

Diabetes and COVID-19: Empowering Patients Creating Powerful Partners

Crystal Morse, CSW, CCM
Patricia Kosednar, PMP
Stevi Sy, PharmD, MS-HSA
Katelin Conway, MBA, MPH
Mountain-Pacific Quality Health

Carolyn Renner, MS, RDN, LD, LPN, CLC
Nutrition Works
Consultant

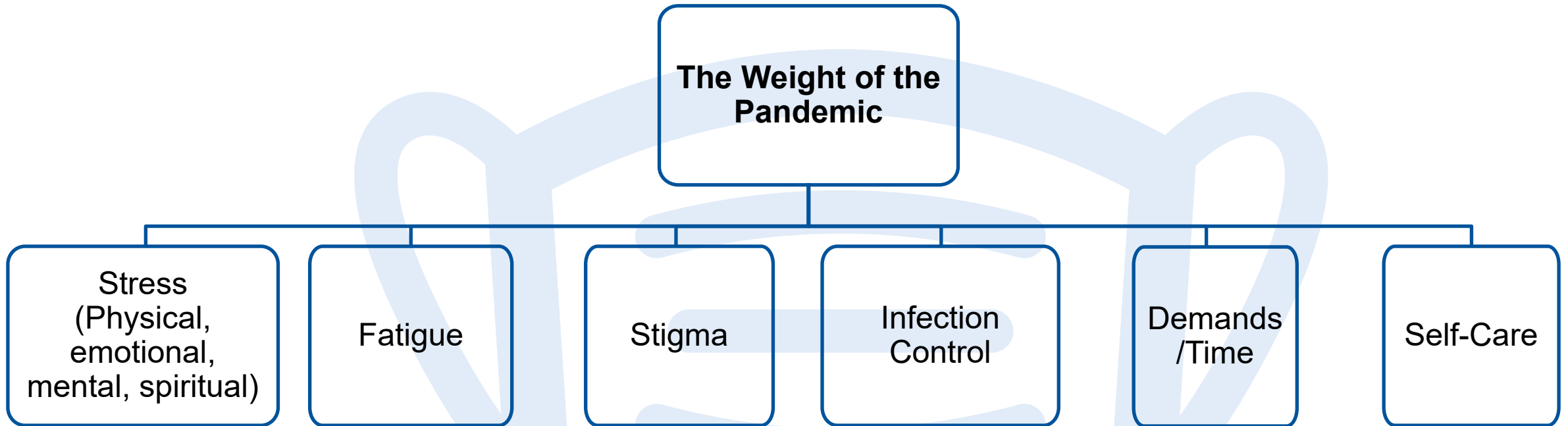
November 5, 2020

Objectives

At the end of this four-part session, attendees will be able to:

1. Discuss COVID-19-related current events in health care
2. Identify best practices for diabetes identification and management during the pandemic
3. Implement quality improvement project(s) designed to improve diabetes diagnosis and management during the COVID-19 pandemic
4. Engage and empower patients to foster continued health team participation

THANK-YOU





Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

COVID-19 Regional Updates



COVID-19 Updates

Alaska (11/4)

200 new cases (↓11)

10,205 active cases (↑ 4,970)

455 Hospitalizations (↑94)

84 deaths (+17)

5.74% 7-day + test average (↑0.44)

<https://coronavirus-response-alaska-dhss.hub.arcgis.com/>

Guam (11/5)

101 new cases (↓ 29)

1,567 active cases (↑101)

90 Hospitalizations (↑ 20)

85 deaths (+18)

<https://ghs.guam.gov/jic-release-no-405-cumulative-results-130-test-positive-covid-19-profiles-confirmed-casestwo-gdoe>

COVID-19 Updates

Hawaii (11/4)

156 new cases (↑ 117)

3,515 active cases (↑ 525)

57 Hospitalizations (↓ 61)

219 deaths (+32)

2.1% 7-day + test average (↓ 0.5)

<https://health.hawaii.gov/coronavirusdisease2019/>

Montana (11/4)

1,013 new cases (↑ 307)

13,261 active cases (↑ 4,262)

414 Hospitalizations (↑ 54)

404 deaths (+152)

18.25% 7-day + test average
(↑8.07)

<https://montana.maps.arcgis.com/apps/MapSeries/index.html?appid=7c34f3412536439491adcc2103421d4b>

