



Diabetes Health Center
SNCC PCMH Initiative
November 18, 2011

Diabetes Health Center

Our team AIM is...

Increase access to Diabetes Self-Management Education by integrating our services into primary care practice by offering Shared Medical Appointments (SMA). By June 2012, we will provide SMA visits to 40 individuals.

Progress toward achieving our aim is measured by....

Patient and Provider Satisfaction Surveys

Track number of SMA's per month

Track total number of DHC visits per month

No-show rate

Our story...

- We are experiencing a decline in patient volume at the DHC. We can reach more people, more efficiently with SMA.
- If we can see and **bill** 3 insured patients we would break even for the travel, prep and actual class time.
- We piloted the SMA at SCWHC. (Challenges: space and no-show rate).
- Selected a private practice in Watsonville to conduct SMA.

What we achieved...

- Developed protocol and MOU agreement.
- We met with private physician and his leadership staff to agree on SMA protocol.
- Conducted our first SMA in a private practice on November 10th.
- 9 patients scheduled; 3 showed up.

Measured results...

- We used two survey instruments; one for the providers office and one for the patients.
- On a scale of 1-3 (3 being highest), three providers rated the combination of the education with medical visit a three.
- On the same scale three patients rated the class content as a three. They also gave the same rating on their willingness to participate in another SMA.

Lessons learned...

- Hold a team meeting with provider office and DHC staff prior to the launch of SMA. Review all protocols for all the staff involved.
- Overbook the class by 30-40%.
- Work with provider to “sell/prescribe” SMA to patients.
- Debrief with SMA team immediately after to address concerns.

Where we go from here...

- We have a debriefing meeting scheduled.
- We also need to address the physician patient flow to increase efficiency.
- We need to strategize how to improve the no-show rate. Call the no-shows from the November's SMA regarding the reasons they did not show.
- We scheduled one SMA per month for the next four months.