Using Information Systems and Technology to Enhance Diabetes Care

National Center for Health in Public Housing Learning Collaborative

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• What is your HC currently doing?
• What should it be doing?
• What changes can be made to produce better processes and results
Run reports of patients who have not been screened/counseled regarding BMI and whose HbA1c is not controlled. Conduct outreach per pre-defined protocol to close these gaps.
Information Systems to Enhance Diabetes Care Delivery

Ensure that diabetes-related information is accurately captured and documented and that health IT helps make the right action an easy one.
Diabetes Data to Drive Improvement

Regularly share and discuss clinical measures and other diabetes-related performance data with the care teams.

**QI SUCCESS FRAMEWORK: CDS FIVE ‘RIGHTS’ TO IMPROVE TARGETED CARE PROCESSES/OUTCOMES, GET...**

**WHAT**
- ...the right information
  - evidence-based, actionable

**WHEN**
- ...at the right times
  - key decision/action

**WHO**
- ...to the right people
  - clinicians and patients

**WHERE**
- ...through the right channels
  - EHR/PHR, smartphones, smart home devices

**HOW**
- ...in the right formats
  - Registry reports, documentation tools, data display, care plans
Online Patient Portals
Telemedicine and Diabetes

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- Telehealth has the potential to positively transform the quality and cost-effectiveness of complex diabetes management in adults.
Diabetes Technology

- Insulin Delivery: syringes and pens, pumps
- Self-Monitoring of Blood Glucose: Glucometers, Continuous Glucose Monitors
Point of Care Testing
Mobile Phone Text Messaging/Video Games
Build Partnerships to Support QI Efforts

- Engage with primary care associations (PCAs), health center controlled networks (HCCNs), and relevant NCAs
HRSA’s Bureau of Primary Health Care (BPHC) has charged the National Association of Community Health Centers (NACHC) with establishing a National Resource Center (NRC) and creating an online resource repository to meet the information needs of professionals for the purpose of building stronger and healthier communities.