COVID-19 Updates

Northern Mariana Islands (11/1)

0 new cases (↓ 2)

Hospitalizations 4 (cumulative)

2 deaths (+0)

<https://cnmichcc.maps.arcgis.com/apps/opsdashboard/index.html#/4061b674fc964efe84f7774b7979d2b5>

Wyoming (11/4)

276 new cases (↑24)

5,543 active cases (↑3,028)

138 Hospitalizations (↑ 65)

105 deaths (+48)

29.19% 7-day + test average
(↑13.95)

<https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/covid-19-map-and-statistics/>

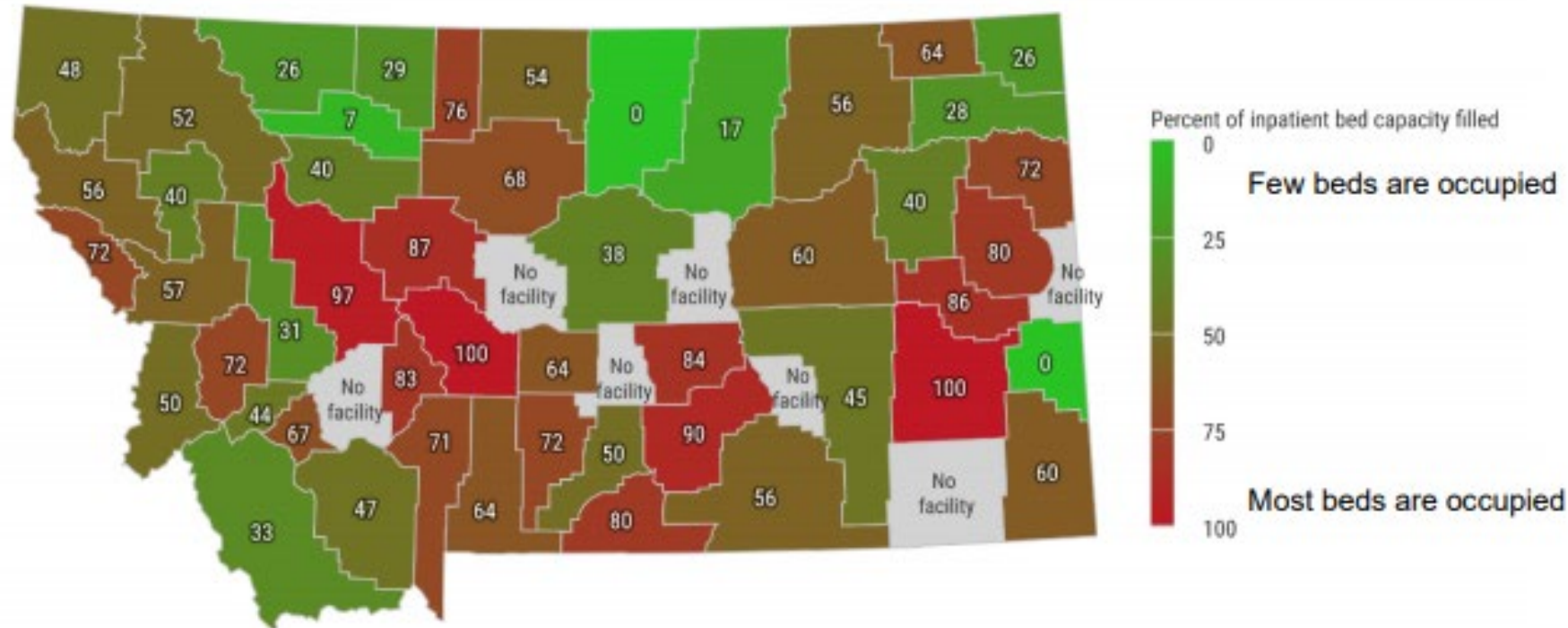
COVID-19 Updates



	Alaska	Guam	Hawaii	Montana	Northern Mariana Islands	Wyoming
Daily Case*	27.34 (28.84)	59.84 (77.03)	11.02 (2.75)	94.78 (66.06)	-	47.69 (43.54)
Active Cases*	1,394.99 (715.61)	928.46 (868.61)	248.26 (211)	1,240.76 (841.99)	-	957.74 (434.55)
Deaths*	11.48 (7.92)	50.36 (39.70)	15.47 (13.21)	37.80 (23.58)	3.52	18.14 (9.85)
7-Days Positive Rate	5.74%	-	2.1%	18.25%	-	29.19%

*Per 100,000 residents

Hospital Occupancy and Capacity in Montana



COVID-19 Hospital Occupancy and Capacity in Montana: Status Report as of 10/30/2020.
 Montana Department of Health and Human Services.

