

## 2008 Diabetes QI Fund Project

The purpose of the HMO Diabetes QI Fund Project is to improve the quality of diabetes care by increasing the percentage of physicians who provide recommended diabetes services and track diabetes care using a one-page summary, a diabetes flow sheet or an electronic medical record.

The 2008 goals for the diabetes indicators were:

- HbA1c Control <9.0%: Establish baseline
- Eye Exam: ≥50%
- LDL-C Control <100 mg/dL: ≥50%
- Blood Pressure control <140/90: Establish baseline
- Screening for Depression: ≥55%
- Medical Attention for Nephropathy: ≥65%
- Overall Diabetes Care: ≥15%

The 2004-2008 Network results are outlined in the following table.

Diabetes Indicator	2004	2005	2006	2007	2008
HbA1c Control <9.0%	65% (12,738/19,664)	68% (12,905/18,895)	71% (13,454/18,862)	N/A	74% (22,293/30,056)
Eye Exam	50% (9,790/19,664)	52% (9,858/18,895)	58% (10,923/18,862)	56% (16,147/29,036)	55% (16,502/30,056)
LDL-Cholesterol <100 mg/dL	44% (8,591/19,661)	51% (9,609/18,895)	51% (9,615/18,862)	46% (13,454/29,036)	52% (15,633/30,056)
Blood Pressure Control <140/90	N/A	N/A	N/A	62% (18,125/29,036)	74% (22,165/30,056)
Screening for Depression	29% (5,386/18,580)	49% (8,543/18,895)	58% (10,222/17,647)	57% (15,630/27,252)	64% (18,368/28,535)
Medical Attention for Nephropathy	N/A	66% (12,476/18,895)	75% (14,182/18,862)	74% (21,443/29,036)	81% (24,251/30,056)
2008 Overall Diabetes Care • HbA1c <9.0% • LDL <100 mg/dL • Eye Exam • Medical Attention for Nephropathy	N/A	N/A	N/A	N/A	28% (8,278/30,056)

### Glucose Meter Program:

- Glucose meters were offered to members identified with a diagnosis of diabetes free of charge through a special mailing. The number of meters distributed in 2008 is summarized below.

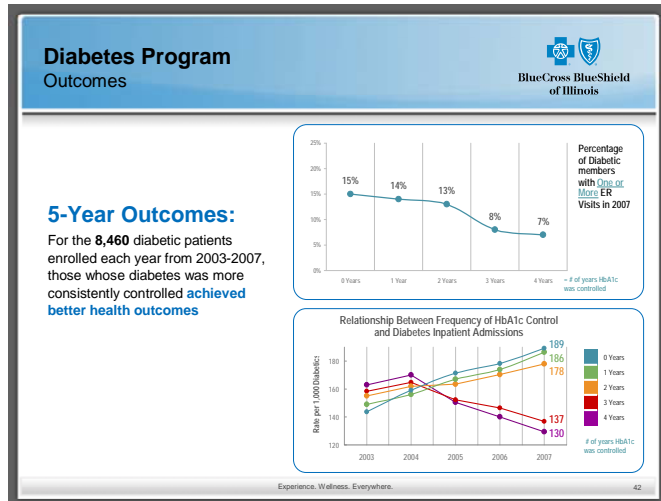
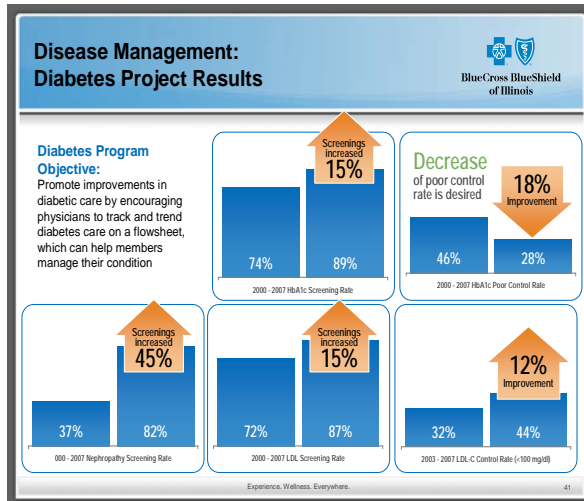
2008	Number of Members
Total Number of Glucose Meters Distributed	1,617

Annually, the HMO selects a random sample of members identified with diabetes. The Diabetes Care Survey is mailed to the sampled members to obtain the member's perspective of their diabetes care. 2008 survey results are displayed in the table below.

2008 Diabetes Care Survey - Survey Question	Result
>1 day missed from work/self-care/recreation in the past 30 days	27%
Pupil dilation/enlargement done by specialist within 2 years	90%
Provider skill scale	80%
Provider treatment explanation scale	77%
Provider quality of treatment scale	73%
Overall health care rating scale	83%
Influenza vaccination rate for members with diabetes	66%

The 2008 goals for two of the seven Diabetes QI Fund Project indicators, HbA1c control and blood pressure control, were to establish the baseline. Goals were met or exceeded for the remaining five indicators for the 2008 Diabetes QI Fund Project.

HEDIS 2008 results (2007 reporting year)



### Identified Barriers to Diabetes Care:

Members:

- May not be aware of importance of diabetes management in reducing the risks of complications
- May not be aware of national recommendations for diabetes care
- May not be aware that diabetes services (i.e., eye exam, glucose meter supplies, etc.) are a covered benefit
- May be non-compliant with PCP recommendations
- May not seek routine care

Physicians:

- May lack systems to promote recommended diabetic care for members
- May not provide care in accordance with BCBSIL Diabetes guideline
- May find it challenging to cover all the diabetes care services when members are coming in only for acute care

IPAs:

- May find it difficult to motivate physicians to utilize flowsheets or track services in electronic medical records (EMR)
- May find it difficult to get practitioners to routinely screen members with diabetes for depression

### Interventions Implemented to Address Identified Barriers:

Members:

- Provided online resources, including Personal Health Manager and Ask a Nurse
- Educational materials were distributed to members identified with a diagnosis of diabetes through quarterly reminder cards. The topics covered in 2008 and the number of members who received the information are summarized in the following table.

<b>2008</b>	<b>Number of Members</b>
Cholesterol/Lipids	36,454
Eye Care	34,548
Diabetes Recommended Care with Diabetes Care Card	39,980
Foot Care with Diabetes Program Description	38,006
High Strata mailing: Cholesterol	13,040

Physicians/IPAs:

- A Diabetes Blue Star was awarded to IPAs meeting at least four of seven payment thresholds.
- A QI Fund payment was made to IPAs with project results that met or exceeded established thresholds.
- The BCBSIL Guidelines for the Prevention and Early Detection of Complications of Diabetes Mellitus were made available to all network physicians.
- A sample flowsheet for tracking diabetes care is available on the Provider section of [www.bcbsil.com](http://www.bcbsil.com).
- Quality Improvement staff conducted educational trainings for IPAs as requested.
- The Diabetes QI Project was completed with the QI Fund paid.
- Feedback provided to the IPAs included IPA results, patient specific reports and network results.
- The HMO QI Fund Training was conducted for the IPAs in March 2008.
- Met with physicians of two IPAs and conducted individual training for several IPAs
- The Quality Improvement staff hosted quarterly QI Forums.