

# St Francis Medical Center

Learning collaborative presentation-patient engagement

Feb 11, 2016

# Collaboration with Trenton Health Team's HIE

- Attribution list uploaded into Health Information Exchange (HIE)
- Reports developed which allow identification of attribution and non-attribution patients in the Inpatient, ED, Outpatient, and Clinic settings
- Monitor admissions of attribution patients to other Trenton hospitals to track readmissions





## Review Medical Records for My Patients

[My Patient Lists](#)



## Analytics

[Training Patients](#)

### ▼ CARE COORDINATION

[Nicholson CMT Full Cohort](#)

### ▼ CDS SYSTEMS FOR DM AND HTN

[Inpt Glycemic Control](#)

[SFMC HbA1c > 9%](#)

[SFMC A1c Not Tested](#)

[SFMC HTN](#)

[SFMC HTN Under Control](#)

### ▼ DSRI

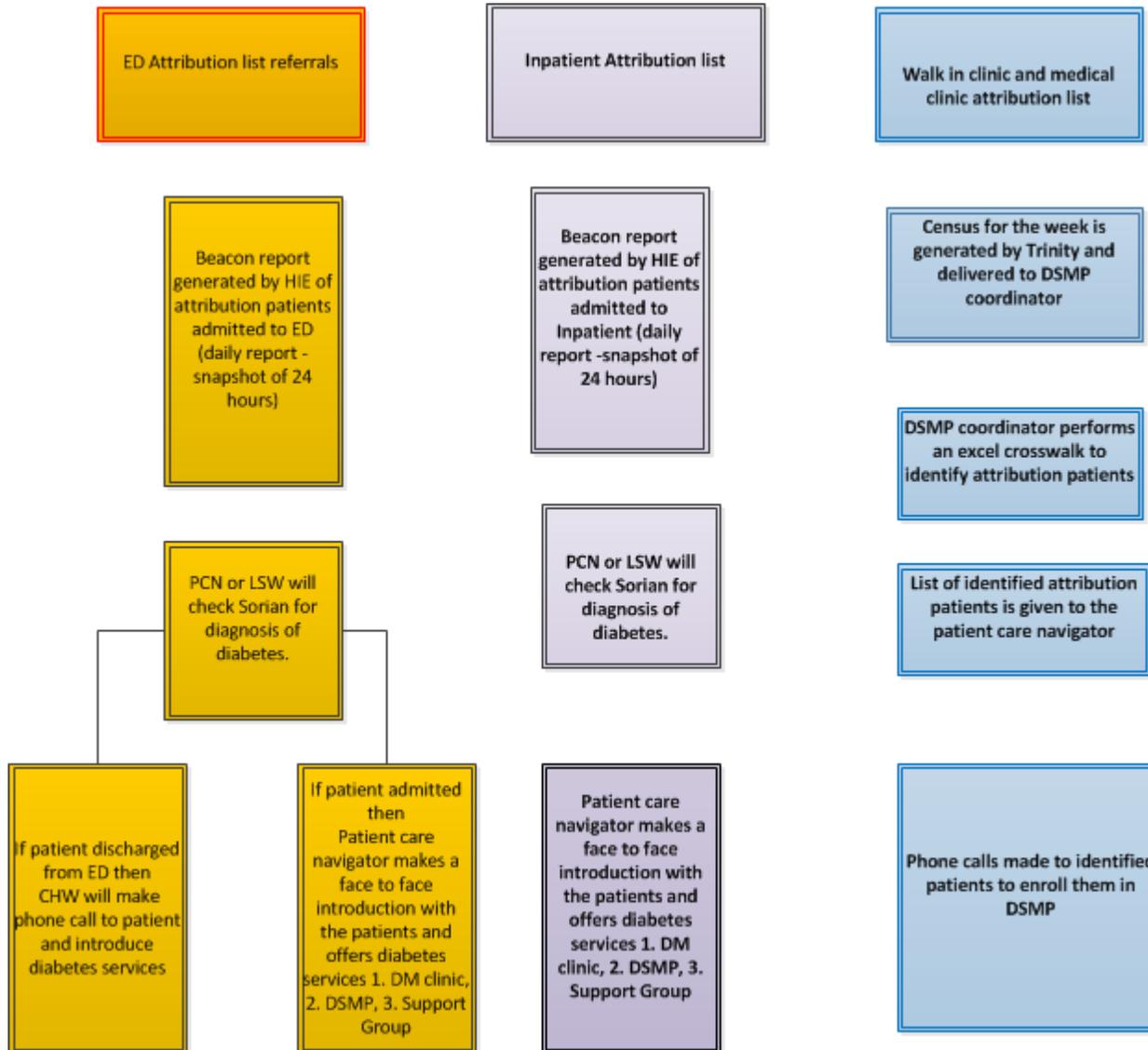
[SFMC DSRI Inpt Util - Admit Last 7d](#)

[SFMC DSRI Inpt Glycemic Control](#)

[SFMC DSRI ER Util - Admit Last 7d](#)

[Work List](#)