Available from: https://dphhs.mt.gov/Portals/85/publichealth/documents/CDEpi/DiseasesAtoZ/2019-nCoV/Status%20Update%20Data%20Report_10302020.pdf

Hospital Occupancy and Capacity in Wyoming

Trends over last 30 days (by hospital and by county)

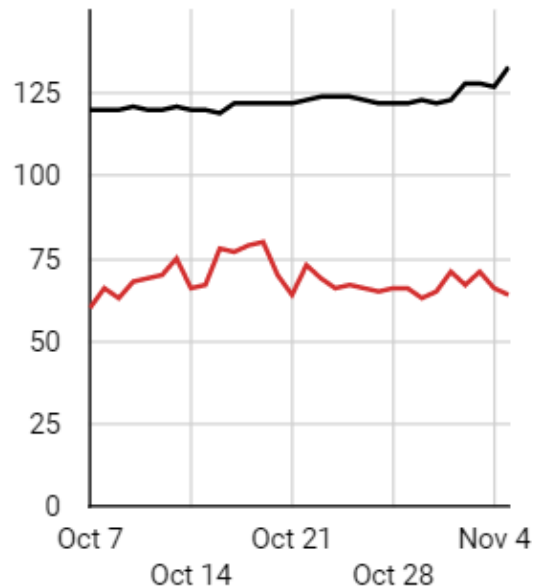
Filter by county or hospital
(default - Statewide)

County

Hospital

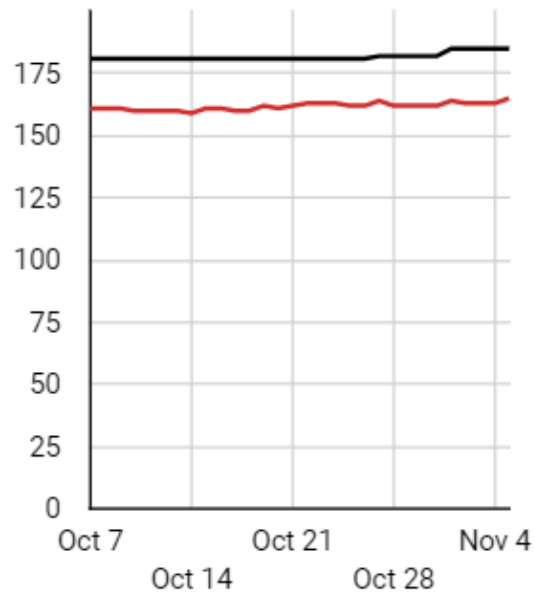
Open Intensive Care Unit Beds

— Total Adult... — Adult ICU O...



Open Ventilators

— Total Availab... — Vents Open



Total COVID patients

— Total # COVID Pts in your facility...



COVID-19: Hospital Resources in WY

Wyoming Hospital Capacity

Wyoming Department of Health

November 5, 2020.

Available from:

<https://sites.google.com/wyo.gov/exec-covid19/hospital-resources>

Hospital Occupancy and Capacity in Guam

Guam Memorial Hospital (GMH) is certified at 161 beds. Census as of 10/27 exceeded this number.

“We used to have an urgent care clinic. We’ve converted that into an in-patient COVID unit. We used to have an out-patient specialty services area for people to get their cardio follow-ups, stress tests, and other cardiac-related outpatient services. We’ve had to close that and convert it into a COVID-care clinic. So we’ve added some beds, wherever we can. We’re even occupying the gift shop now...Yes, we’re using the gift shop for rehab services.”

~ Lillian Perez Posadas, GMH administrator

Leaving in Action

How did you do?





Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Polling Question 1



Share with us

1

Question: Did you share something you learned after the first session with your care team?

Answer Options: Yes/No/In progress

Question: Did you identify a data source to identify high risk patients?

Answer Options: Yes/No/In progress

2

3

Question: Did you verify that you have a standard diabetes protocol in place?

