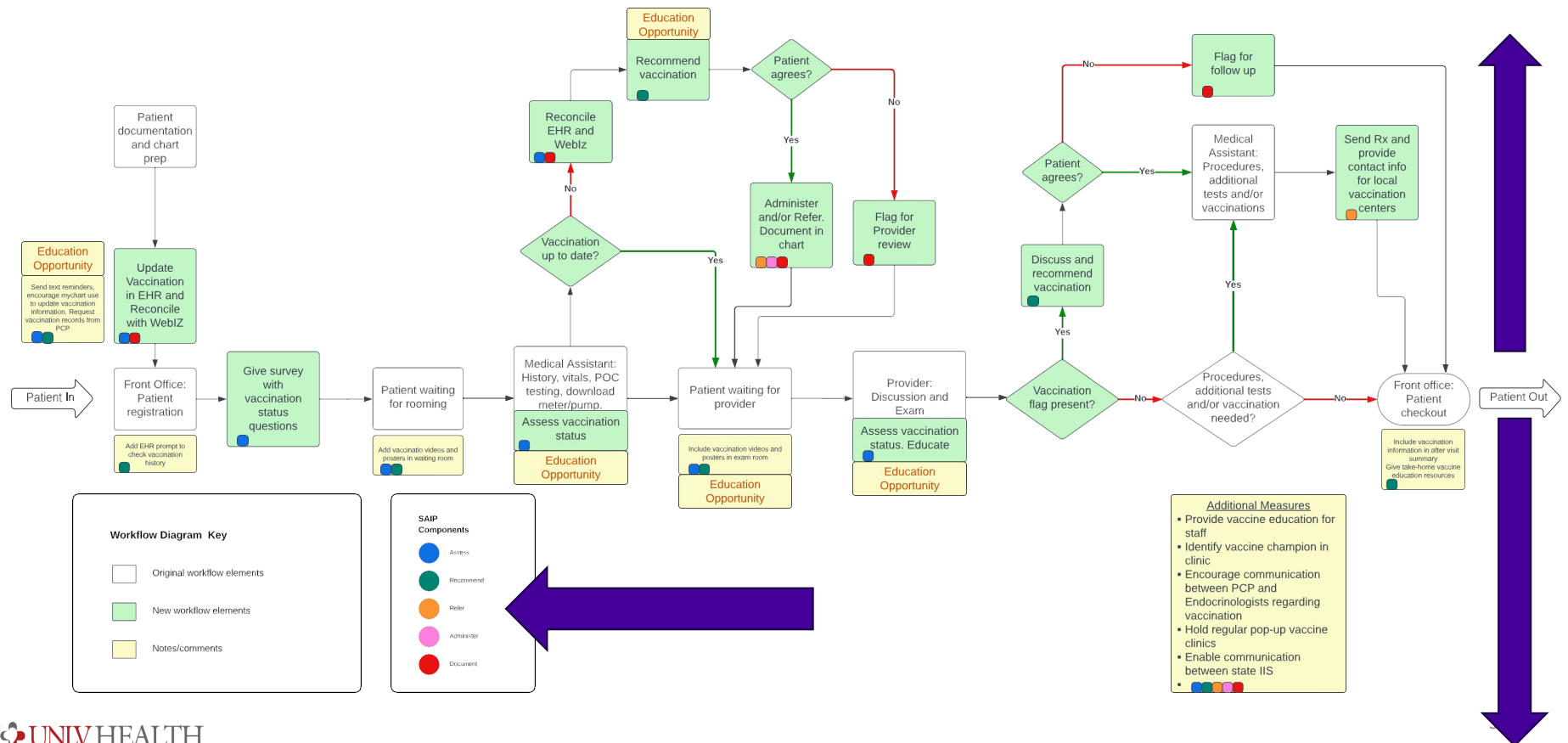
Key Points for Success



- Involve your clinic staff when trying to modify workflow
- Start with one most impactful modification to your workflow
- Anticipate and address potential challenges



Our Workflow: After



Let's Talk ...

