



# Diabetes SCAL Update

November 15, 2019

John Martin, M.D. – DM Regional Champion  
Tim Hsieh, M.D. – DM Regional Champion



# HEDIS 2019 (2018 data)

We have continued having success in some metrics, but there are also areas of opportunity

Data available for

Top 20 in Nation for Commercial population

Commercial Population

Medicare Population

HEDIS “percentiles”/ other data to be released



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) – Commercial

DUC 20110201\_001

## HEDIS 2019 Commercial At A Glance

### KP Results for All Domains (Performance Year 2018)



EFFECTIVENESS OF CARE	KP Programwide <sup>1</sup>		Kaiser Permanente Regional Results								
	Regional Variation	Rate	Northern California	Southern California	Colorado	Georgia	Hawaii	Mid-Atlantic States	Northwest	Washington	Washington PPO
<b>Diabetes</b>											
Comprehensive Diabetes Care											
· HbA1c Testing	5.88%	93.92%	94.57%	93.41%	93.68%	95.80%	95.47%	98.09%	93.02%	92.21%	91.97%
· Poor HbA1c Control ( <i>low rate better</i> )	12.59%	22.10%	19.57%	23.52%	18.97%	23.72%	28.16%	15.57%	24.09%	23.55%	33.03%
· Adequate HbA1c Control (<8.0%)	11.51%	65.32%	66.51%	64.96%	65.89%	64.78%	60.07%	71.58%	62.32%	63.22%	53.10%
· Good HbA1c Control (<7.0%)	13.03%	39.80%	37.41%	42.00%	45.74%	36.73%	32.71%	NR	38.60%	38.44%	32.52%
· Medical Attention for Nephropathy	5.27%	92.11%	92.28%	90.93%	95.29%	95.80%	95.15%	96.20%	91.35%	93.48%	91.06%
· Blood Pressure Control <140/90	15.73%	80.97%	80.11%	81.58%	89.18%	85.77%	81.20%	84.15%	73.45%	80.98%	74.27%
· Retinal Eye Exam	21.37%	81.55%	75.36%	81.98%	70.38%	76.09%	68.25%	89.62%	77.72%	80.25%	65.15%
Statin Therapy for Patients With Diabetes											
Received Statin Therapy	17.89%	72.96%	75.26%	71.81%	71.23%	60.35%	77.33%	78.24%	67.25%	70.61%	67.87%
Statin Adherence 80%	10.66%	69.50%	73.52%	65.85%	70.16%	63.09%	72.30%	69.20%	73.75%	73.69%	70.70%

# HEDIS 2019 (2018 data) – Top 20 in Nation

SCAL achieved Top 20 in Nation (Commercial Population)

A1c < 7 – No. 20

Eye Care – No. 3

DM BP Control – No. 12

Received Statin Therapy – No. 8



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) – Top 20 in Nation

SCAL Missed Top 20 in Nation (Commercial Population)

HbA1c testing

HbA1c control rate for A1c < 8, and A1c < 9

Medical Attention for Nephropathy

Statin Adherence



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) - Commercial

Top Third in KP Regional Comparison

A1c < 7 – 42.00% (2 of 9)

Retinal Screening – 81.98% (2 of 9)



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) - Commercial

## Middle Third in KP Regional Comparison

A1c < 8 – 64.96% (5 of 9)

- Previously top 3

A1c > 9 (Poor Control, lower better) – 23.52% (4 of 9)

- Previously top 3

DM Blood Pressure – 81.58% (4 of 9)

Statin Received – 71.81% (4 of 9)



This Photo by Unknown Author is licensed under [CC BY](#)



# HEDIS 2019 (2018 data) - Commercial

## Bottom Third in KP Regional Comparison

A1c testing – 93.41% (6 of 9)

- SCAL – 76<sup>th</sup> in nation, 4<sup>th</sup> in state
- NCAL – 29<sup>th</sup> in Nation, 1<sup>st</sup> in state

Attention to Nephropathy – 90.93% (9 of 9)

- SCAL – 110<sup>th</sup> in nation, 9<sup>th</sup> in state
- NCAL – 52<sup>nd</sup> in nation, 5<sup>th</sup> in state

Statin Adherence – 65.85% (8 of 9)

- SCAL – 289<sup>th</sup> in nation, 12<sup>th</sup> in state
- NCAL – 124<sup>th</sup> in nation, 4<sup>th</sup> in state



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) – Medicare

DUC 20110201\_001

## HEDIS 2019 Medicare At A Glance KP Results for All Domains (Performance Year 2018)



EFFECTIVENESS OF CARE	KP Programwide <sup>1</sup>		Kaiser Permanente Regional Results									
	Regional Variation	Rate	California+ (North/South)	Northern California	Southern California	Colorado	Georgia	Hawaii	Mid-Atlantic States Cost	Mid-Atlantic States	Northwest	Washington
<b>Diabetes</b>												
Comprehensive Diabetes Care												
· HbA1c Testing	4.26%	97.49%	97.47%	97.79%	97.24%	95.38%	99.64%	99.00%	98.21%	98.08%	97.16%	96.88%
· Poor HbA1c Control (low rate better)	5.55%	9.20%	9.05%	7.87%	9.89%	9.25%	10.39%	11.59%	9.32%	13.42%	10.32%	13.08%
· Adequate HbA1c Control (<8.0%)	8.07%	80.66%	80.76%	81.39%	80.31%	79.08%	77.78%	80.10%	83.15%	75.08%	79.64%	75.70%
· Medical Attention for Nephropathy	2.37%	96.90%	96.87%	97.49%	96.43%	98.54%	96.77%	98.79%	98.57%	97.89%	96.53%	97.82%
· Blood Pressure Control <140/90	10.51%	85.88%	86.53%	85.95%	86.95%	87.59%	85.83%	84.51%	85.26%	87.22%	77.08%	87.54%
· Retinal Eye Exam	8.29%	87.93%	88.00%	85.76%	89.61%	90.51%	89.61%	85.64%	92.47%	93.93%	86.58%	88.47%
SES Stratification for Retinal Eye Exam*												
· Non-LIS/DE, Nondisability	8.51%	88.99%	89.00%	86.66%	90.58%	90.94%	92.31%	86.25%	94.76%	93.26%	88.51%	90.15%
· LIS/DE	12.49%	89.51%	89.80%	88.60%	91.33%	NA	NA	NA	NA	95.24%	82.75%	NA
· Disability	10.20%	84.43%	84.59%	82.73%	85.76%	84.62%	79.59%	80.77%	85.19%	89.80%	82.53%	77.55%
· LIS/DE and Disability	21.35%	83.69%	83.99%	81.65%	87.40%	NA	NA	NA	NA	100.00%	78.65%	NA
· Other	7.21%	74.82%	74.31%	71.67%	75.50%	NA	NA	NA	NA	NA	78.87%	NA
· Unknown	11.45%	81.56%	81.79%	77.36%	88.81%	NA	NA	NA	NA	NA	NA	NA
Statin Therapy for Patients With Diabetes												
Received Statin Therapy	11.59%	84.37%	84.88%	84.26%	85.38%	82.84%	77.35%	84.73%	NQ	88.93%	82.23%	82.20%
Statin Adherence 80%	7.81%	83.81%	83.09%	85.59%	81.13%	84.92%	86.59%	86.53%	NQ	85.33%	88.94%	87.86%

# HEDIS 2019 (2018 data) – Medicare

## KP Population Comparison

### A1c

- Testing – 97.24% (6<sup>th</sup> of 9)
- A1c > 9 (Poor Control, low is better) – 9.89% (4<sup>th</sup> of 9)
- A1c < 8% - 80.31% (3<sup>rd</sup> of 9)

DM BP Control – 86.95% (4<sup>th</sup> of 9)

Retinal Screening – 89.61% (tied 4<sup>th</sup> of 9)



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) – Medicare

## Medicare Population (KP Comparison)

### DM Statins

- Received – 85.38% (2<sup>nd</sup> out of 9)
- 80% Adherence – 81.13% (last by nearly 4%)



This Photo by Unknown Author is licensed under [CC BY](#)

# HEDIS 2019 (2018 data) – Key Takeaways

## Testing Crucial for All Populations

If not tested, patients considered A1c > 9%

A1c results help guide treatment, and Complete Care

New SOR and A1c Overdue reports available

Contact KPNS for local outreach help



# HEDIS 2019 (2018 data) – Key Takeaways

Make sure to address meds in last part of 2019

Perform med reconciliation

Use mail order pharmacy tool

Discuss importance of med adherence

Discontinue med if definitely not being used



# RGM – Adoption

## Improvement

Enrollment correlates with a 1% drop in A1c

Care Managers report

- Up to 50% time savings on patient calls
- Better quality data
- Increased patient engagement

## Enrollment

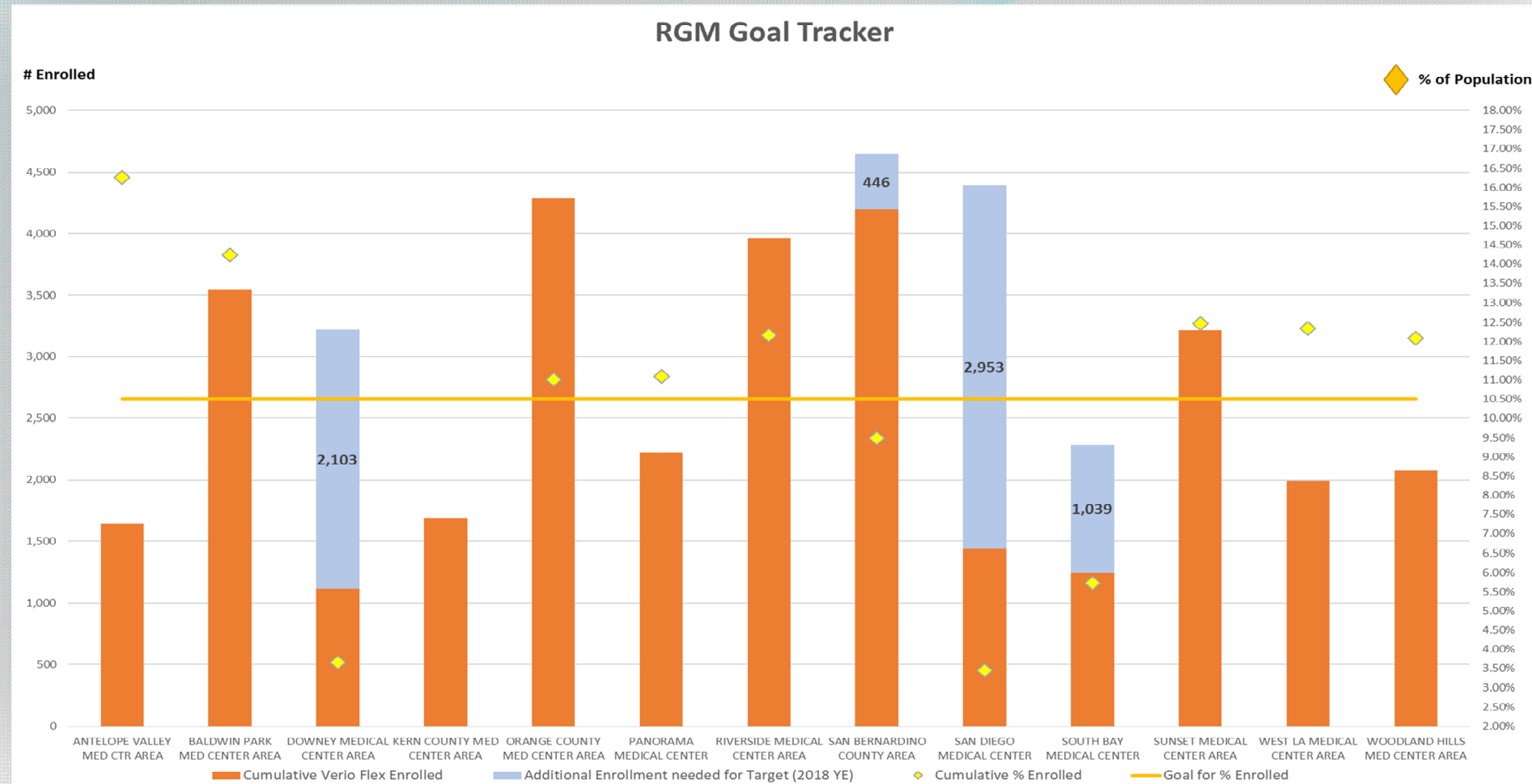
12,905 Enrolled from Jan – June 2019

- More than doubled from Jan – June 2018



# RGM – Enrollment Total

2019 M07 – Cumulative



Total regional enrollment goal for 2019 is 10.5% of DM pop 1 & 2

This is total enrollment since start of program not just in 2019



# RGM – Utilization

## Utilization Definition

- Utilization = % of patients who uploaded in the month
- Utilization denominator = patients enrolled & consented