Answer Options: Yes/No/In progress

Empowering Patients and Caregivers



Sara says it best!

With the influence of PFAs, the care conversation shifts from what do health care providers need to do to the patient to – **what do patients and families need from health care providers?**

Sara Medley

Mountain-Pacific Quality Health CEO



Patient Family Engagement (PFE) & Patient Activation

An important part of patient- and family-centered care, PFE creates an environment where **patients, families and health care providers work together as partners to improve care.**



Activated patients are those who have the **skills and confidence to become actively engaged in their health and health care.**



Family Caregivers Make a Difference

Forty-one percent of family caregivers say they don't have enough information to support their loved ones in chronic care management.

When families and caregivers are involved, the likelihood of hospital readmissions is cut by twenty-five percent.

The Patient Voice is Valuable



FOR EFFECTIVE
SYSTEM
REDESIGN



PATIENT
SAFETY



QUALITY
IMPROVEMENT



PATIENT
EXPERIENCE



FOR ALMOST
ALL DECISIONS
BEING MADE

What role do patients and families play in their care?



**Variety of
settings**



**Sharing
personal stories**



**Educated
perspective**

- **Partner**
- Educator
- Speaker
- Listener
- Advocate
- **Collaborator**
- Leader

Sources for Patient Feedback

Patient Family Advisory Council

Composed of patient and family advisors who work to improve health care by serving in a variety of health care settings and sharing personal stories to represent all patients and families

Patient Satisfaction Surveys

- Hospital Consumer Assessment of Health Care Providers and Systems (HCAHPS) — inpatient (CMS)
- Consumer Assessment of Health Care Providers and Systems (CAHPS) — outpatient (CMS)
- Organization sponsored surveys

Patient Feedback – Satisfaction Survey Info

HCAHPS — Inpatient (CMS)

Patients who strongly agree they understood their care instructions when they left the hospital

CAHPS — Outpatient (CMS)

- Between Visit Communication
- Care Coordination
- Getting Timely Care, Appointments and Information
- Health Promotion and Education
- How Well Providers Communicate