Geetha Gopalakrishnan MD

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Key Points for Success

- Engage your team
- Focus on the Possible
- **The RI Two Step**

- Staff
- Provider
- Patients

Let's TALK
Let's TALK



Step 1: "Let's Talk ... "

Step 2: "Is there anything we can do to change your mind? "



Making Changes: One Step at a Time

Rajesh Garg, MD

Jose Medoza, RN



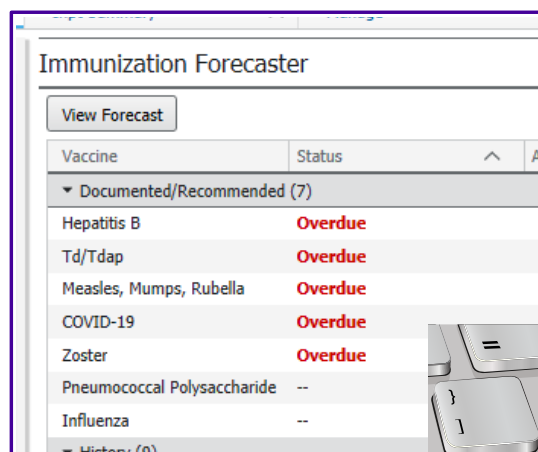
Key Points for Success



- Nurse driven processes are more successful to change
- Consider automation or algorithm-based protocols



PDSA Cycle 1: Update immunization records at patient check-in



Vaccine	Status
▼ Documented/Recommended (7)	
Hepatitis B	Overdue
Td/Tdap	Overdue
Measles, Mumps, Rubella	Overdue
COVID-19	Overdue
Zoster	Overdue
Pneumococcal Polysaccharide	--
Influenza	--
▼ History (0)	



PDSA Cycle 2: Physicians Review and Order Vaccine

Physician Training

followed by written directive on the clinic day.

Dear Diabetes Team Member,

Please pay special attention to the following key points in today's clinic:

1. Prioritize discharging patients back to Primary Care Physicians (PCPs)
2. **Review immunization record and order recommended vaccines (Flu, Covid, Pneumonia)**
3. Order a consultation for social worker if needed



WE CAN make a difference!

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 Associate Clinical Member, Houston Methodist Research Institute
 Adjunct Assistant Professor, Texas A&M Health Sciences



Key Points for Success

CONVERSATION REINFORCED BY
 WRITTEN MATERIAL FOR PATIENTS TO
 TAKE HOME

HOW TO STAY CURRENT ON VACCINATIONS: PLAY VACCINE BINGO EACH YEAR!
 Each year, talk to your healthcare provider about the vaccines you need. You can use this BINGO CARD to track the vaccines you need. At the end of each year, you're one step closer to being fully vaccinated. Take a picture of this card with your mobile phone when you update it so that you always have a copy with you.

Vaccine	Year	How many doses you need	When you need it	When you get it
COVID-19				
• Dose 1				
• Dose 2 (boosted)				
• Boosted				
Flu				
Shingles				
Pneumococcal				
• Dose 1				
• Dose 2 (boosted)				
• Dose 1				
• Dose 2				
Tdap				

Notes/Questions for your healthcare provider:

Most health insurance companies will cover the cost of your vaccines. If you don't have health insurance, ask your healthcare provider for more information about vaccine options.

AACE logo

PRESCRIPTION TO RETAIL PHARMACY



"An ounce of prevention is worth a pound of cure." (Benjamin Franklin, 1736)



Patient BINGO Card

Using AACE's Bingo Cards:

- Discussions with patients
- Patients complete and return cards
- Update records

HOW TO STAY CURRENT ON VACCINATIONS: PLAY VACCINE BINGO EACH YEAR!

Each year, talk to your healthcare provider about the vaccines you need. If you can say **YES, I'M UP TO DATE** for the vaccines you need by the end of each year, you've got **VACCINE BINGO**!

Take a picture of the card with your mobile phone when you update it so that you always have a copy with you.

NAME: _____ YEAR: _____

Vaccine *Specify type received where noted	Date(s) received	Date next shot or dose is needed	Are you up-to-date on the vaccine?
COVID-19			
• Dose 1 (Type _____)			
• Dose 2 (if needed) (Type _____)			
• Booster(s) (Type _____)			
• Booster(s) (Type _____)			
Flu			
Hepatitis B			
Pneumococcal (Type _____)			
• Dose 1			
• Dose 2 (if needed)			
RZV (for shingles)			
• Dose 1			
• Dose 2			
Tdap			
Notes/Questions for your healthcare team:			
Most health insurance plans cover recommended vaccines. If you do not have health insurance, visit www.healthcare.gov to learn more about health insurance options.			

