



Panel Discussion: Diabetes Care

Facilitated by: Janelle Howe, RD, Director of Clinical Care

Diabetes Panel Discussion

Participant	Role	Organization
Karen Patel, RN, MSN ACNP-BC	Manager, Quality Management	Scripps Health Plan Services
Mahan Patel, PharmD, MBA	Director, Pharmacy and Disease Management	Monarch HealthCare
Christine Castano, MD	VP Medical Director, UM and Quality	HealthCare Partners, a Davita Medical Group



Karen Patel, RN, MSN, ACNP-BC

Manager, Quality Management, Scripps Health Plan Services

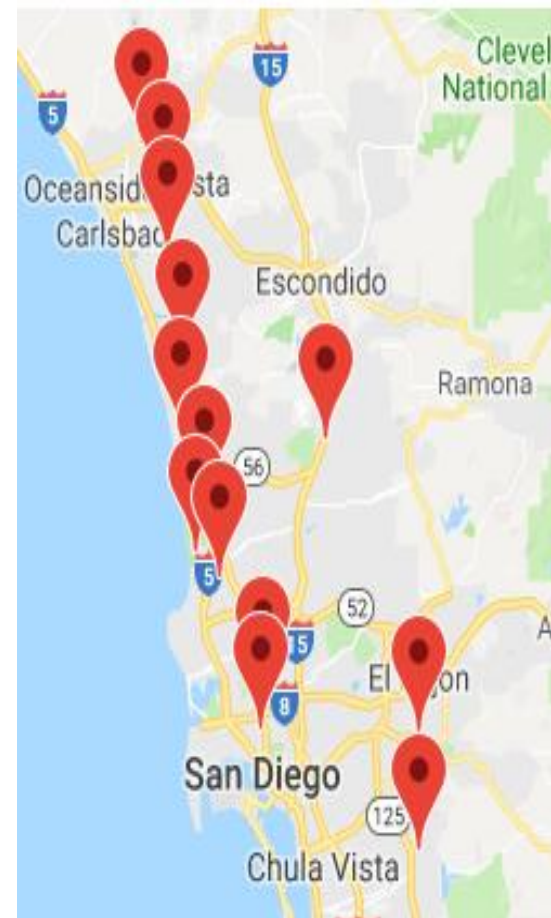


Diabetes Management: Quality Measures Drive Best Practices in Diabetes

April 10, 2019

Scripps Clinic and Scripps Coastal

- Scripps Health Plan Services serves Scripps Clinic Medical Group and Scripps Coastal Medical Center.
- Scripps Clinic Medical Group is a multi-specialty group including primary care and specialty care. Scripps Clinic is home to 9,475 SCAN members.
- Scripps Coastal Medical Center is a mostly primary care group with a network that provides access to specialists. Scripps Coastal is home to 8,760 SCAN members.
- Both medical groups have clinic locations in North, South, Coastal and Eastern San Diego County.
- Combined, the 2 medical groups have access to Scripps Hospitals on 5 campuses, 3 Ambulatory Surgical Centers, 3 Urgent Care Centers, 13 Walk in Clinics, outpatient radiology, laboratory services, post acute care network (HHC and SNF), and an acute rehab facility.



Scripps Clinic and Scripps Coastal

Organizational Goals are set each year.

- Diabetes Care Bundle
 - 1 A1c test/year (minimum)
 - A1c < 8%
 - BP < 140/90
 - LDL < 100 or on a statin in patient 40 yrs and older
 - Medical attention for nephropathy

These goals align across the organization's value based contracts. Clinical input was also taken into consideration.

- Quality tools are used to monitor performance
 - Best practice alerts and health maintenance reminders
 - Facilitation of orders for routine testing
 - Centralized outreach for completion of screenings

Scripps Quality Tools: Diabetes Dashboard

> DM Blood Pressure Control	85.3%	85.9%	86.8%	87.0%	86.7%	86.3%	85.4%	84.8%	84.2%	83.9%	83.9%	84.0%
> DM Hemoglobin A1c Testing	70.2%	70.8%	70.8%	71.3%	70.4%	71.1%	95.0%	94.9%	95.0%	94.9%	94.8%	94.4%
> DM Hemoglobin A1c Control	77.9%	78.0%	77.8%	77.5%	77.5%	78.1%	78.5%	78.5%	80.9%	80.1%	79.3%	79.0%
> DM LDL Testing	87.5%	88.0%	88.1%	87.6%	86.8%	87.2%	87.0%	87.2%	87.3%	86.6%	86.1%	85.6%
> DM LDL Control	64.7%	65.7%	66.2%	66.1%	65.9%	66.8%	67.0%	67.0%	66.2%	65.2%	64.5%	64.1%
> DM Medical Attention for Nephropathy	95.0%	95.3%	95.3%	95.2%	94.8%	94.9%	94.3%	94.2%	94.2%	93.9%	94.0%	93.9%
> DM LDL <100 Or On A Statin	93.8%	94.0%	93.9%	93.7%	93.5%	93.6%	85.7%	85.8%	85.5%	85.3%	85.3%	85.0%