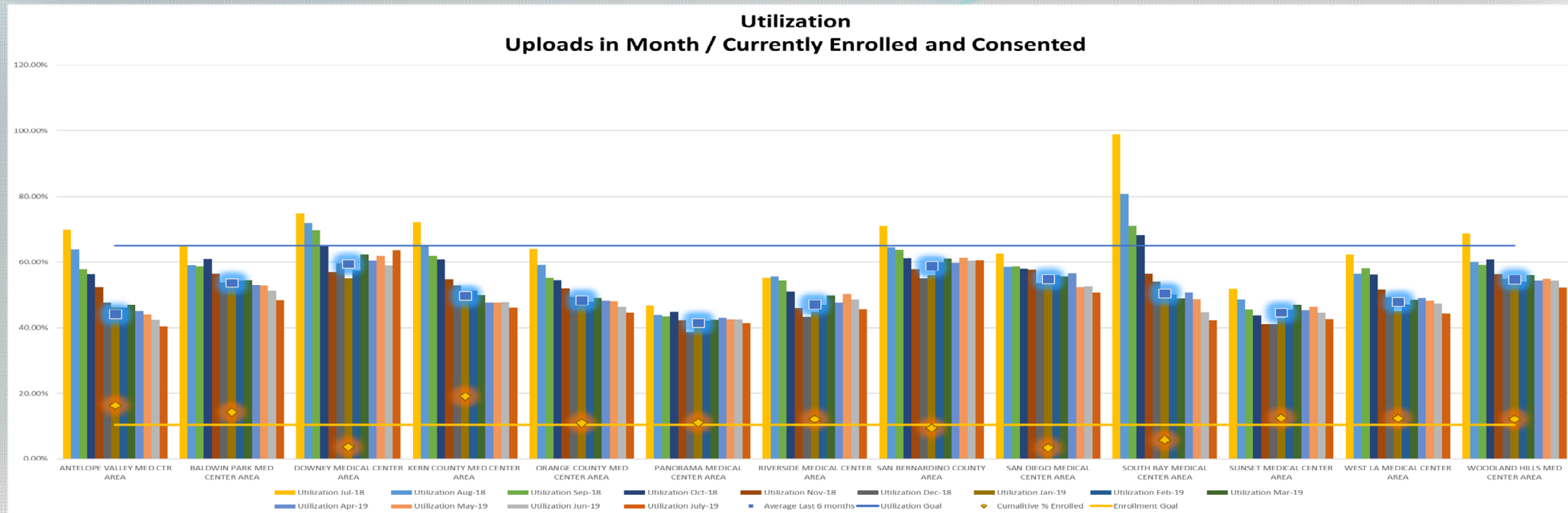
## Current Utilization

- 47.87% as of June 2019
- 61% Enrolled completed consent process
- Barriers to enrollment are mostly technical
- Contact [Christopher.D.Stewart@kp.org](mailto:Christopher.D.Stewart@kp.org) for help/resources



# RGM – Utilization Trend

2019 M07 – Monthly



*The drop in utilization – correlating to our success in enrollment – is beginning to slow. Please continue focusing on utilization.*

**% utilized = 1 or more uploaded in reporting month/ total currently enrolled and consented**

**Service areas with low enrollment may be above 100% if patients who uploaded during the month later unenrolled that month (see Current Enrollment)**

**\*The report was improved to remove those who only completed part of the consent steps, hence the large overall increase in June**

# RGM – Continued Importance

## RGM Can Save Time in Clinic

Upgrade to meter download software coming mid 2020 to address compatibility issues

New software will be more time consuming for back office staff and require patient consent

Patients already uploading under RGM program will not need meter downloads, saving staff time when rooming



# DM Foot Care



New coding guidelines distributed in 2019

- Deformity is no longer emphasized
- Should create more consistent coding
- Nurse Foot Exam Training ppt now available

Continued focus on foot-at-risk follow up

- Due now report for “active patients” sent out monthly
- Ability to find patients overdue for yearly monofilament foot exams in KPHC Panel Management

# DM Report Transition and Updates

## Updated Reports

New SOR Dashboard

A1c overdue

A1c Testing and Control  
Summary Reports

Inertia Report

A1c Due ED Report



## Reports in Queue

Amputation Rates and High  
Risk Foot Follow Up

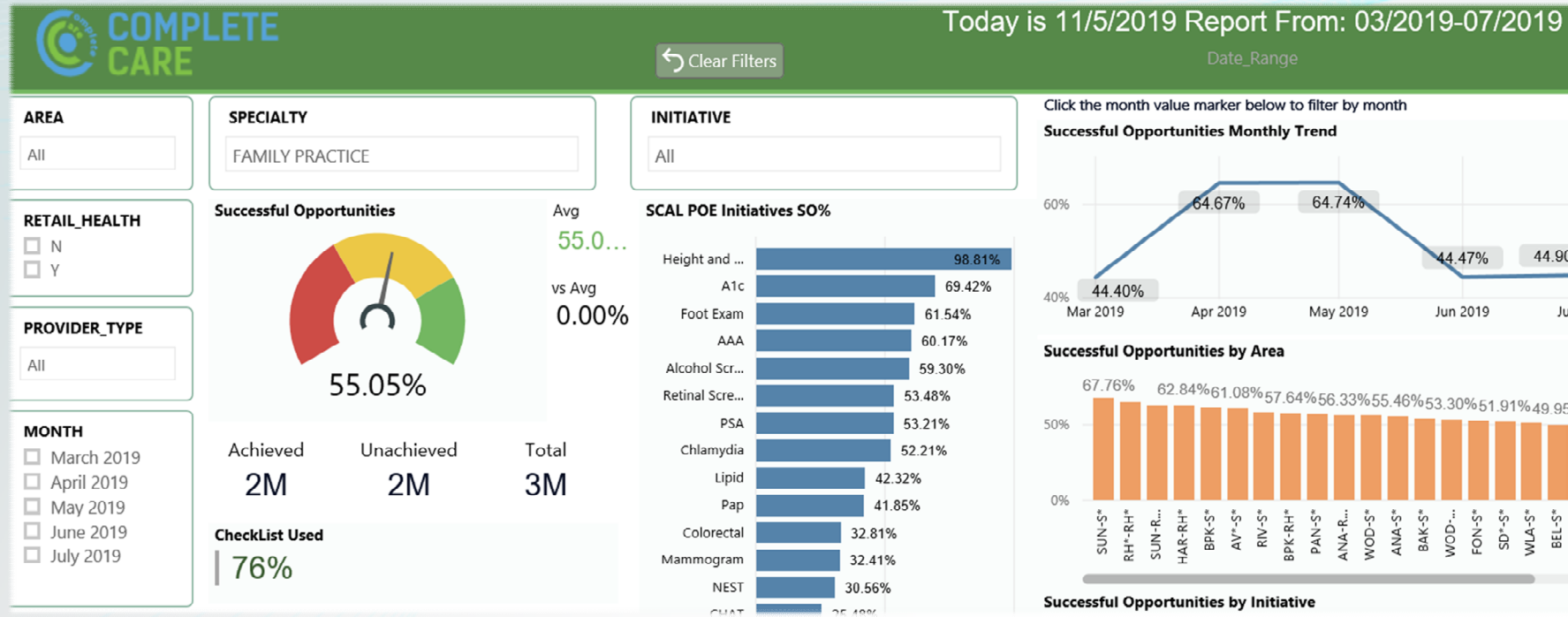
A1c Control Dashboard

Insulin Start Report

Verio Flex Ordered Tracker

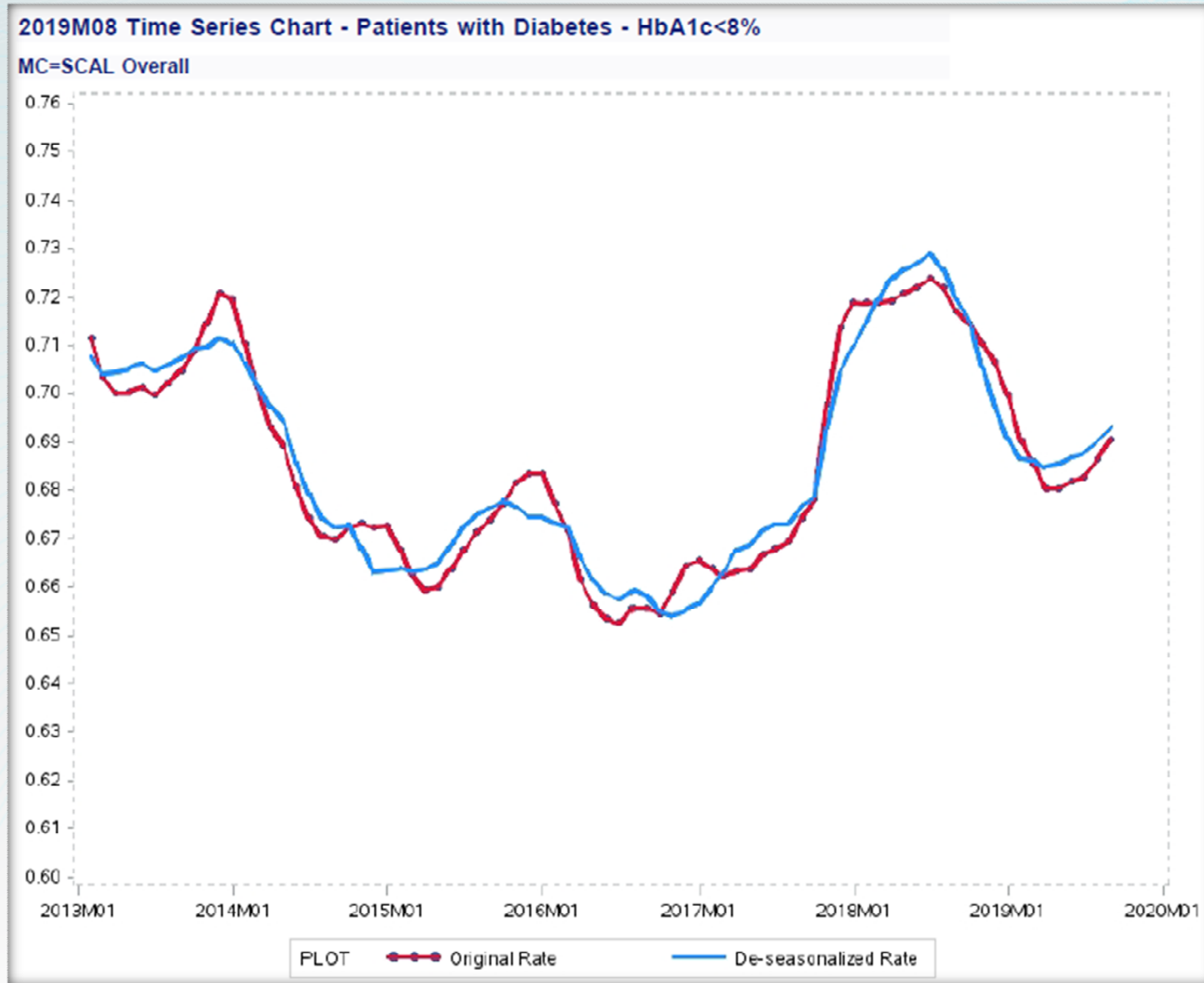
Remaining Misc. POINT reports

# Successful Opportunities Report (SOR)



Includes filterable, rollup and drilldown views for service area, provider, provider/staff combo, and patient MRNs

# A1c Control – SCAL Seasonality Report

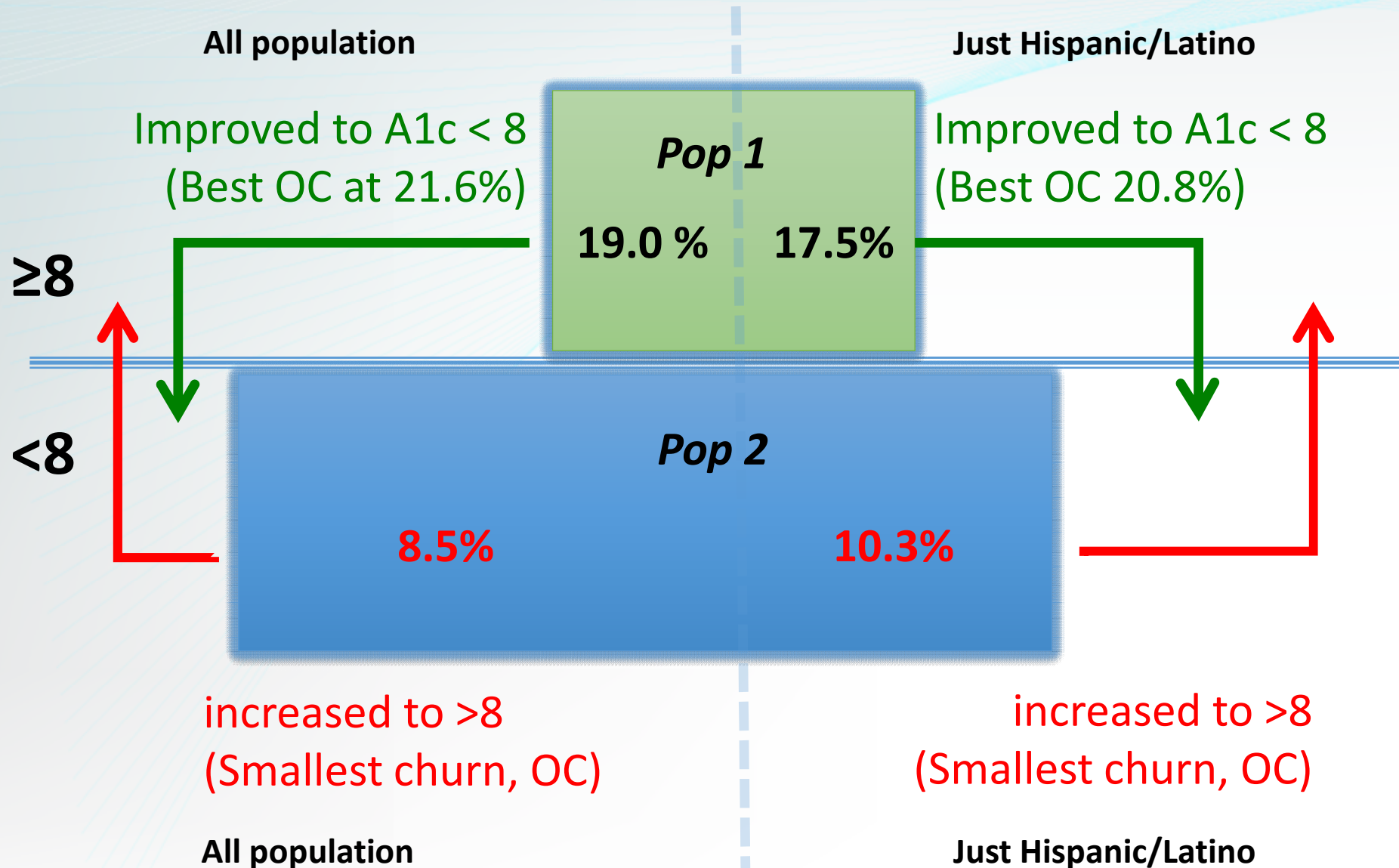


# Panel Management – Target Populations

1. Patients Ages 18-74 with DM **and** A1C $\geq$ 8 **or** Missing A1C in the last 12 months
  - Some excluded if in Regional Panel Management Target Populations in 2017 **and** 2018
  - N: 81,763 DM patients (all DM pts less some exclusions for multiple years on report)
  - N: 39,259 Hispanic/Latino DM patients (less some exclusions for multiple years on report)
  - Min Goal is 30% and Max Goal is 32% improvement from baseline
2. Patients Ages 18-74 with Diabetes **and** A1C $<$ 8
  - Goal is prevent A1c from rising over 8 and, if able, lower to controlled level for age/health
  - To help prioritize work, there is a predictive risk score for who will go “out of control”
  - Score is high, medium, or low and based on patient history
  - N: 251,376 DM patients (all DM pts less some exclusions for multiple years on report)
  - N: 92,262 Hispanic/Latino DM patients (less some exclusions for multiple years on report)
  - Min Goal is 87% retention and Max Goal is 90% retention
1. Black/African American Patients Ages 18-64 with HTN – Uncontrolled/No BP
  - N: 18-59: TBA (Total: TBA)
  - Total Black HTN Population: 18-59: TBA (Total N: TBA)