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HOW TO STAY CURRENT ON VACCINATIONS: PLAY VACCINE BINGO EACH YEAR!

Each year, talk to your healthcare provider about the vaccines you need. If you can say **YES, I'M UP TO DATE** for the vaccines you need by the end of each year, you've got **VACCINE BINGO**!

Take a picture of the card with your mobile phone when you update it so that you always have a copy with you.

NAME: Every 2-4 weeks YEAR: _____

Vaccine *Specify type received where noted	Date(s) received	Date next shot or dose is needed	Are you up-to-date on the vaccine?
COVID-19			
• Dose 1 (Type _____)			
• Dose 2 (if needed) (Type _____)			
• Booster(s) (Type _____)			
• Booster(s) (Type _____)			
Flu			
Hepatitis B			
Pneumococcal (Type <u>PCV 20</u>)			
• Dose 1			
• Dose 2 (if needed)			
<u>RZV (for shingles)</u>			
• Dose 1			
• Dose 2			
<u>Tdap</u>			
Notes/Questions for your healthcare team:			
Most health insurance plans cover recommended vaccines. If you do not have health insurance, visit www.healthcare.gov to learn more about health insurance options.			

RSV - ✓ 8/30/2024 AACE
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If at First You Don't Succeed... Persistence (and a Little Data) May Pay Off!

Matthew Freeby MD, Priyanka Pulianda, MPH

UCLA David Geffen School of Medicine

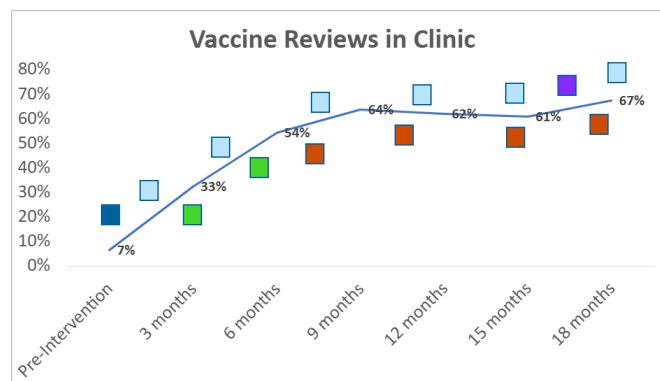
Key Points for Success



- Real time data with feedback is **key for change!**
- Identify strategies to support modifications in clinic workflow
 - Seek agreements to improve/buy-in for process
 - Consider EHR modifications **with hard stops**
 - Involve team members **other than providers** in modified responsibilities
 - **Consistent** reminders to physician and staff *may lead to change*

Increasing Provider Vaccine Reviews: One Step at a Time...

- Developed workflow
- Communicated changes in workflow
- Encouraged change in workflow
- Vaccine completion data reviewed
- Nursing agreement to review vaccine completion
 - Smart phrase adoption
 - Nursing communication with provider





Let's make it easier!!! Going back to basics

Ricardo Correa , MD, EdD

Laura Lomeli, BA/BS

Key Points for Success



- Maximize EMR use
- Consider role of trainees
- Simple strategies can have big impacts!

Laminated Cards Gave Visual Cues

**PATIENT IS ALREADY
VACCINATED**



Thank you!



PATIENT IS NOT VACCINATED



**Please document on your note that you
have discussed with the patient.**

Use the smart phrase:



.covidaceedu

PHYSICIAN DOCUMENTATION: (.COVIDAACEEDU)

Progress Notes • 7/10/2024 01:24 PM

Summary:

I have discussed with the patient the importance of vaccination for COVID-19 and influenza. I explained that these vaccines can prevent serious illness and that they can protect patients, their families, friends, and communities, and keep them healthy. We also discussed that vaccine-preventable infections can make it harder to manage diabetes. All questions and concerns were addressed. The patient has **agree/refuse** to receive the vaccine.

