

Measure of the Month – August 2017
Diabetes: Hemoglobin A1c>9 Quality Measure

Measure Definition

Goal: Less than 17.5%. Our current ACO performance is 19.6%

Numerator: Number of patients in the denominator whose most recent HbA1c in the last 12 months is equal to or > 9% or no Hba1c test was completed.

Denominator: Number of patients ages 18-75 at the beginning of the measurement period diagnosed with Diabetes (Type 1 or Type 2), with an office visit during the measurement period.

Top Tips To Achieve Success	Shared Innovation from the Field
<ul style="list-style-type: none"> • Define Core Workflow <ul style="list-style-type: none"> • Run practice gap lists to identify patients with no recent HbA1c on file and validate this list • Identify gaps in care during morning huddle • If external HbA1c result is obtained, make sure it is entered appropriately into EHR • Clinical Competencies <ul style="list-style-type: none"> • Follow the ADA's recommended diabetes medication algorithm, progressing every 3 months until HbA1c's are in patient's target range • Utilize integrated behavioral health staff, care managers, Certified Diabetes Educators and other available resources to assist patients in meeting their target. • Refer patients as needed for education to Diabetes Self-Management programs 	<p>Waldo County Healthcare developed a local task force committee, comprised of leadership, provider and clinical staff to produce effective workflows to identify patient gaps and role clarity. With the input of front line members of the care team and collaboration with the Population Health Team, as well as connections provided by the ACO, they were able to affect and successfully sustain improved care of their diabetic population. While the care team developed the workflow, they also implemented point-of-care blood testing devices for all primary care practices. Staff was able to capture diabetic patients more quickly and easily, beginning the work of more carefully following and affecting HbA1c results that measure average blood sugar levels over time. For more information on this strategy please see the Trending Toward Better Care page of the ACO's annual report or contact Dawn Place, dplace@wcgh.org.</p>

Resources

- ACO Performance Team, [email](#) us for assistance
 - Additional resources, trainings and materials
 - Quality improvement support
 - Data analysis