# Performance – 2019 M08 PPM for Region



Pop 1 Year End Goal:  
30%/32% over base

Pop 2 Year End Goal:  
decrease less than  
13%/10% of base

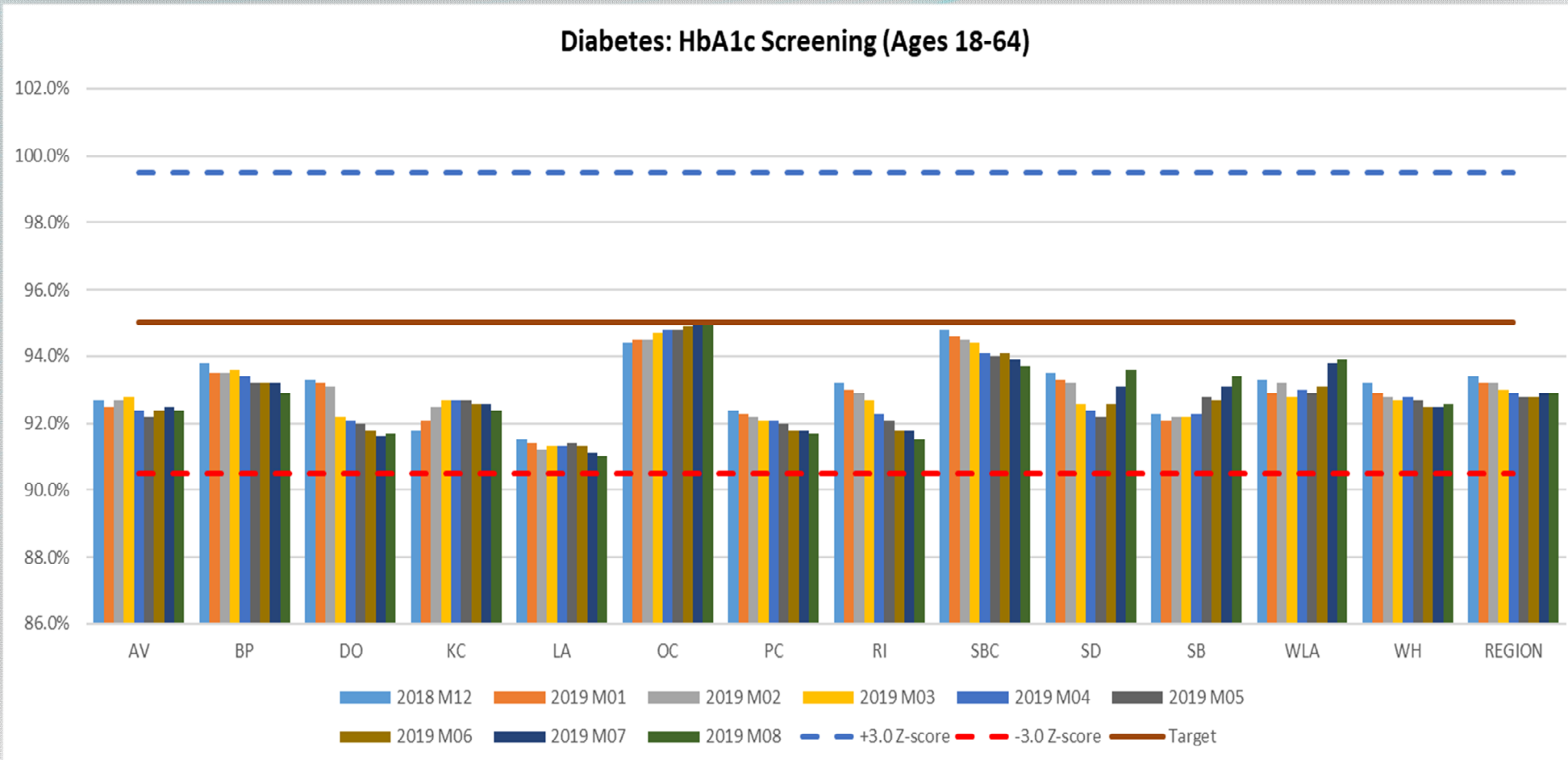
A1c Testing  
Pop 1  
Avg 87.6%

A1c Testing  
Pop 2  
Avg 94.2%

Reminder:  
Pop 2 much larger  
than Pop 1

# CSG Performance – A1c Screening (18-64)

Through 2019 M08

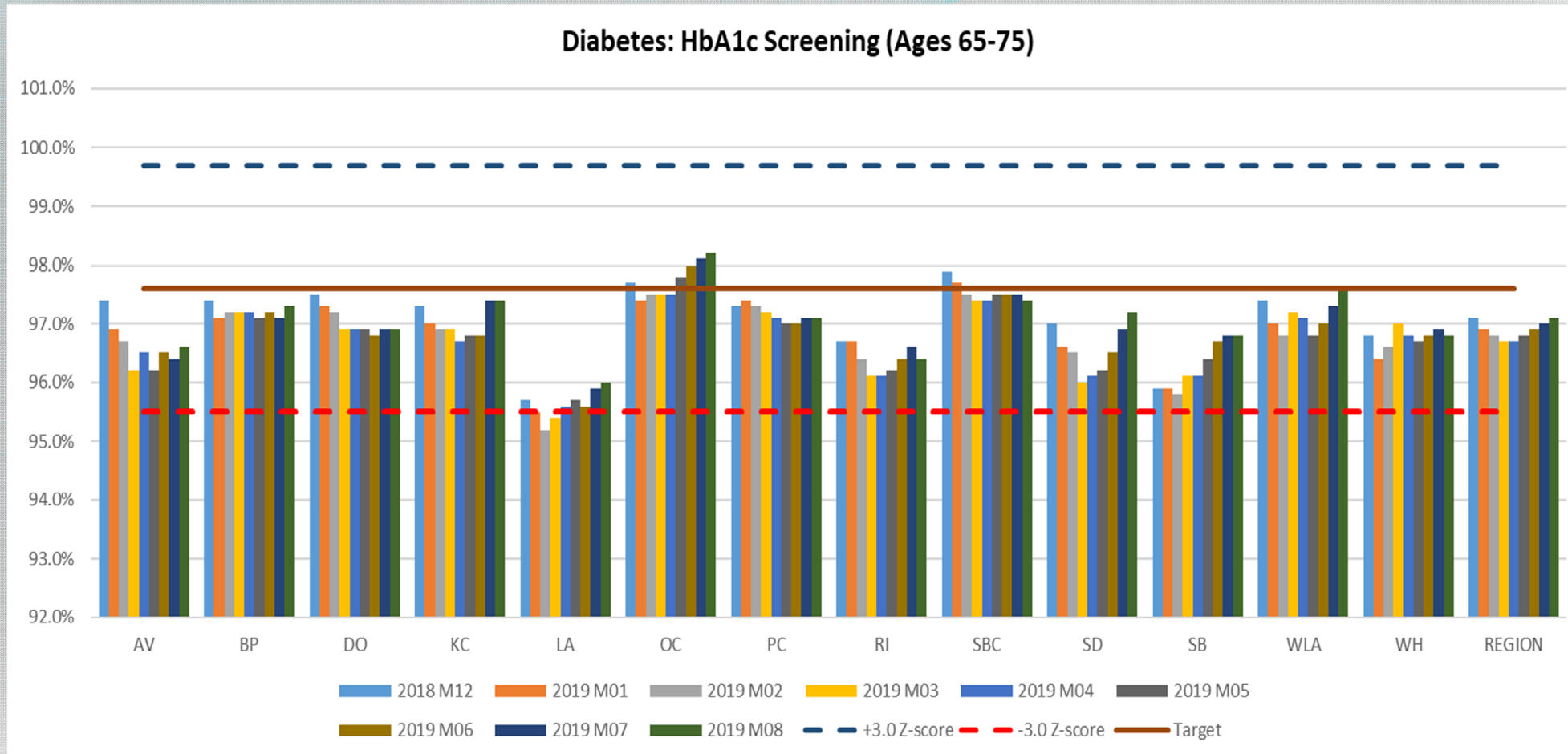


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c Screening (65-75)

