


## Coordinated Clinical Care for Better Diabetes Outcomes

KelseyCare's accountable, coordinated model of care helps patients better manage a diagnosis of diabetes. Diabetes Care Management is one of many programs offering ongoing, personalized outreach to engage patients in managing chronic conditions and diseases. Our nurse care managers are part of our clinical care team, with full access to a patient's electronic medical record (EMR). Care management guidelines are set and supervised by Patrick Carter, M.D., M.B.A., F.A.A.F.P., Medical Director for Care Coordination and Quality Improvement and Chief of Family Medicine at Kelsey-Seybold Clinic.



### Clinical resources for diabetes care at Kelsey-Seybold include:

- **More than 75 National Committee for Quality Assurance (NCQA) physicians recognized** for excellence in diabetes care. 
- **Diabetes education classes** in English and Spanish, recognized by the American Diabetes Association.
- **Diabetes education and nutritional counseling** from a Kelsey-Seybold certified diabetes educator (CDE) and registered dietitian (RD).
- **After-Hours Nurse Hotline** to support the patient and family at 713-442-0000.
- **Easy access for testing:** On-site laboratory at every Kelsey-Seybold location with early (starting at 7 a.m.) appointments for recommended glucose, lipid, and protein tests, and four Saturday locations open 9 a.m. - 2 p.m.
- **Online resources:** With their secure MyKelseyOnline accounts, patients can email their doctors' offices, check most test results, and self-schedule appointments.

### The Diabetes Care Management team includes:

- The patient's primary care physician.
- Diabetes nurse care manager.
- Certified diabetes educator.
- Registered dietitian for nutritional counseling.

The endocrinologists, cardiologists, and other highly qualified specialist physicians as needed all share a common EMR. We use the EpicCare EMR – the nation's premier technology platform used locally and nationally by leading healthcare organizations.



Mary Garay, R.N.

"Mary is great. She helps keep me on track by giving me things to do to improve my health, like exercising and watching what I

eat. And it's working. I've lost 30 pounds so far, and my goal is to lose 20 more."

- KelseyCare member Rene Silva

**By the numbers:** According to the American Diabetes Association, the cost of diabetes care is rising at a rate higher than overall medical costs, with more than one in 10 healthcare dollars in the nation being spent directly on diabetes and its complications.

# How Coordinated Diabetes Care Management Works

## Step 1

### **We identify diabetic patients using our EpicCare electronic medical record (EMR).**

Using our EpicCare real-time system, any patient who is seen by a Kelsey-Seybold physician and given a diagnosis code of diabetes is automatically enrolled in the Diabetes Care Management program.

Intervention is based on the severity of the disease. For patients with severe diabetes (HbA1c >8.9), our care management nurses will reach out to them by phone to make sure they are in compliance. Patients who have been newly diagnosed with diabetes or who are in poor control of their diabetes are encouraged to attend diabetes education classes with a Kelsey-Seybold certified diabetes educator. In addition, all patients with diabetes receive periodic preventive health reminders and educational materials to help them better understand and control their disease.

## 2

### **We contact patients who are out of compliance.**

For each disease that we manage, we have a list of exception criteria that are used to identify patients who are out of compliance for either indicated testing or for follow-up visits with the appropriate physicians. For patients who are out of compliance, we contact them by letter, a secure email via the patient's MyKelseyOnline portal, or phone. Our EpicCare EMR automatically rechecks to make sure patients have scheduled the recommended tests or visits. Any patient who is still out of compliance receives a second letter, email, or phone call.

## Step 3

### **We emphasize both testing and lifestyle changes.**

Patients identified as diabetic receive ongoing monitoring and support appropriate to their acuity level. Recommended testing is based on national standards and the physicians' care plans, which the entire care team can view via the EpicCare EMR.