- Dashboards provide a view of performance on Quality Metric Goals
- Color coded metrics to reflect performance against targets
- Ability to drill down to see gaps in measures and generate patient level lists
- Reports show the relative performance across sites and providers



Mahan Patel PharmD, MBA

Director, Pharmacy and Disease Management

Monarch Healthcare



Monarch HealthCare Overview

March 2019

Monarch HealthCare – Facts and Figures

Founded in January 1994

- “Professional risk” since inception
- Acquired state license allowing “global risk” in 2008 (MHP)
- Joined Optum in November 2011

Largest Independent Practice Association (IPA) in Orange County, California

- 750 PCPs, 1,500 specialists
- Pluralistic (20) hospital relationships
- County-wide coverage

Also employs physicians and mid-level extenders

- Employs 140 practitioners
- Mostly Office Based PCPs -OCMG
- 40 Hospitalists/SNFists

Contracts with all major health plans in California

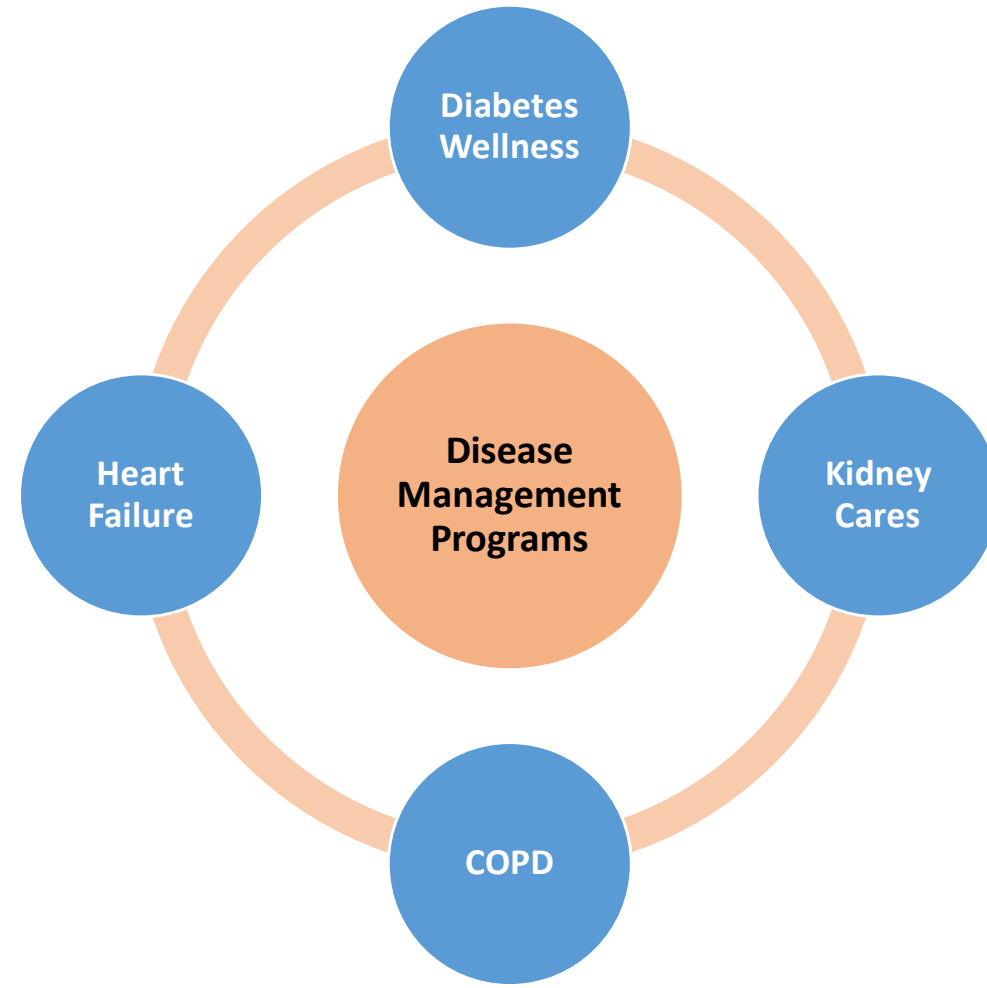
- Participate in all products
- Medicare Pioneer ACO in 2012 and Next Generation ACO in 2017
- Exploring Direct to Employer Opportunities