Through 2019 M08

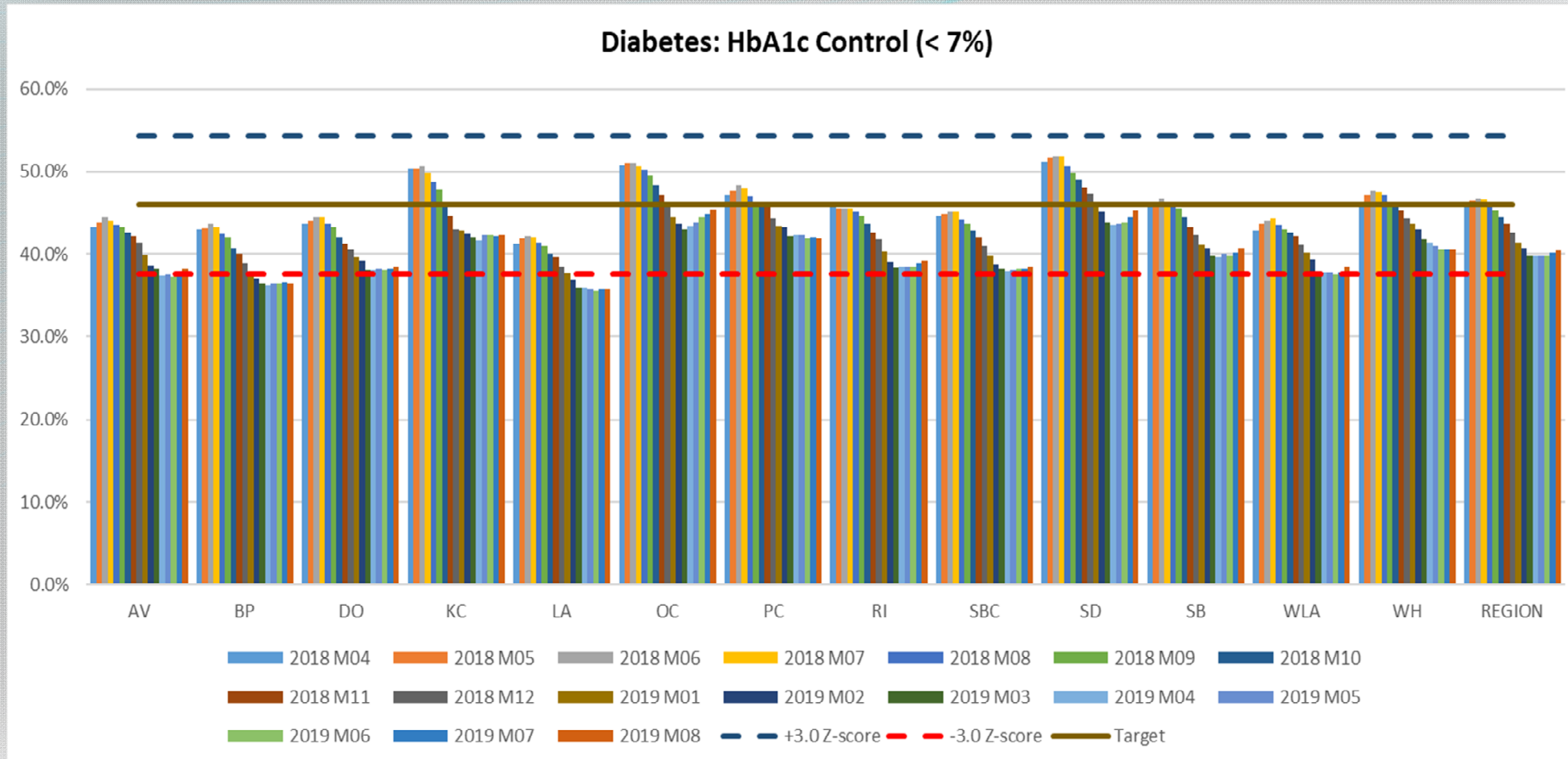


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – CSG A1c < 7

Through 2019 M08

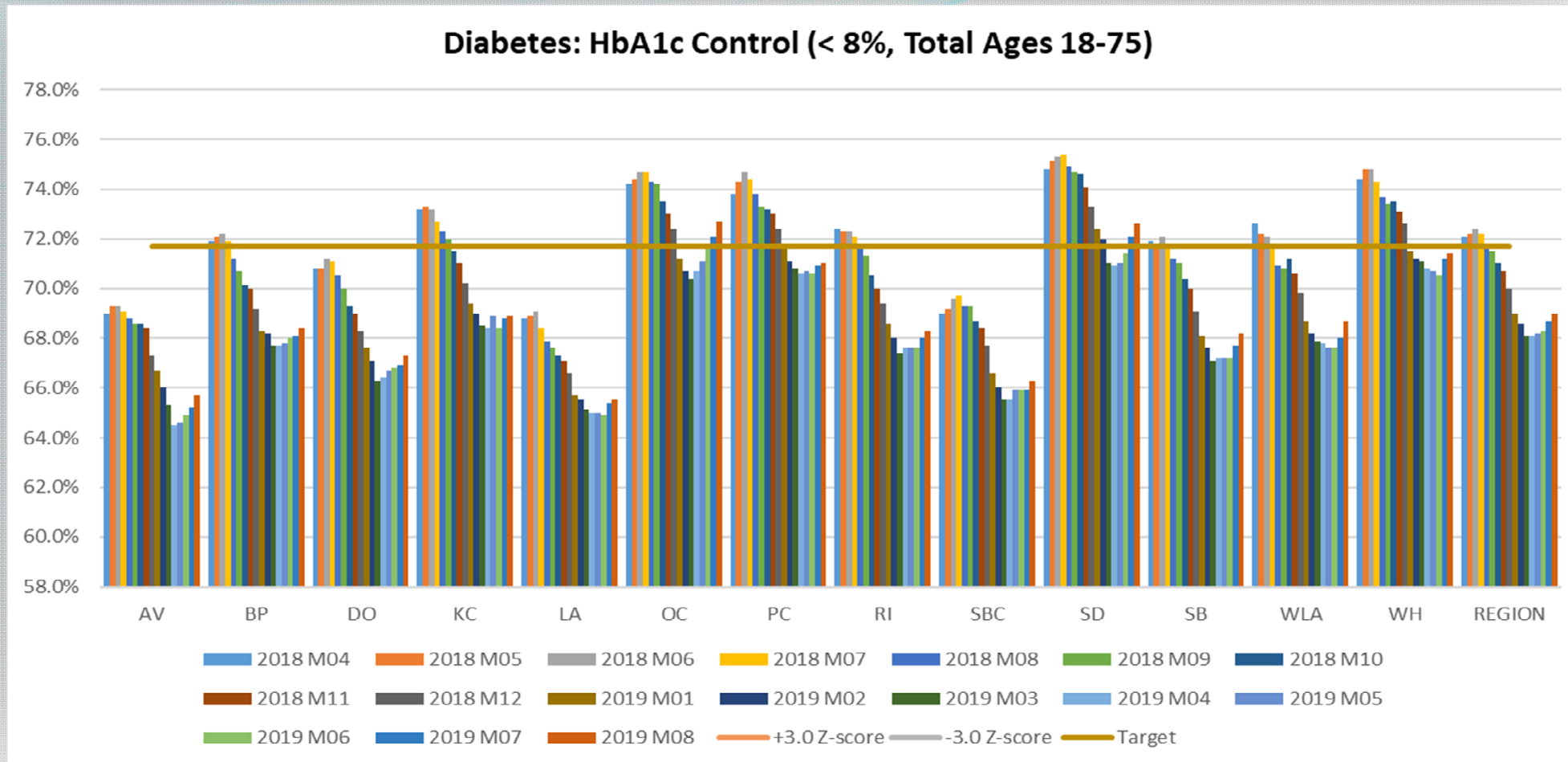


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 8 (18-75)

Through 2019 M08

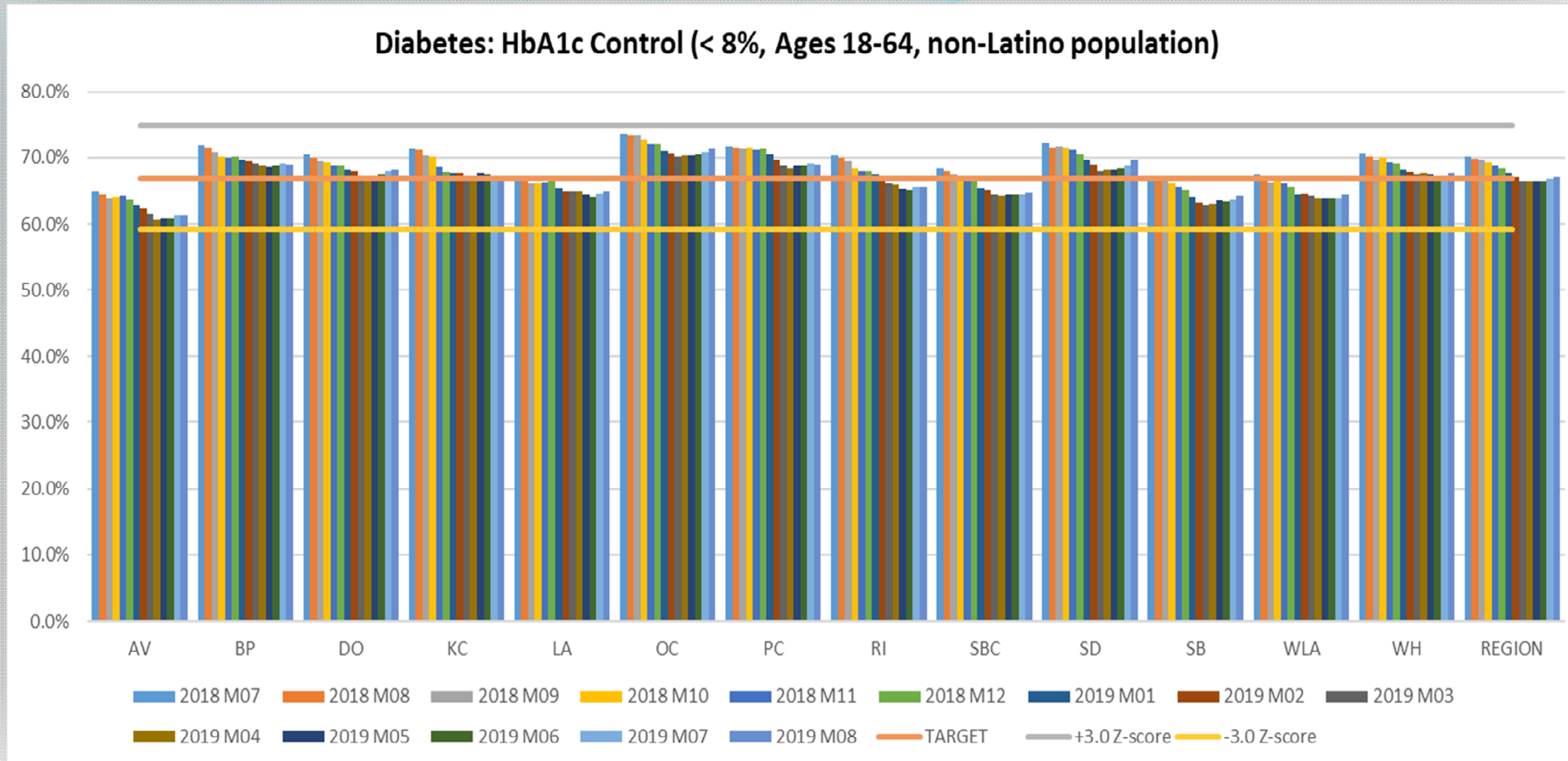


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 8 (18-64)

Non Hispanic/Latino Through 2019 M08

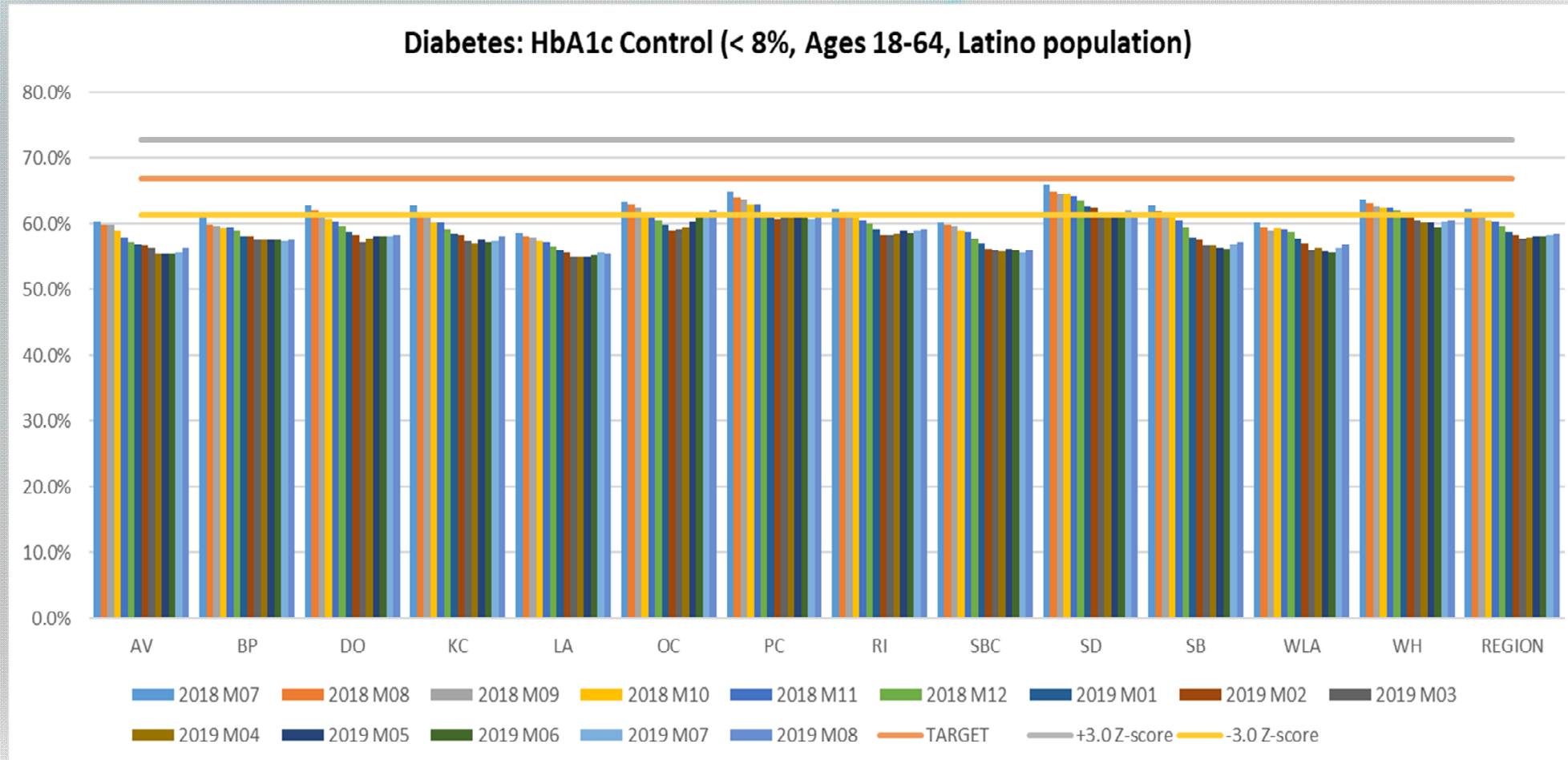


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 8 (18-64)

Hispanic/Latino Through 2019 M08



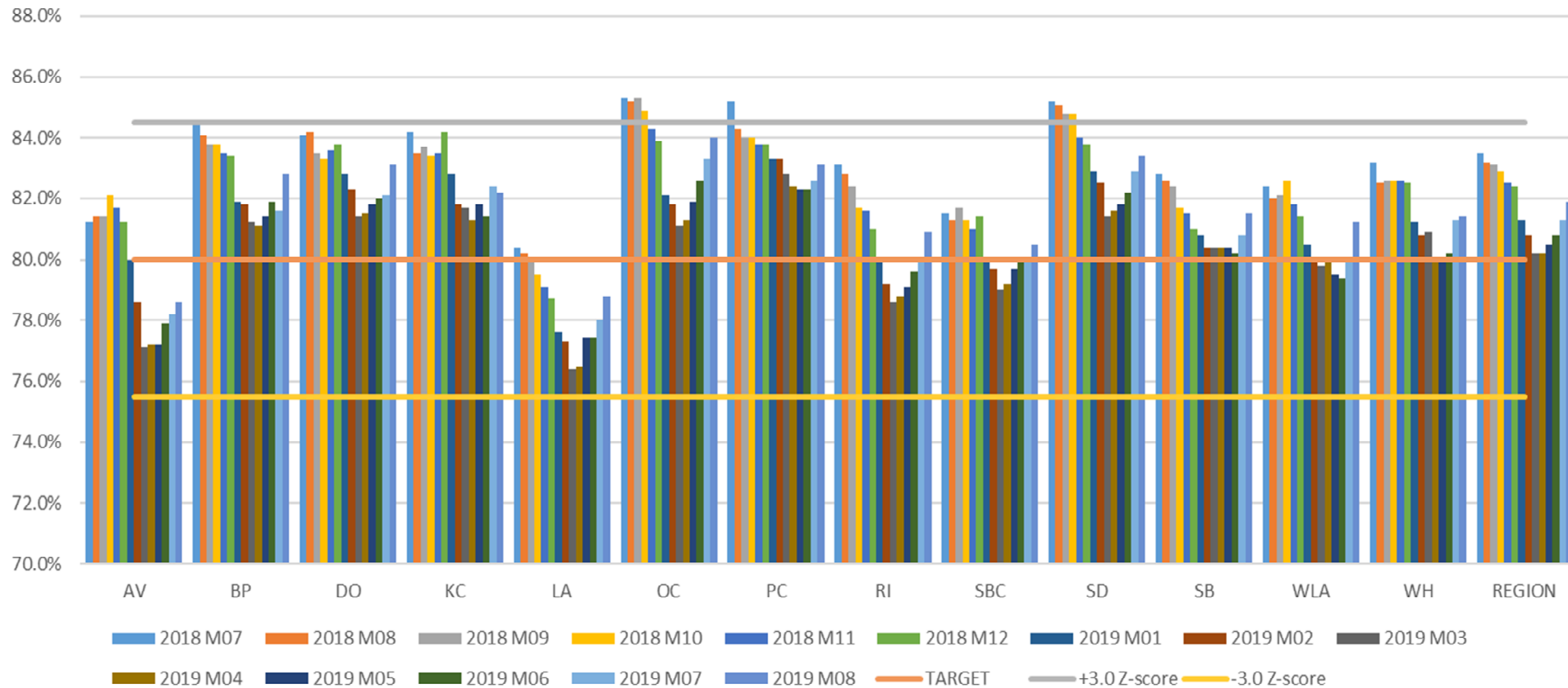
*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 8 (65-75)

