Panel Discussion: Diabetes Care
Facilitated by: Janelle Howe, RD, Director of Clinical Care
# Diabetes Panel Discussion

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<tr>
<th>Participant</th>
<th>Role</th>
<th>Organization</th>
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<tr>
<td>Karen Patel, RN, MSN ACNP-BC</td>
<td>Manager, Quality Management</td>
<td>Scripps Health Plan Services</td>
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<tr>
<td>Mahan Patel, PharmD, MBA</td>
<td>Director, Pharmacy and Disease Management</td>
<td>Monarch HealthCare</td>
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<tr>
<td>Christine Castano, MD</td>
<td>VP Medical Director, UM and Quality</td>
<td>HealthCare Partners, a Davita Medical Group</td>
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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.
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
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 – Facts and Figures

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<tr>
<th>Founded in January 1994</th>
<th>Largest Independent Practice Association (IPA) in Orange County, California</th>
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<td>• “Professional risk” since inception</td>
<td>• 750 PCPs, 1,500 specialists</td>
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<td>• Acquired state license allowing “global risk” in 2008 (MHP)</td>
<td>• Pluralistic (20) hospital relationships</td>
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<td>• Joined Optum in November 2011</td>
<td>• County-wide coverage</td>
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<th>Also employs physicians and mid-level extenders</th>
<th>Contracts with all major health plans in California</th>
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<td>• Employs 140 practitioners</td>
<td>• Participate in all products</td>
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<tr>
<td>• Mostly Office Based PCPs -OCMG</td>
<td>• Medicare Pioneer ACO in 2012 and Next Generation ACO in 2017</td>
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<td>• 40 Hospitalists/SNFists</td>
<td>• Exploring Direct to Employer Opportunities</td>
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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

Mean A1C Improvement
2.2 (20%)

Diabetes Enrollment
601 members
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

- **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
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
HCP: Health Education

2012-2018
Diabetes Group Appointment
Target Population: A1c > 9.0
Average A1c Improvement (-1.9)

2019
Living with Diabetes – 6 month
Target Population: A1c > 6.5