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Polling Question 2

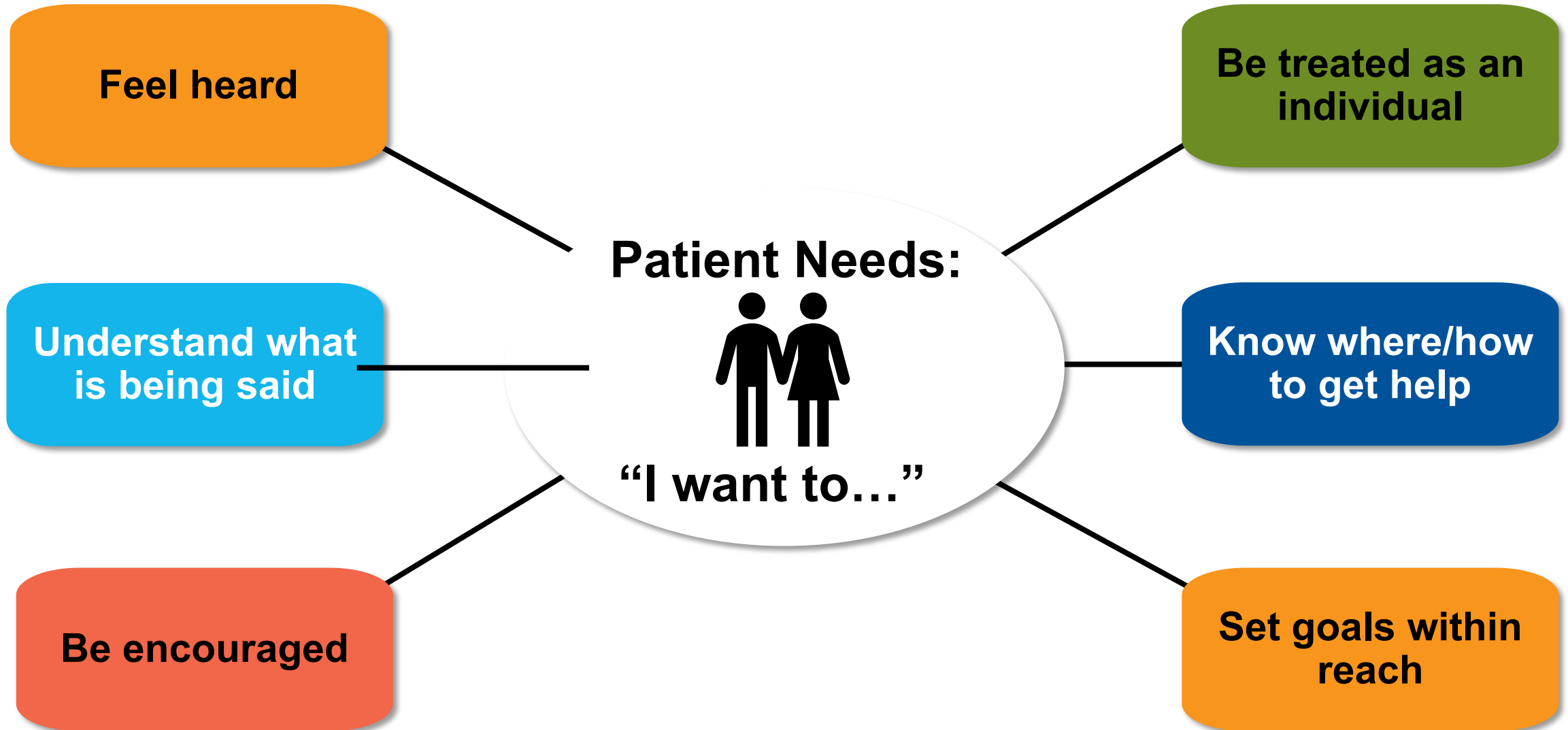


Share with us

1 **Question:** Do you actively use patient/patient advocate feedback to identify improvement opportunities in your clinic?
Answer Options: Yes/No/Not Sure

Question: If yes, which of the following (select all that apply):
Answer Options: Patient Family Advisory Council,
CMS HCAHPS/CAHPS results,
organization sponsored survey(s), other

What do patients want?