Non Hispanic/Latino Through 2019 M08

Diabetes: HbA1c Control (< 8%, Ages 65-75, non-Latino population)



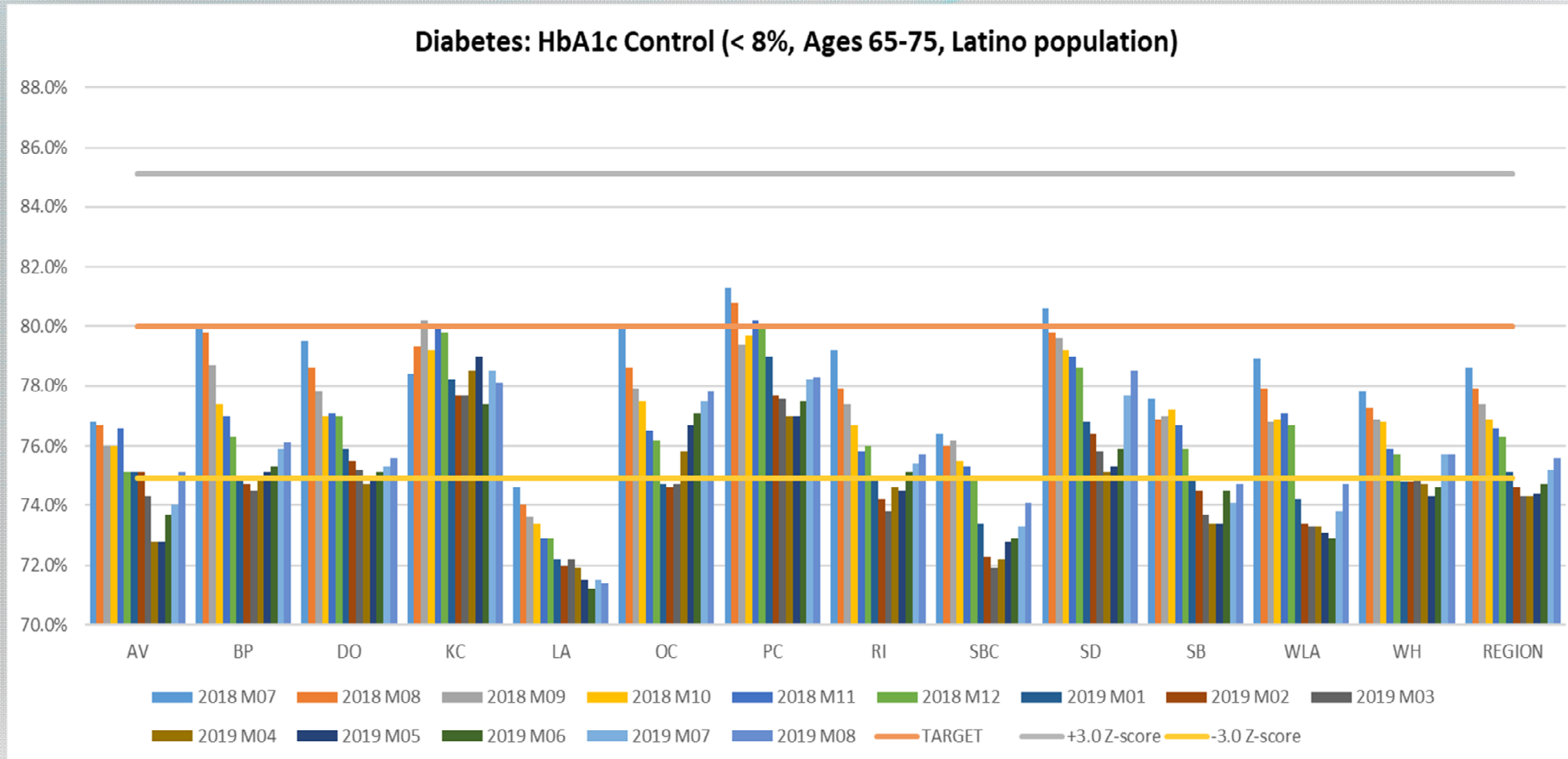
*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*



# CSG Performance – A1c < 8 (65-75)

Hispanic/Latino Through 2019 M08

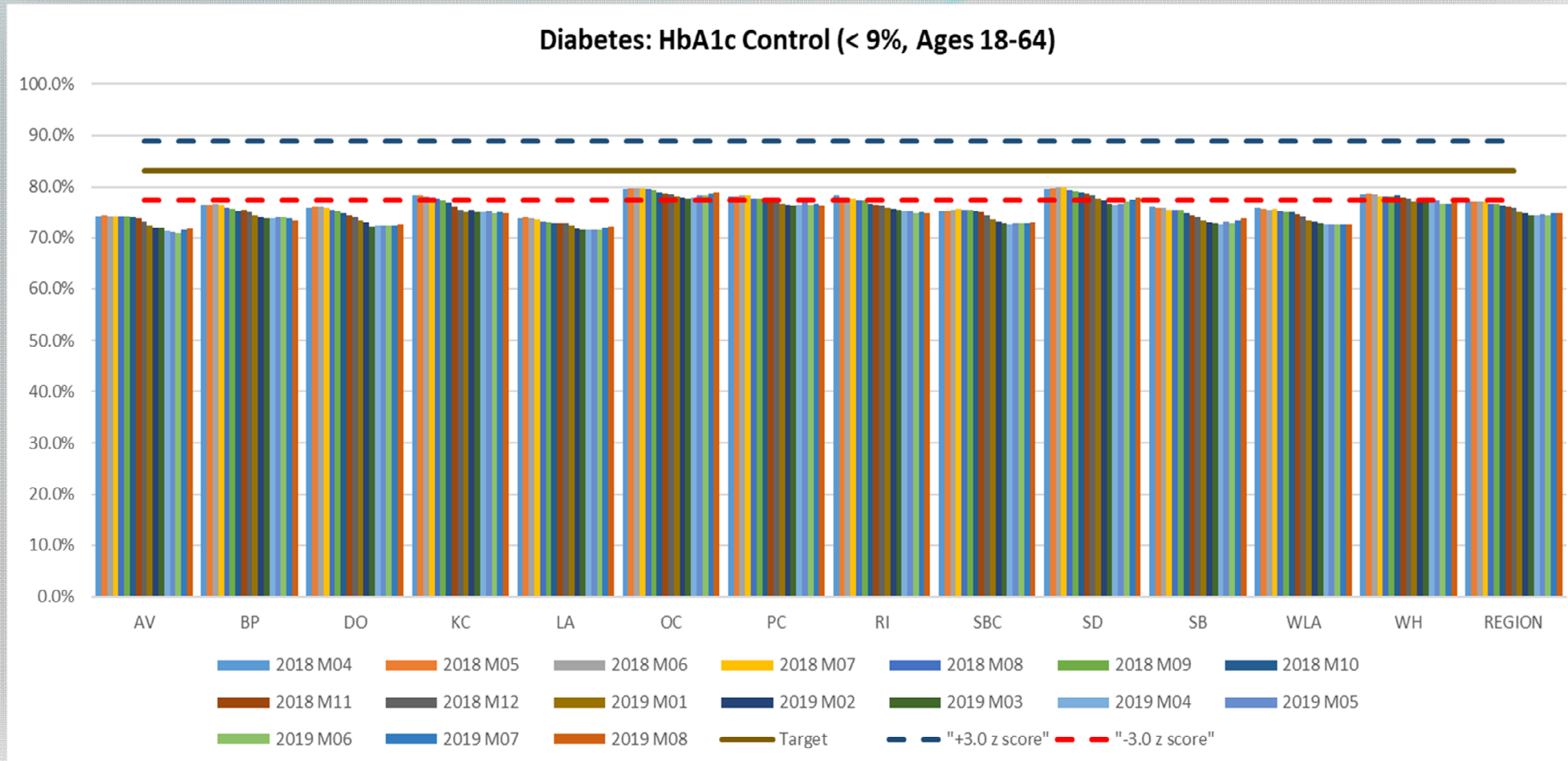


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 9 (18-64)

Through 2019 M08

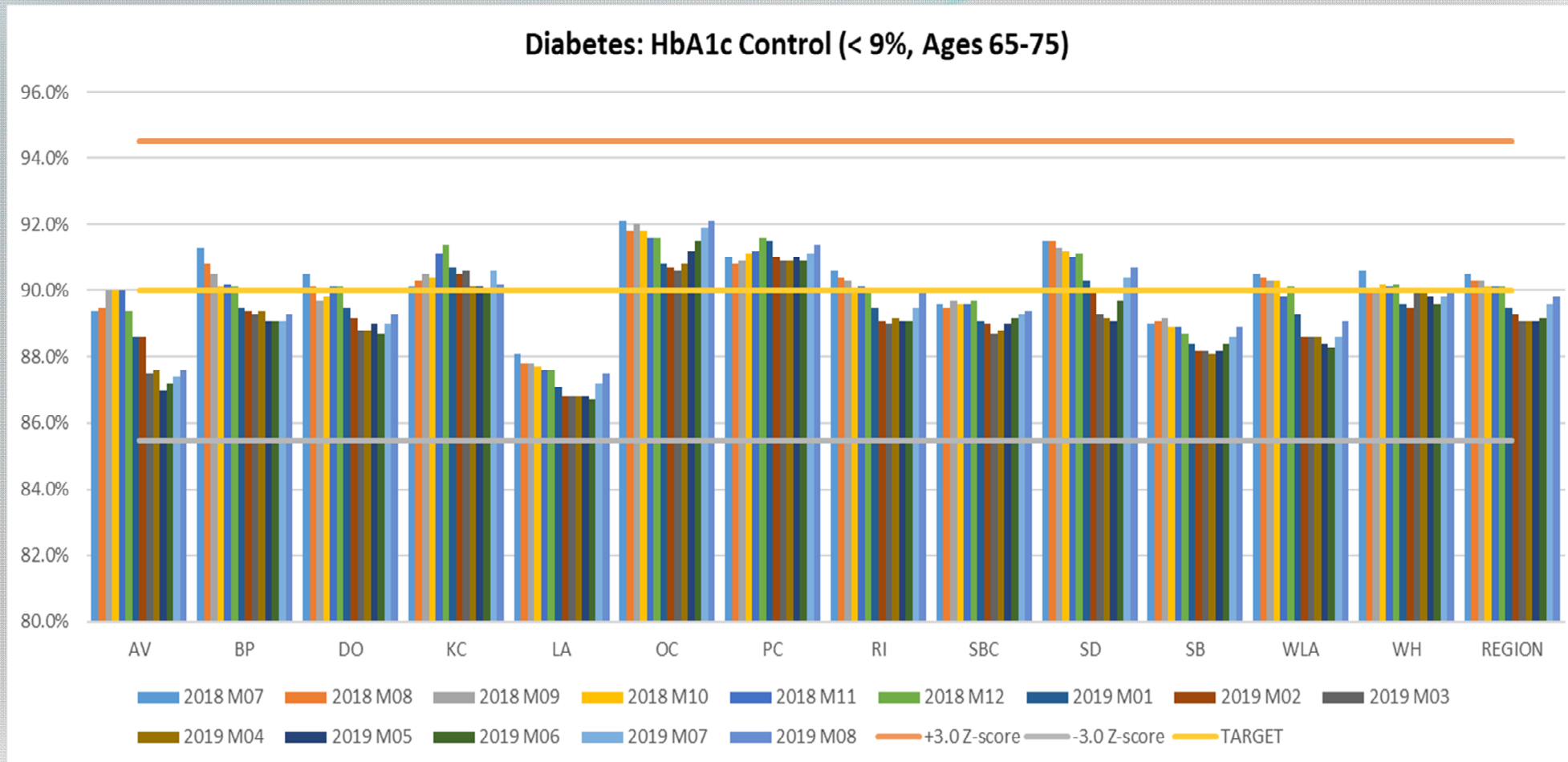


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – A1c < 9 (65-75)

Through 2019 M08



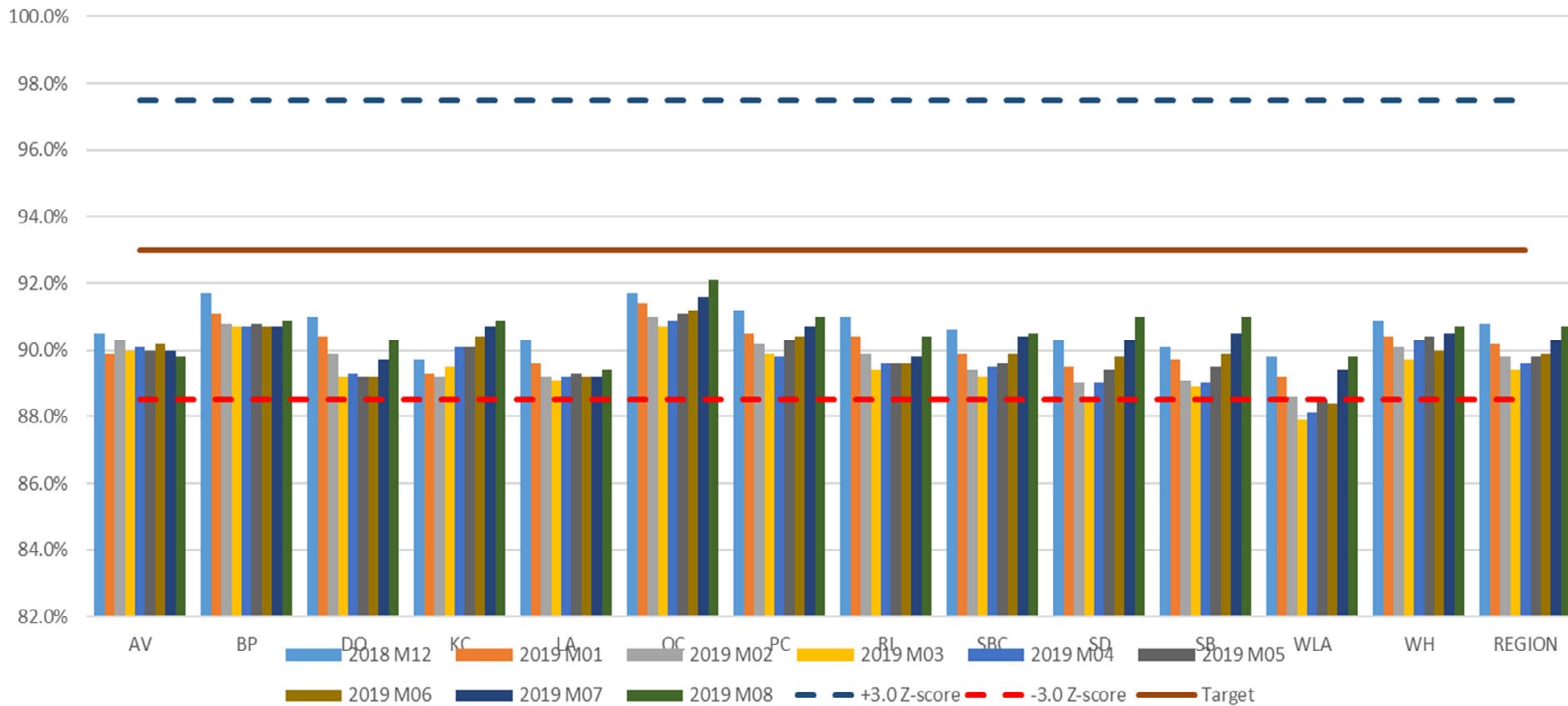
*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – Nephropathy (18-64)

