



Your Community. Your Health. **Your Care.**

# OUR APPROACH TO IMPROVING DIABETES OUTCOMES

LEXINGTON REGIONAL HEALTH CENTER

LEXINGTON, NE

## PROCESS OF IDENTIFYING NEED

- LRHC serves 28%% of the diabetes population in Dawson County
- We had a low rate of referrals and completion of diabetes education
- We chose to work on improving diabetes outcomes and continue to work because:
  - To ensure the patients we serve are able to sustain a quality life outside of the hospital setting in keeping with our mission. Our mission is to optimize the health of our patients and community through innovation and excellence in care, education and service.
  - 9.4% of Dawson County's population is diabetic

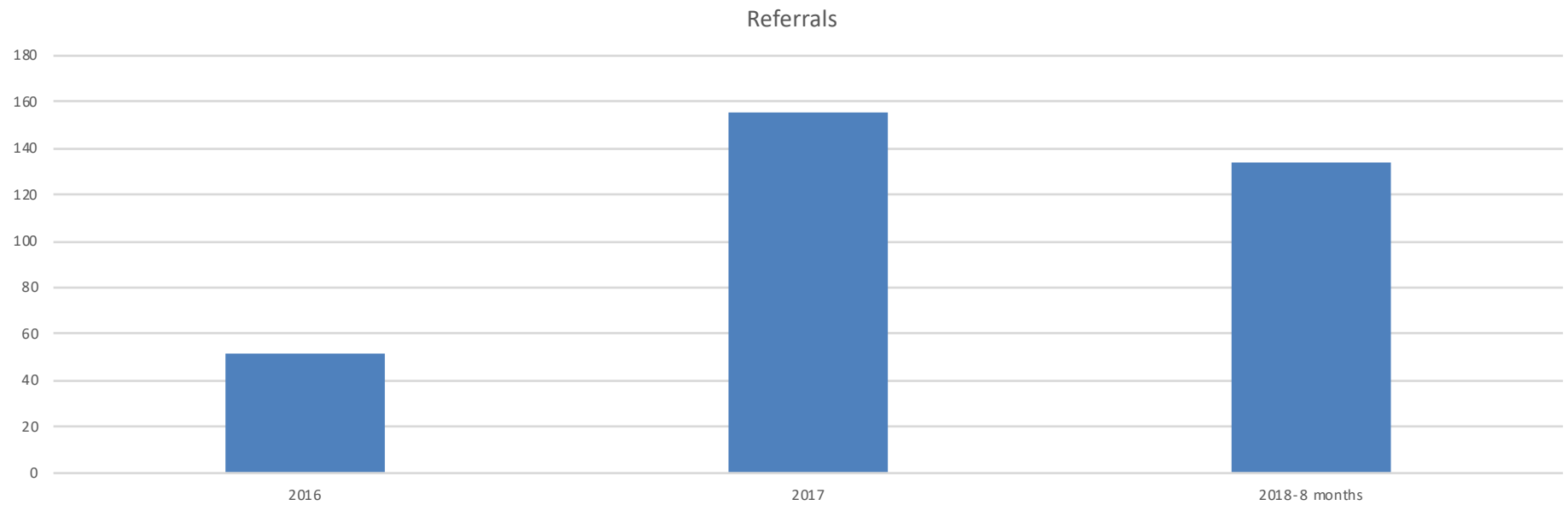
# PROCESS IMPROVEMENT METHODS

- The outcomes we wanted to achieve:
  - Increase the number of diabetic self management education (DSME) referrals
  - Increase the number of patients who complete DSME
  - Increase the percentage of patients who have a HgbA1c less than 9
- Continuing to work on successful completion of all education
- A team was created to address diabetes outcomes and utilize the PDSA model
- The team consisted of:
  - Chief Nursing Officer
  - Director of Rehabilitation Services
  - Clinic Director of Nursing
  - Diabetes Nurse Education
  - Dietician
  - Community Health Worker
  - Director of Transitional Care
  - Front-line clinic nurses
  - Provider

## PROCESS IMPROVEMENT METHODS

- Interventions selected to address the challenge-
  - Free group setting diabetic education
  - Diabetes education referral is offered during every clinic visit
  - Patient leave the clinic with an appointment for diabetes self management education
  - Financial assistance process was developed for education
  - Program was created to recognize patients for completion of courses

## 200% INCREASE IN REFERRALS FROM 2016-2017



## PERCENTAGE OF PATIENTS WITH A HGBA1C < 9

- September 2017- 47% of diabetic patients
- May 2018- 69% of diabetic patients
  
- 47% increase in the number of patients with a HbgA1C < 9

## LESSONS LEARNED

- What we have learned/gained-
  - Involve them in the patient and support system; teach them in the way they choose to learn
  - Identify barriers to success and implement plans to address
  - Look at each patient differently- what works for one doesn't work for all
    - Cultural competence is extremely important when working with different ethnicities
  - Have them be a part of the TEAM
- Lexington Regional Health Center's results are sustainable through the continued use of the PDSA model and organization wide commitment to provide high-quality care