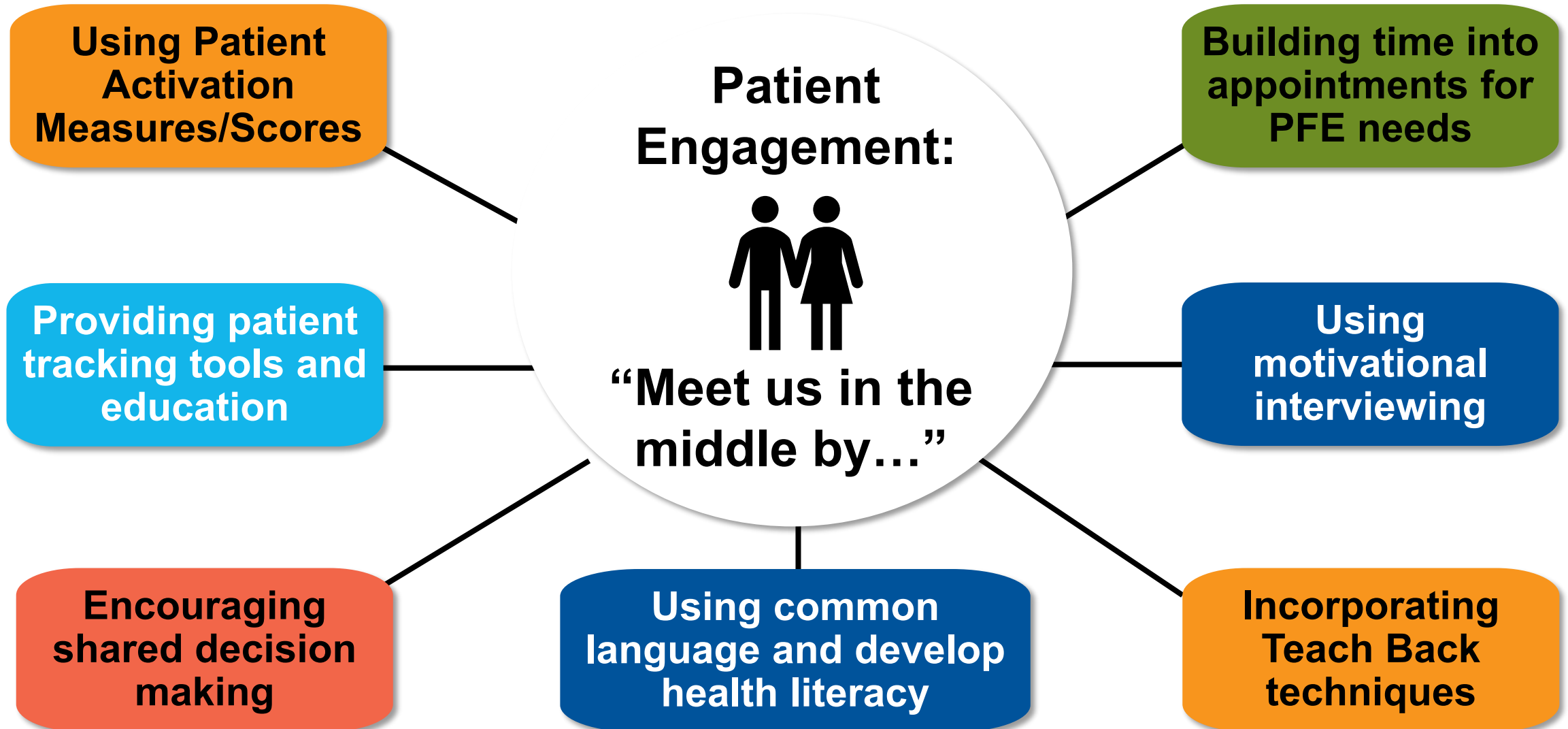


Let us know in the chat!

What's the one word that comes to mind when you think of...

Meeting patients where
they are in their
health care journey.

Patient Support Tools and Ideas



Polling Question 3

Share with us

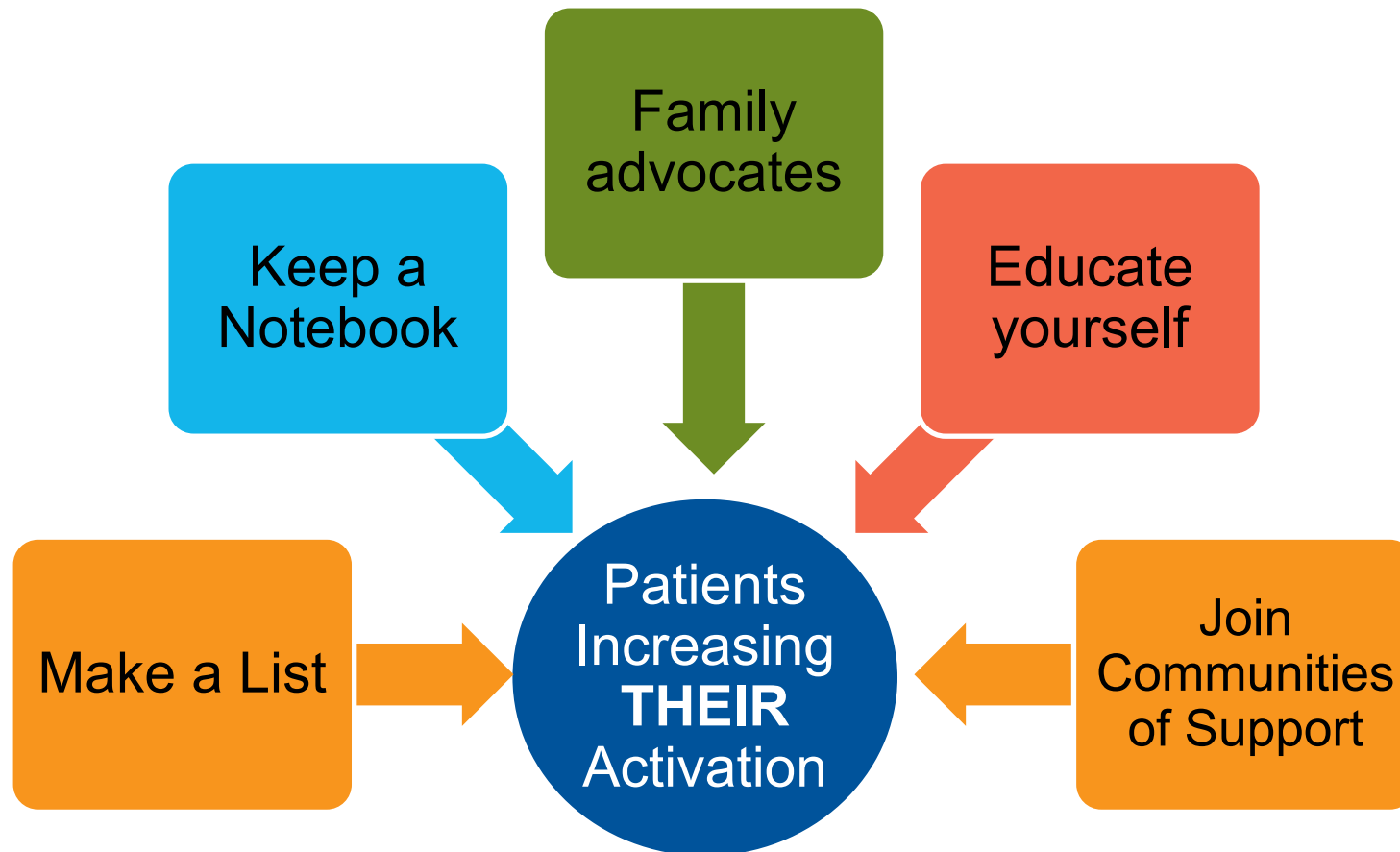
1 Question: Are you using any of these to help support your patients?
(Select all that apply)