Through 2019 M08

Diabetes: Medical Attention for Nephropathy (Ages 18-64)



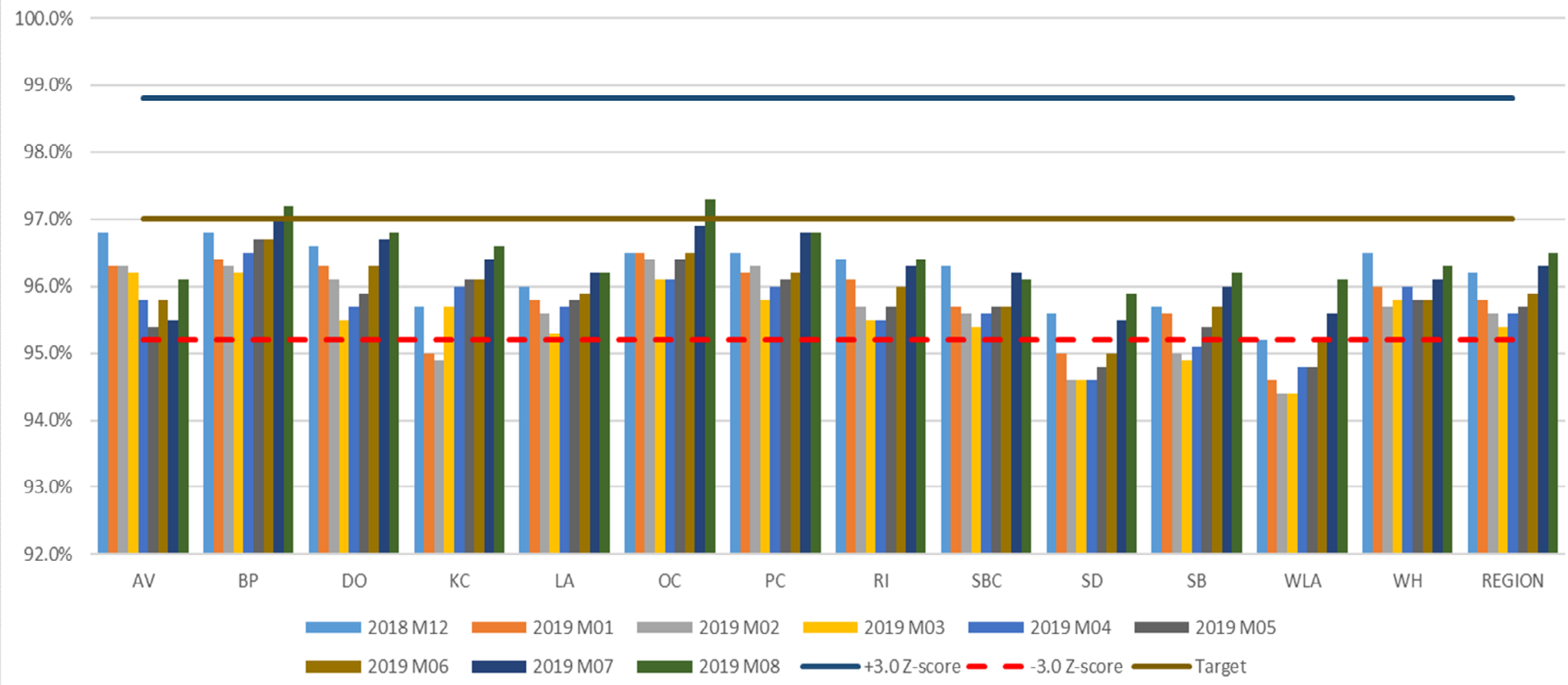
*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – Nephropathy (65-75)

Through 2019 M08

Diabetes: Medical Attention for Nephropathy (Ages 65-75)

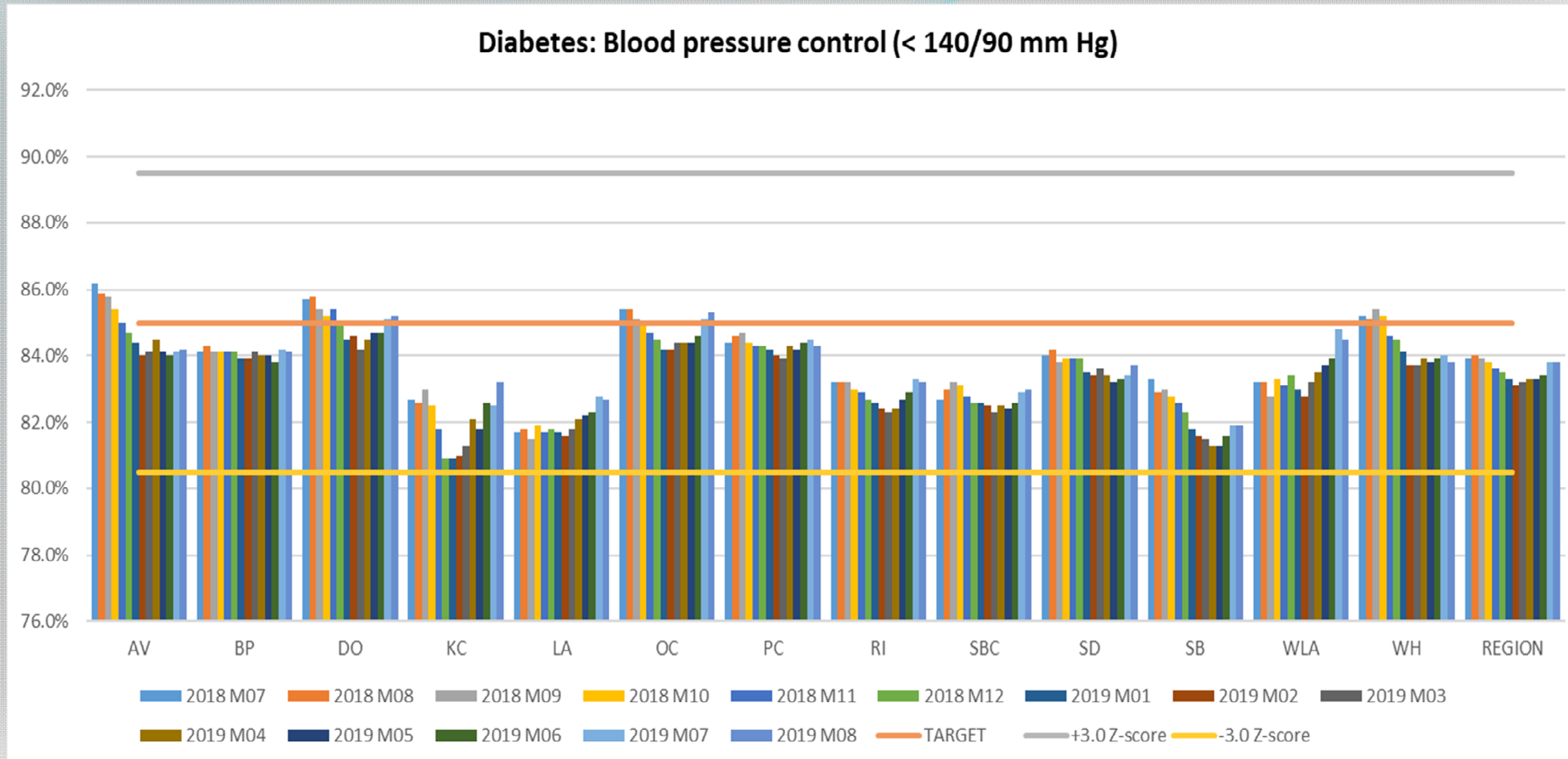


Z-score and target reflect current numbers only.

2018 z-score and target numbers may have differed.

# CSG Performance – DM Blood Pressure

Through 2019 M08

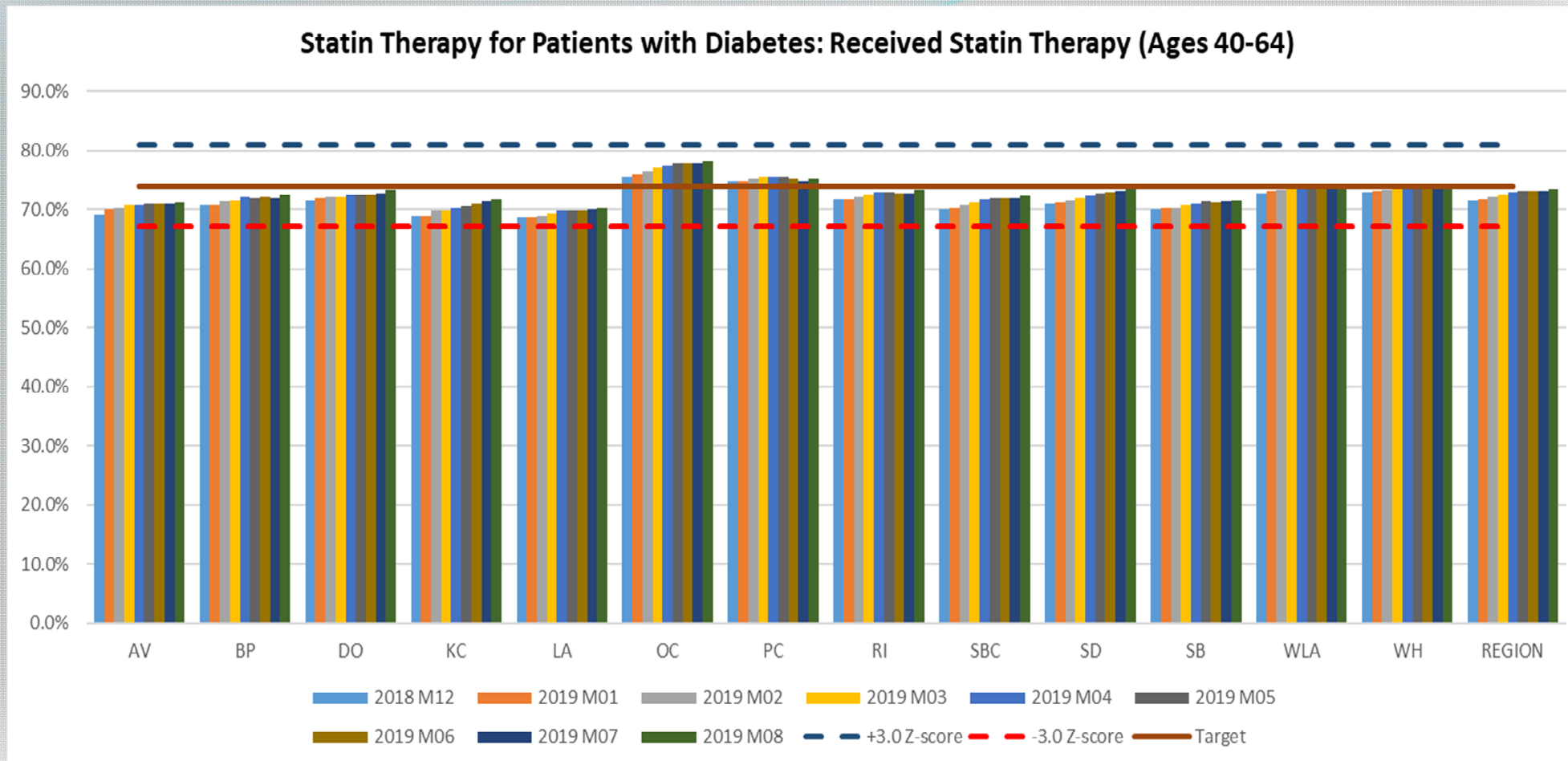


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG – Statin Received (40-64)