Monarch's Disease Management Programs

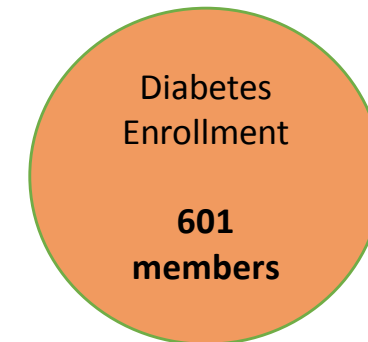
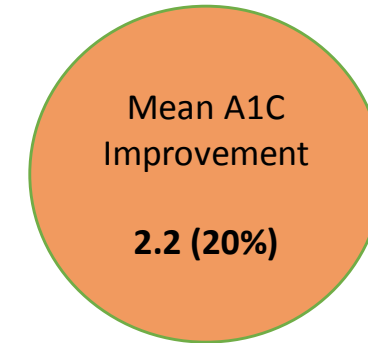
Monarch's Disease Management programs support patients with complex conditions. A team of pharmacists and nurses are available at no cost to provide resources and share knowledge that has proven to make a difference in patient lives.

Individualized care and attention to help people live healthier lives.



Monarch's Diabetes Wellness Program

- The Team
 - CDE, RN, PharmD, and Patient Care Coordinators
- How we help members
 - Improve understanding of diabetes
 - Healthy eating and activity
 - Medication reconciliation & education
 - Medication management under protocol
- How we engage members
 - Telephonic visits
 - 1:1 office visits
 - Group classes
 - Telemedicine Pilot Program



A teal background with faint, stylized leaf patterns. A vertical bar is positioned to the left of the text.

Christine Castano, MD

VP Medical Director, UM and Quality
HealthCare Partners

HealthCare Partners Medical Group

- ▶ Over 20 years in Greater LA area and Northern OC
- ▶ DaVita Medical Group: CA, NV, WA, NM, CO, FL
- ▶ Over 650k covered lives: 130k MA, 100k MediCal – and over 100k ACO both NexGen and commercial
- ▶ Staff and IPA models for Primary Care and Specialty
- ▶ Integrated care: Care Management, Disease Management, Health Enhancement, Hospitalists, Urgent Care Centers, EHR, Claims/Data, UM, Palliative Care, etc
- ▶ AWARDS:
 - APG Elite
 - IHA MY 2016 4.5 STAR RECOGNITION
 - SCAN Top Performer award

HCP: Point of Care Processes

HEALTHCARE PARTNERS PATIENT INTERVENTION REPORT
REPORT DATE: 4/24/2018
Page 1 of 2

Region(s): Region III

Name
MRN
DOB

Patient Indicators
30 Day Readmission Risk: Above Average 1.7x

PIR Summary 2018:

Intervention Type	Description	Suggested Actions
P4P	Colorectal Cancer Screening	Need CRC screening
	Comprehensive Diabetes Care	1 HbA1c Test before end of year
	Statin Therapy for Patients with Diabetes	Prescribe Statin Therapy

▶ Standing Orders/ Processes

- Trigger by PIR
- Chart review done
- Protocols with inclusions/exclusions
- ‘Per protocol orders’
 - Labs: HbA1c, iFOBT, urine microalb
 - Referrals: DM eye exam, Cscope

HCP: Provider Education

CME

- ▶ Clinical topics, 'news you can use'
- ▶ Adult Primary care, UCC, Peds webinars
- ▶ Focus on Quality and Evidence Based Practices
- ▶ *Also a Hospitalist webinar series!*
- ▶ In 2018, our CME Program was the largest provider of Maintenance of Certification (MOC) in the country

Focus on Diabetics

DM affects all organ systems and raises complexity of all conditions

Multiple measures apply to patients with DM

For STAR, one patient could be in 8 different measures, some 3x weighted!

- DM Control
- DM Eye (Retinopathy Screening)
- Nephropathy Screening
- Med adherence DM, statins
- Statins – SUPD
- BP control ?
- Med Adh ACE/ARB?

Make sure they are seen!

Measures use generous control definitions: ≤ 9 for seniors, ≤ 8 for commercial

Individualize patient goals for high quality care!

New DM health enhancement program!



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HCP: Health Education

THEN

2012-2018

Diabetes Group Appointment
Target Population: A1c > 9.0
Average A1c Improvement (-1.9)

NOW

2019

Living with Diabetes – 6 month
Target Population: A1c > 6.5