Answer Options:

- Teach back techniques
- Shared decision Making
- Motivational Interviewing
- Including additional time in appointments (or follow up) for patient and family engagement
- Providing tools/education to patients to increase their engagement
- Using Patient Activation Measures/Scoring
- Others

Patients Have a Role Too

Care teams help educate patients on their role in self-management





Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Polling Question 4



Share with us



Question: Are you interested in joining a patient family engagement and patient activation affinity group?

Answer Options: Yes or No

If yes, which topics are you interested in? (Select all that apply)

- Teach back techniques
- Shared decision making
- Motivational interviewing
- Including additional time in appointments (or follow up) for PFE
- Providing tools/education to patients to increase their engagement
- Using Patient Activation Measures/Scoring
- Other

What are the results
of patient
activation/empowerment?



Diabetes Self-Management Interventions

Diabetes self-management interventions improve clinical, behavioral and psychosocial outcomes.

Statistically significant improvement in two years:

- Following a healthy diet ($P = 0.03$)
- Spacing carbohydrates evenly across the day ($P = .005$)
- Using insulin as recommended ($P = .047$)
- Achieving diabetes-specific quality of life ($P = .02$)

One-year follow-up showed additional improvement:

- Glycemic control ($P < .001$)
- Serum cholesterol ($P < .001$)
- Low-density lipoprotein cholesterol levels ($p=.001$)



**Quality Improvement
Organizations**
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Carolyn Renner

MS, RDN, LD, LPN, CLC
Nutrition Works
Consultant



COVID-19 in Fremont County, Wyoming

Hit hard and hit early

Vulnerable populations

Uncertainty and unknowns

Staff burnout

Malnutrition

After COVID-19 care

Help and Hope with Diabetes

Consults

Technology

Caring connection

Engaging patients today

Diabetes prevention program class

Healthy Engagement

Increase client accountability between visits

- View client activities and journals and provide reinforcement and feedback
- No need to download or open multiple tools to see client activities
- Use journaling, photo logging, goal setting, and selfies to track progress

Quantify and improve client outcomes with data

- Pull reports on client metrics, highlighting areas to work on
- Keep discussion topics and data in one place, for easy access
- Track data from wearables or lab results, providing a holistic view

Communicate with clients any time

- Securely answer questions on-the-go on chat or video/telehealth
- Reinforce goals and course correct issues quickly
- Message multiple clients at once, saving time or enabling group coaching

Provide client education to improve outcomes

- Share documents, quizzes, and videos to counsel clients
- Develop webinars and materials to attract new clients
- Counsel virtually at any time, making your support accessible on-the-go



Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



Mountain-Pacific
Quality Health

Your turn!



Break-Out Sessions

Question 1

What strategies does your care team use to meet patients where they are at?