☐ agreed
☐ refused
☐ ***



Reconciling Vaccinations Needed

If vaccination is received outside of clinic:

- at a pharmacy
- different hospital system

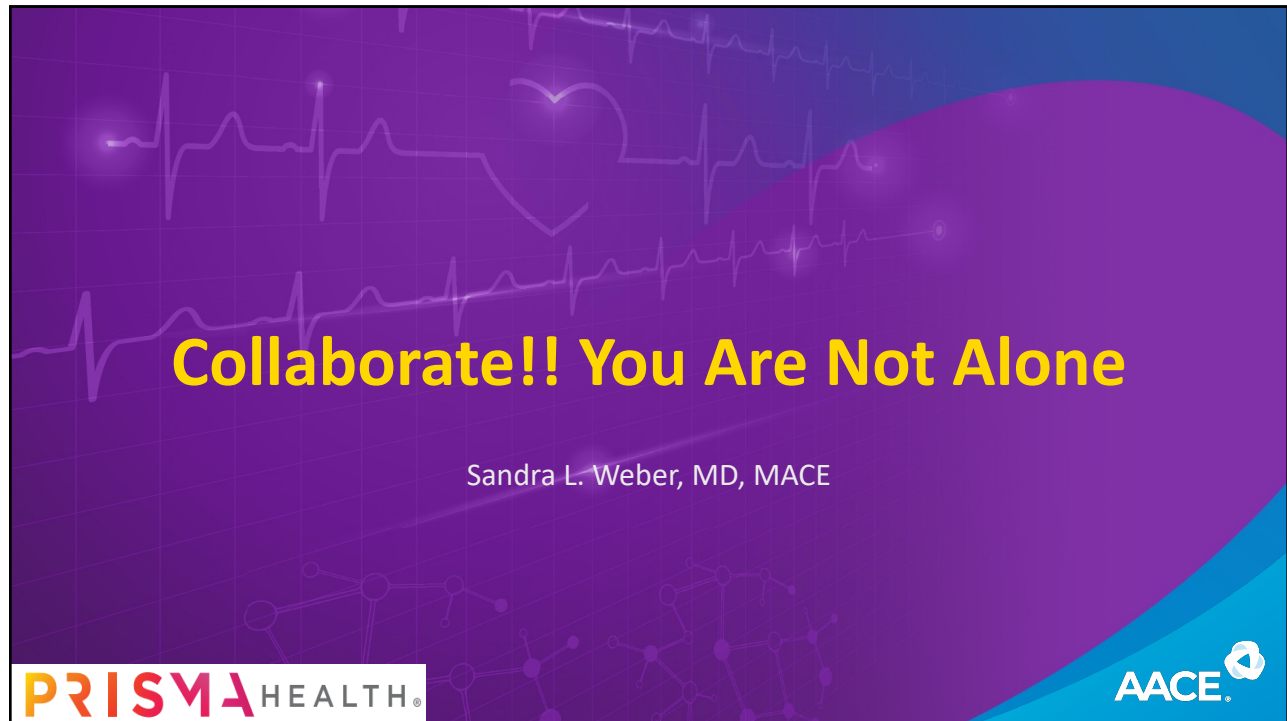
Immunizations - All Types

All Admin Types Incomplete Admins Historical

New immunizations from outside sources

Immunizations need attention. **Go Reconcile**





Key Points for Success



- Collaborate!!
- Know your Resources
- Manual entry is too labor intensive
- Others have the same goals and are willing to help with solutions

Supports at Prisma

- A dedicated Immunization Platform in EPIC
- A dedicated Health Maintenance Platform in EPIC
- A Vaccination Committee
- Motivated Endocrinology Practice committed to improvements
- Committed Personnel (Shirley Parker)
- Would not have been able to accomplish this without the grant!



Barriers at Prisma

- Employee training (was and still is needed)
- Employee time (was and still is scarce)
- Provider time (was and still is scarce)