Through 2019 M08

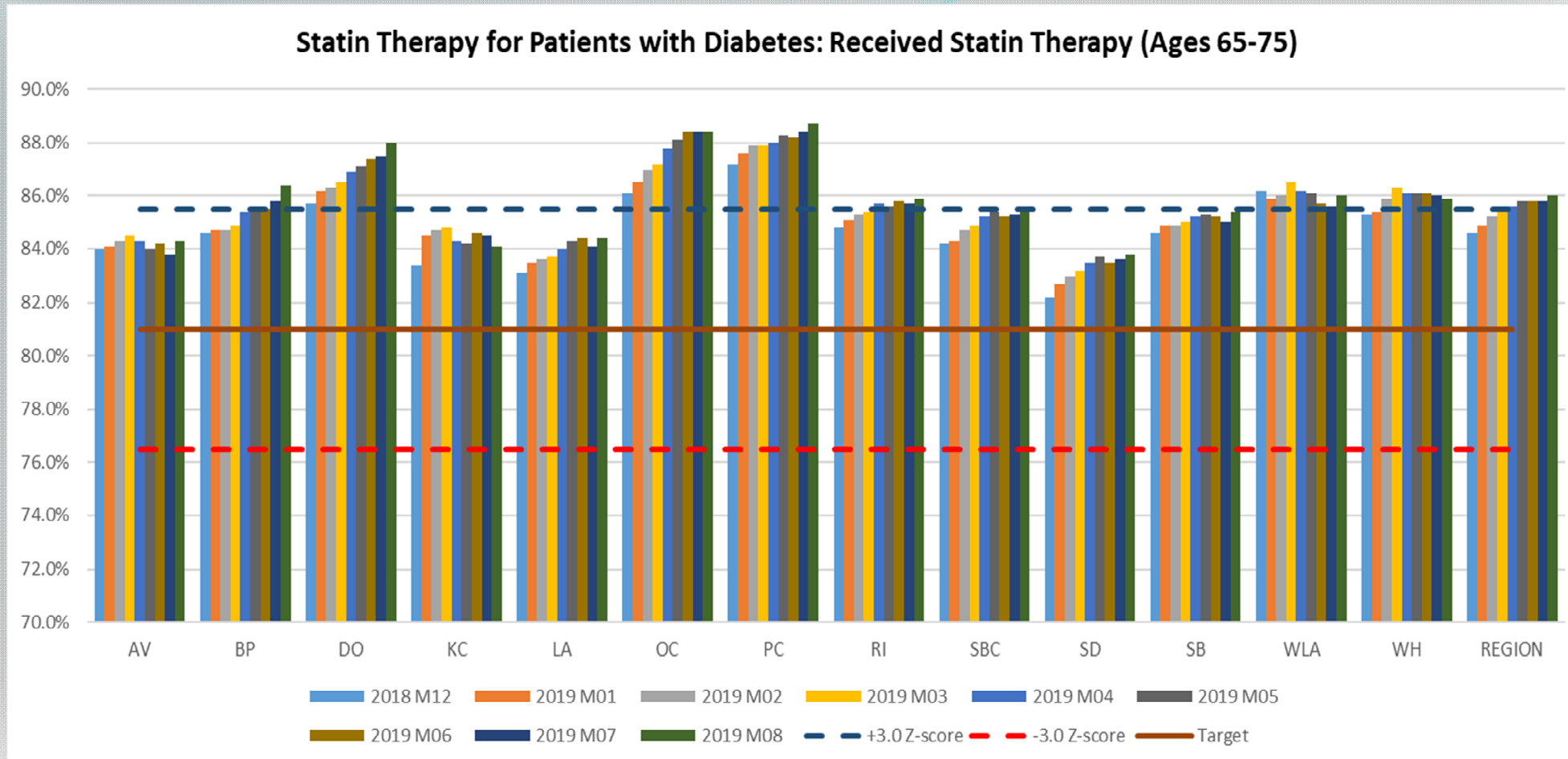


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG – Statin Received (65-75)

Through 2019 M08



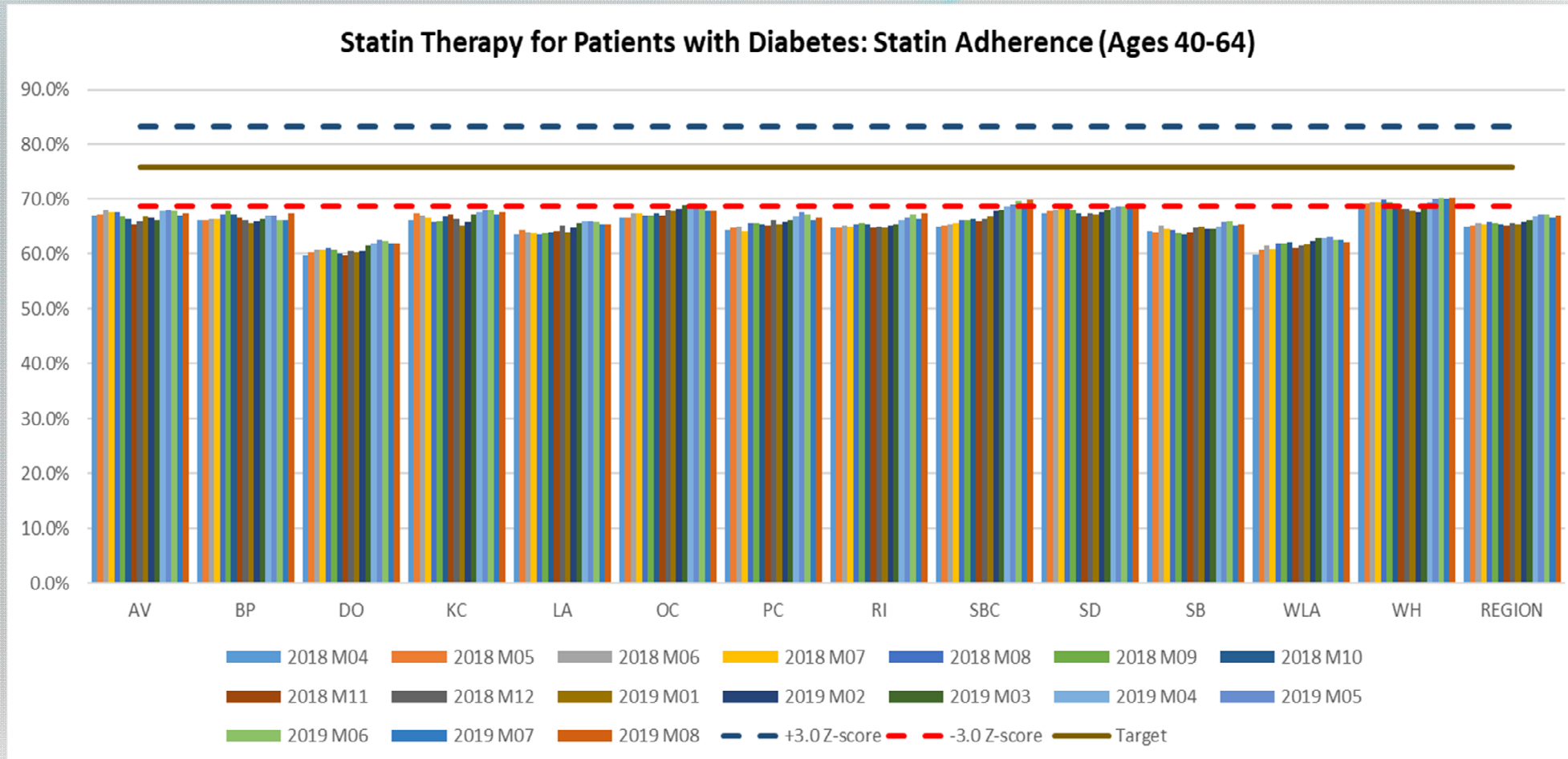
*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*



# CSG – Statin Adherence (40-64)

Through 2019 M08

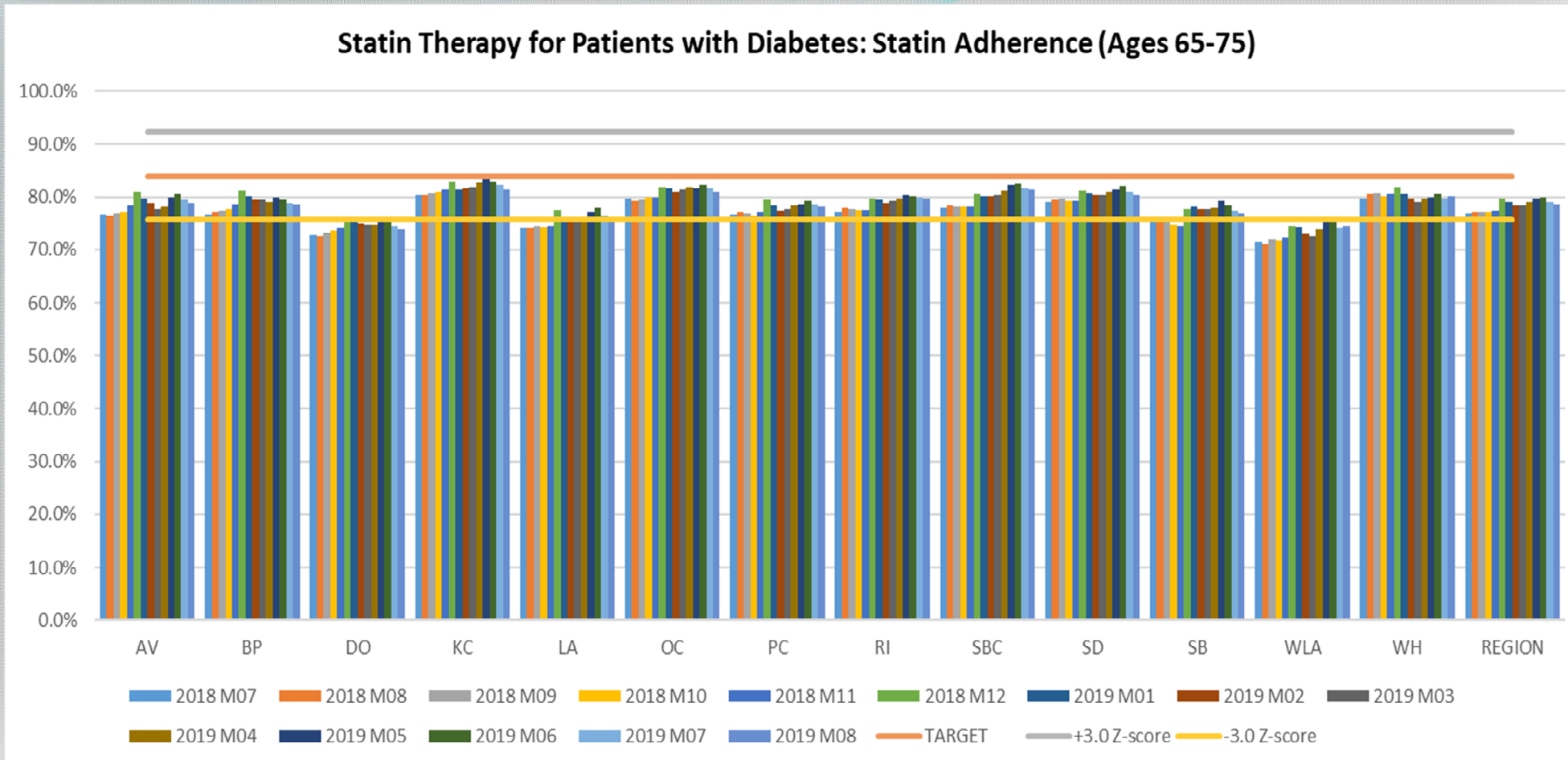


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG – Statin Adherence (65-75)