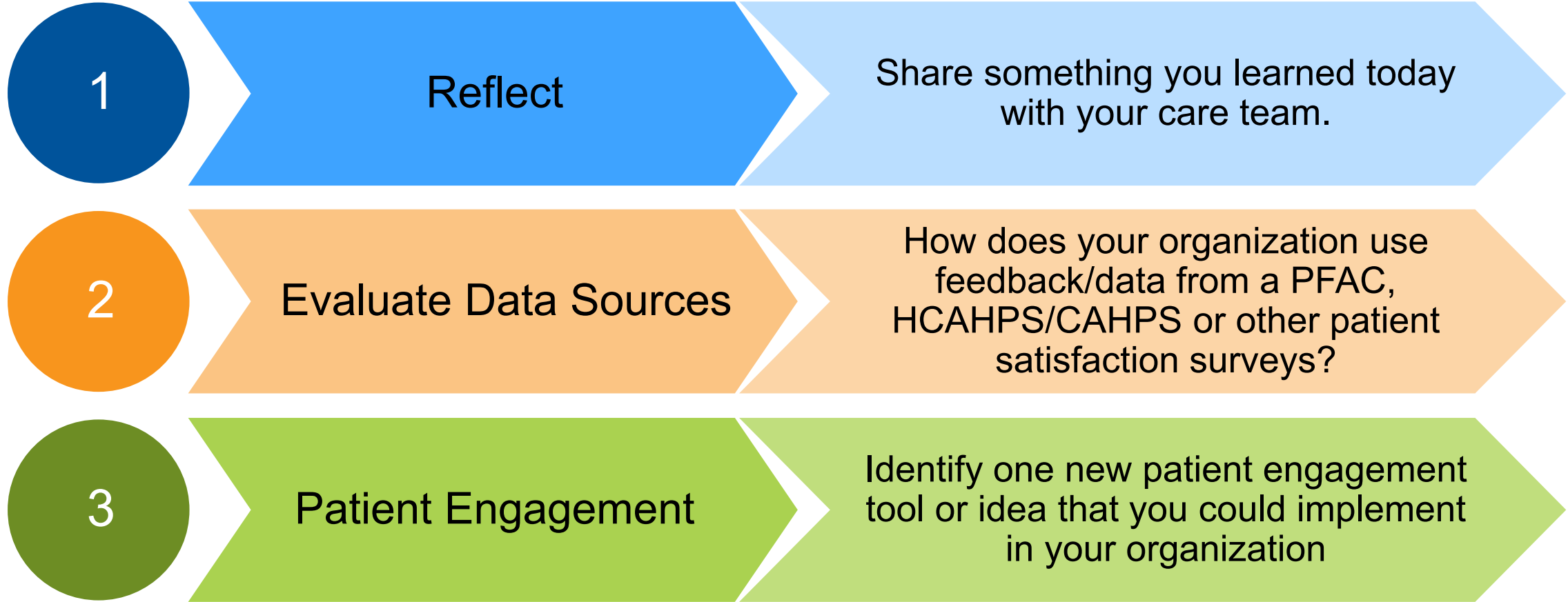
Question 2

How has COVID-19 changed your approach to patient engagement?

Question 3

What are your self-care strategies?

Leaving in Action



Next Session Information

Session 3:

Patient and Family Engagement and Self-Monitoring
November 15 at 4:00 PM MST

<https://mpqhf.zoom.us/meeting/register/tJUtceCspjwjHdUsr9u4nqIGyTGcKJ-WtD3U>

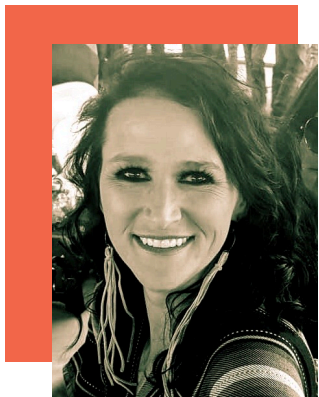
Questions?



Stevi Sy, PharmD, MS-HSA
ssy@mpqhf.org



Crystal Morse, CSW, CCM
cmorse@mpqhf.org



Katelin Conway, MBA, MPH
kconway@mpqhf.org



Patty Kosednar, PMP
pkosednar@mpqhf.org

Thank you!

Developed by Mountain-Pacific Quality Health, the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for Montana, Wyoming, Alaska, Hawaii and the U.S. Pacific Territories of Guam and American Samoa and the Commonwealth of the Northern Mariana Islands, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Contents presented do not necessarily reflect CMS policy. 12SOW-MPQHF-AS-CC-20-77