Partnering with our Organization

Influenza Dx Code for Medical Group (Upstate & Midlands) year comparison

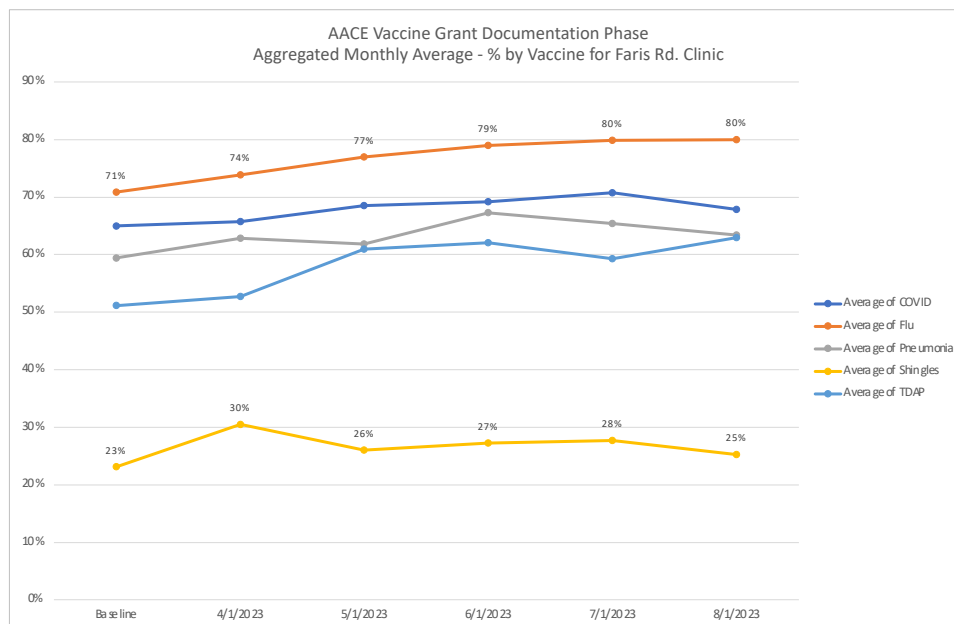
2021-2022

2022-2023

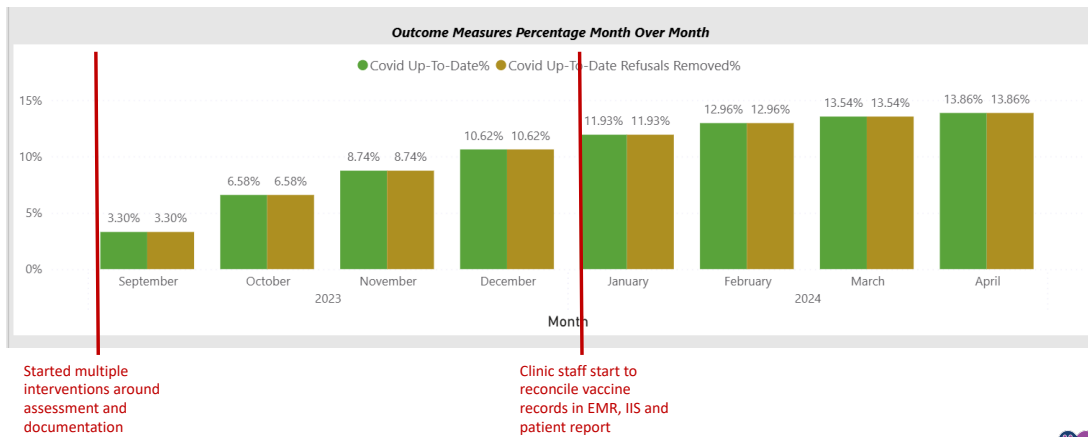
Patient Age at DOS Category ▲	Charges ▼	Procedure Quantity ▼	Patient Age at DOS Category ▲	Charges ▼	Procedure Quantity ▼
0-3 Months	9,120	36	0-3 Months	29,549	120
4-6 Months	9,955	59	4-6 Months	27,845	158
7-12 Months	17,996	114	7-12 Months	84,609	459
13-47 Months	128,553	794	13-47 Months	423,056	2,585
4-11 Years	364,125	2,462	4-11 Years	1,318,275	8,668
12-17 Years	188,636	1,281	12-17 Years	561,145	3,942
18-39 Years	282,339	1,508	18-39 Years	679,681	3,596
40-49 Years	52,513	325	40-49 Years	172,140	964
50-64 Years	66,310	463	50-64 Years	314,629	1,641
65-80 Years	82,811	548	65-80 Years	316,930	1,492
Over 80 Years	36,238	156	Over 80 Years	122,844	564

Total cases 7,746

Total cases 24,189



PRISMA COVID Measures & QI Interventions



Importing SC DHEC Immunizations in EPIC