Through 2019 M08

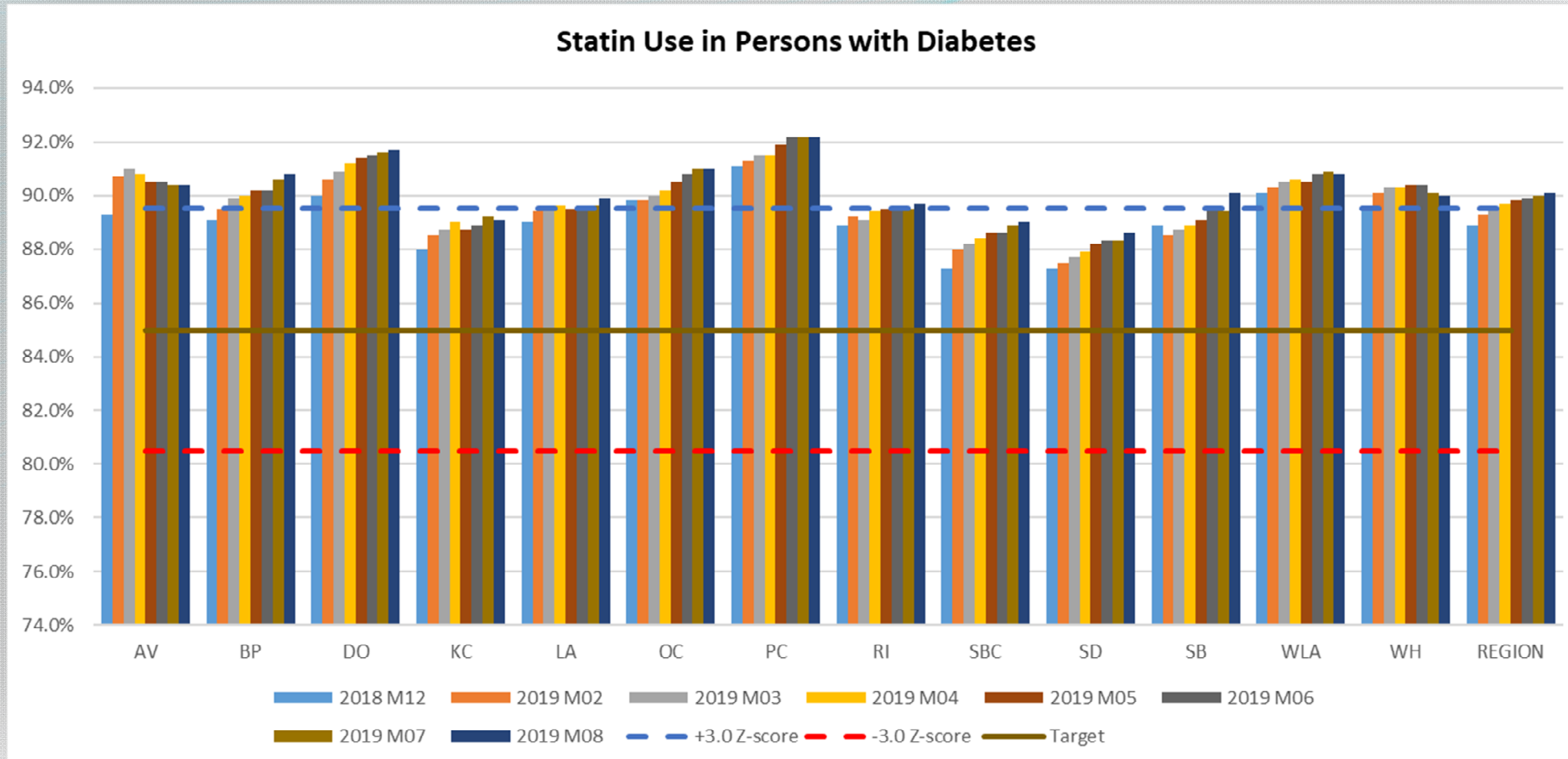


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG – Statin Use in DM Pts

Through 2019 M08

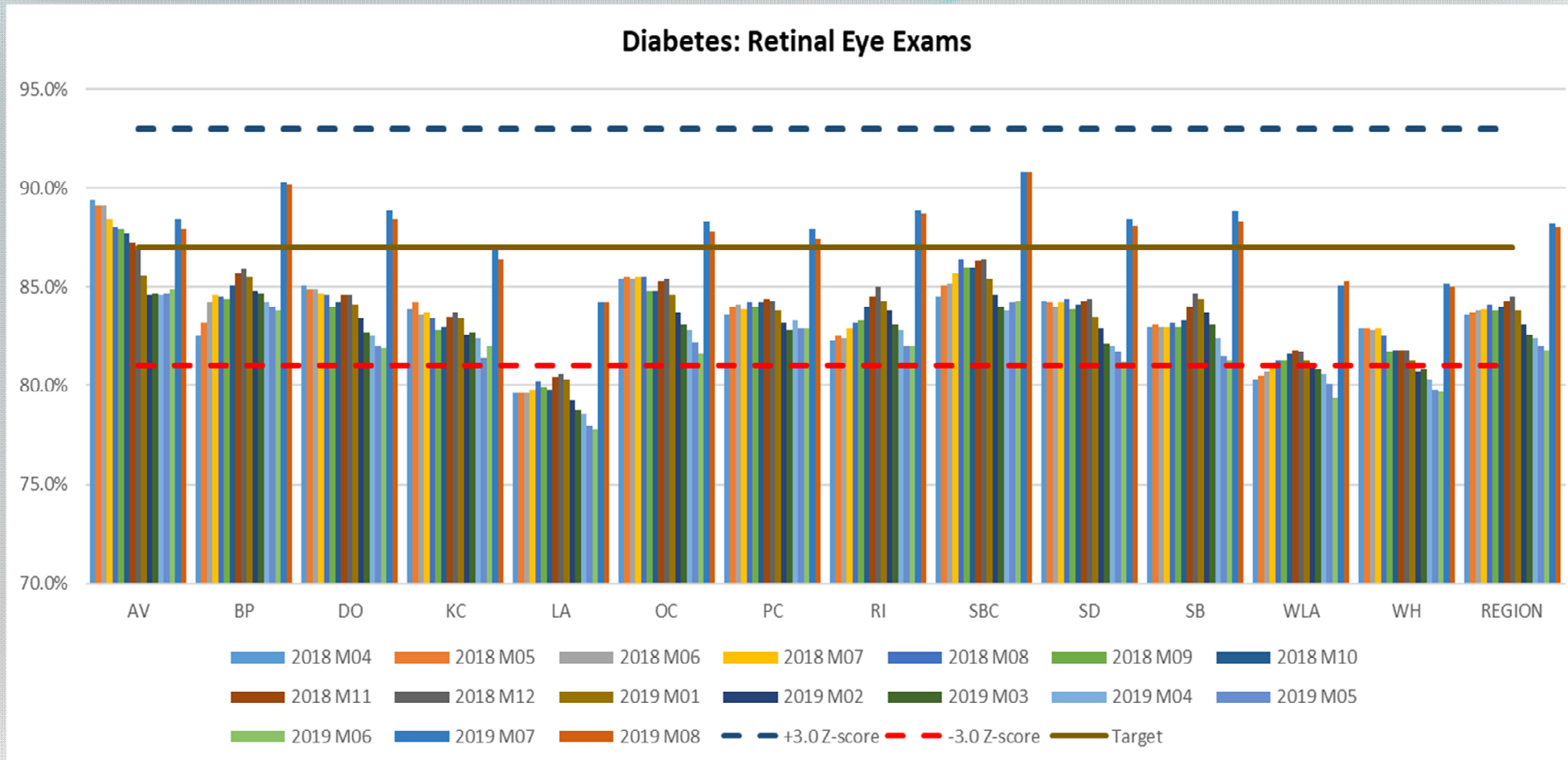


*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# CSG Performance – Retinal Exam

Through 2019 M08



*Z-score and target reflect current numbers only.*

*2018 z-score and target numbers may have differed.*

# Freestyle Libre/Abbott

## Clinical Guidelines for CGM Initiation:

Member is 18 years of age or older and has all of the following:

- Diagnosis of Diabetes Mellitus AND
- Using insulin pump or three or more shots of insulin daily AND
- Requires blood glucose testing at 4 or more times daily AND
- Consistent communication (visits, phone calls, e-mails) with diabetes team (physician and/or diabetes manager) every 3-6 months, over past 6 to 12 months.

And at least *one* of the following:

- Hypoglycemia
  - Severe hypoglycemia - hypoglycemia requiring assistance and/or Glucagon injection or visit to Emergency Department within the last three months OR
  - Symptomatic hypoglycemia refractory to insulin dose changes. OR
  - Hypoglycemic associated seizures- one or more episode in last 6 months, AND/OR
- Inability to achieve target HbgA1c
  - Motivated member unable to achieve acceptable control despite working closely with their diabetic team over the past 6 months, AND/OR
- ~~• Pregnancy (Off label use)
  - ~~• Pregnant diabetic member on multiple daily injections of insulin or insulin pump therapy AND/OR~~~~
- Severe Dexterity Impairment – inability to use standard blood glucose monitor

# Freestyle Libre/Abbott

For time being, may only be ordered after Endo Dr. Advice

Avoid ordering/documenting that patient can pay on their own; this could make us responsible for charges

KPHC order set coming soon to allow Primary Care and Pop Care providers to prescribe without Dr. Advice

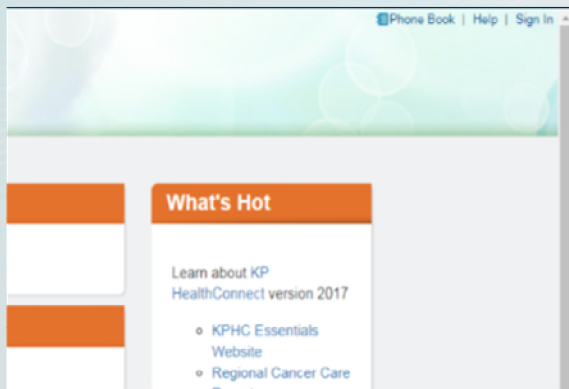
- Possibly as early as November
- Will include questions corresponding to CGM guidelines

Video on when/how to order and software use

- Available on physician portal and coming to other sites (possibly KP learn, clinical library, etc.)
- Sugar Shop Talk with video and Q&As – 12/4 12:30pm

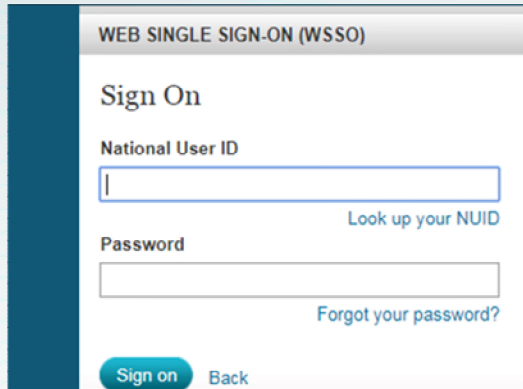


# FREESTYLE LIBRE 14 DAY OVERVIEW NON CME COURSE



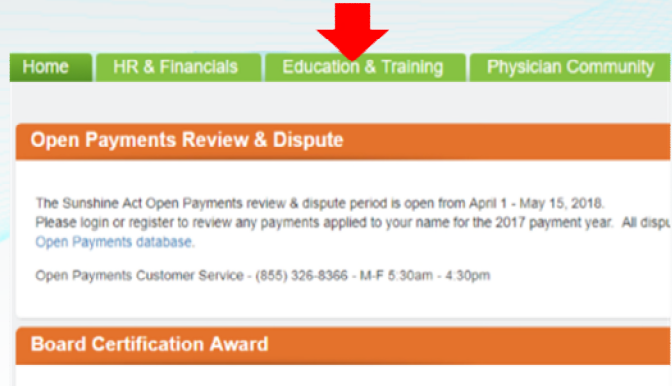
## STEP 1

Navigate to [scpmgphysician.kp.org](http://scpmgphysician.kp.org) and log on by clicking "sign in" in the upper right hand corner



## STEP 2

Sign in with your WSSO credentials



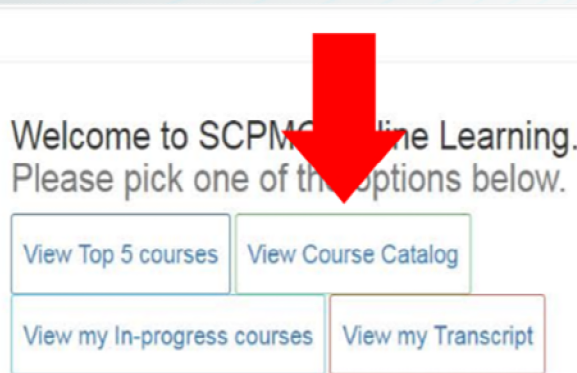
## STEP 3

Move your mouse over the Education & Training tab



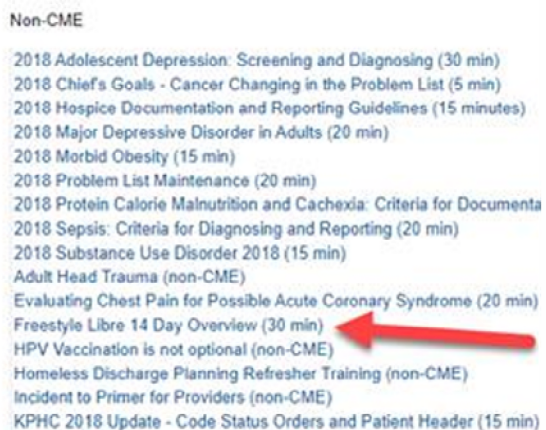
## STEP 4

Click on the "Online Learning" option



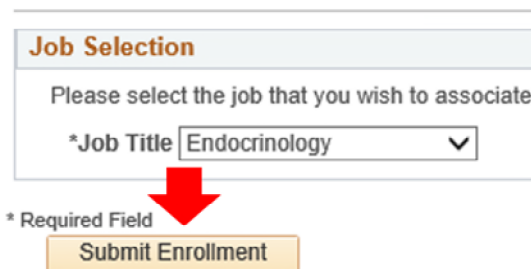
## STEP 6

Click on the "View Course Catalog" option



## STEP 7

Click on the "Freestyle Libre 14 Day Overview" under the Non CME Section.



## STEP 8

Click "Submit Enrollment"



## STEP 9

Click on the "Launch" button on the Enrollment Confirmation page and again on the Table of Contents page

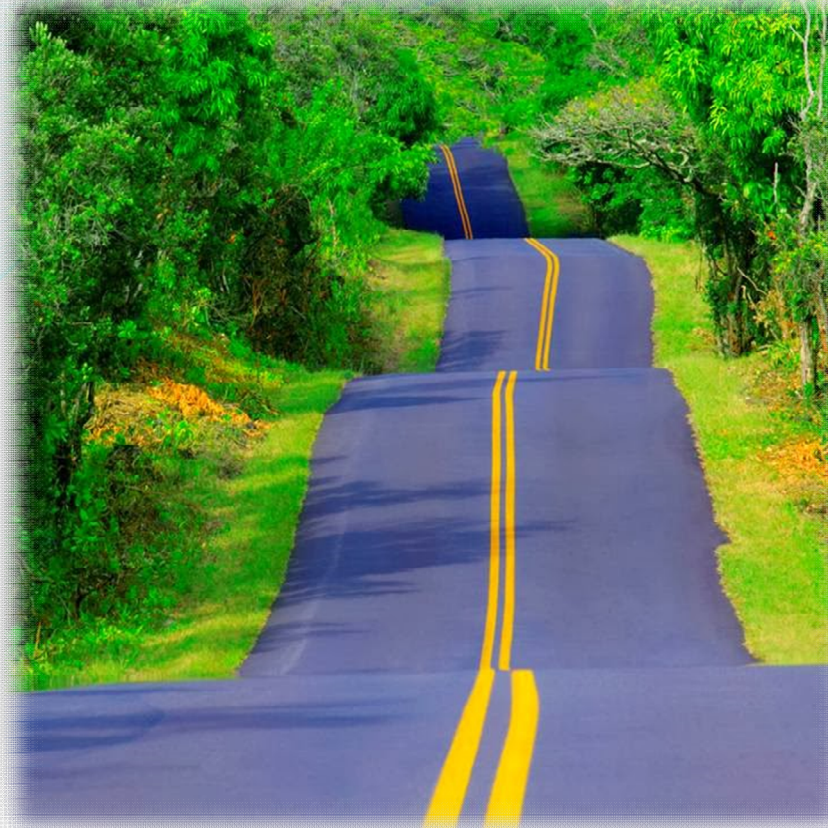
# Continuing Journey

## Opportunities for the Future

A1c screening  
outreach methods

Better understand  
and serve our  
Hispanic/Latino  
population

Texting pilots



[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)

Increased EID  
collaboration

Partner for Care  
Model integration –  
CHL, Pod, PC, Endo,  
CC, EID, Staff Ed, etc.

Glucometer Tech



# Questions and/or Comments?

## Contact Complete Care Program Support

[Christopher.D.Stewart@kp.org](mailto:Christopher.D.Stewart@kp.org)

Senior Consultant

805 300-7839

[Michelle.M.Pruitt@kp.org](mailto:Michelle.M.Pruitt@kp.org)

Assistant Director

626 405-6076



[John.P.Martin@kp.org](mailto:John.P.Martin@kp.org)

Regional Diabetes

Physician Champion

[Timothy.I.Hsieh@kp.org](mailto:Timothy.I.Hsieh@kp.org)

Regional Diabetes

Physician Champion

[This Photo](#) by Unknown Author is licensed under [CC BY-NC-ND](#)