# Referral sources for attribution patients



# Referral sources for non-attribution patients

**ED alert non attribution  
(those patients with BS of  
>200)**

**Allscripts Referral  
from inpatient RN  
Case Managers and  
Social Workers**

**Beacon Report generated by  
HIE  
A1C >9.0%**

**Patient asked in triage  
"Do you have  
diabetes?"  
If response is 'No' but  
labwork reveals blood  
sugar >200, email sent  
to PCN and LSW**

**Care navigator  
makes face to face  
contact and  
provides diabetes  
education**

**PCN is sent email notification  
when a Clinic or Walk-In clinic  
patient has lab work which  
reveals an A1C >9.0%**

**PCN or LSW will check Sorian  
for diagnosis of diabetes. If no  
diagnosis of diabetes, patient  
is called by LSW and patient is  
instructed to follow-up with  
PCP as they may have  
undiagnosed DM**

**Patient is referred to the  
DSMP and Diabetes clinic**

**CHW will make phone call to  
patient and introduce  
diabetes services**

# Community Education and Outreach

Community DSRIP



Identify Key Stake Holders



Prioritize Outreach for Greatest Gain

Community Organization	Business	Faith Based	 St. Francis Medical Center
MCCYC Mercer County Council For Young Children CHS Children Home Society MECHA Mercer County Hispanic Association Trenton Health Team" Faith And Prevention Program THT Community Advisory Board NJ Commission for the Blind City of Trenton	Healthy Corner Stores Greenwood Farmer's Market Trenton Farmer's Market MIDJersey Chambers of Commerce	Partnership Asambleas De Dios Church Iglesia Esperanza Y Amor Cathedral Of St. Mary Of The Assumption Trinity Cathedral DSMP and Support Group Catholic Charities	Assisted Living LIFE Program Nursing Program DSRIP Group Visits DSRIP Support Groups Clinic

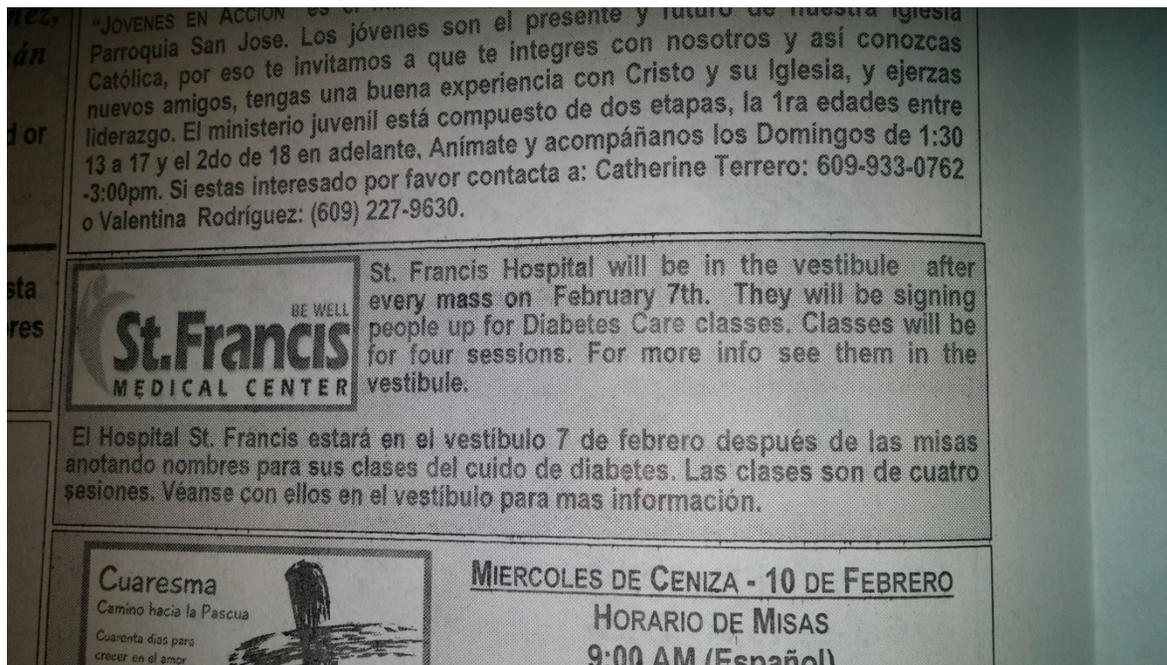
# First All-Spanish group visit in December 2015

- All material translated into Spanish
- Evening class
- 95% graduation rate
- Held class in January due to very high demand.



# Keys to successful engagement

- In-person recruitment/registration
- Overview of the program to partners and organizations
- Engage the leaders of the organizations in the group visit implementation process
- 399 attributed patients were identified through referral sources in DY4Q3 of whom 160 received telephonic outreach.
- 45 patients enrolled into DSMP of which almost 1/3 are attributable.



# Special Event



- World Diabetes Day- Partnered with NJ Commission for the Blind and provided diabetic eye exams to attribution patients and community members.
- Next event planned for March 2016



# Questions/Preguntas

