

Diabetes is a Family Affair

Quality Improvement Report

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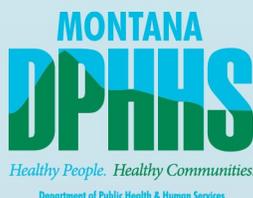
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In observance of National Diabetes Month, the Montana Diabetes Program and National Diabetes Education Program (NDEP) wants to highlight that *Diabetes is a Family Affair*.

Diabetes is a challenging disease that affects the entire family in many ways. If you are living with diabetes or have a loved one with the disease, family support is very important when it comes to managing diabetes and preventing serious health problems such as heart disease, stroke, blindness, kidney disease, and nerve damage that can lead to amputation. It's also important to know that if you have a family history of diabetes – such as a mother, father, brother, or sister – you are at risk for developing type 2 diabetes.

The NDEP and its partners are working with individuals, families and communities to take action and encourage simple, yet important lifestyle changes to improve their health – particularly if they have diabetes or are at risk for the disease.

To help you get started, we would like to share resources available to help families make healthy lifestyle changes. There are also resources that can be used in community settings, such as schools and businesses, and the health care community. Visit <http://ndep.nih.gov/publications> to find:

[4 Steps to Manage Your Diabetes for Life](#) shares four steps to help people with diabetes understand, monitor, and manage their diabetes to help them stay healthy.

[Help a Loved One with Diabetes](#) provides practical tips for helping a loved one cope with diabetes and things a support person can do to help.

[Family Health History Quiz](#) helps people recognize the importance of and understand their family health history of diabetes.

[Tasty Recipes for People with Diabetes and Their Families](#) is a bilingual recipe booklet that can help families make healthy food choices without giving up the foods they love.

[Helping the Student with Diabetes Succeed: A Guide for School Personnel](#) is a comprehensive guide to help students with diabetes, their health care team, school staff, and parents work together to help students manage their diabetes safely and effectively in the school setting.

Promote these resources to help your patients make healthy lifestyle changes as a family. Learn more at www.YourDiabetesInfo.org/DiabetesMonth2013.

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Diabetes Care Indicators

Primary Care Practices and Diabetes Education Programs

Figure 1. Diabetes care indicators from primary care practices in Montana participating in the DQCMS, 3rd Quarter (July—September 2013). N = 25 clinics; 9,558 patients.

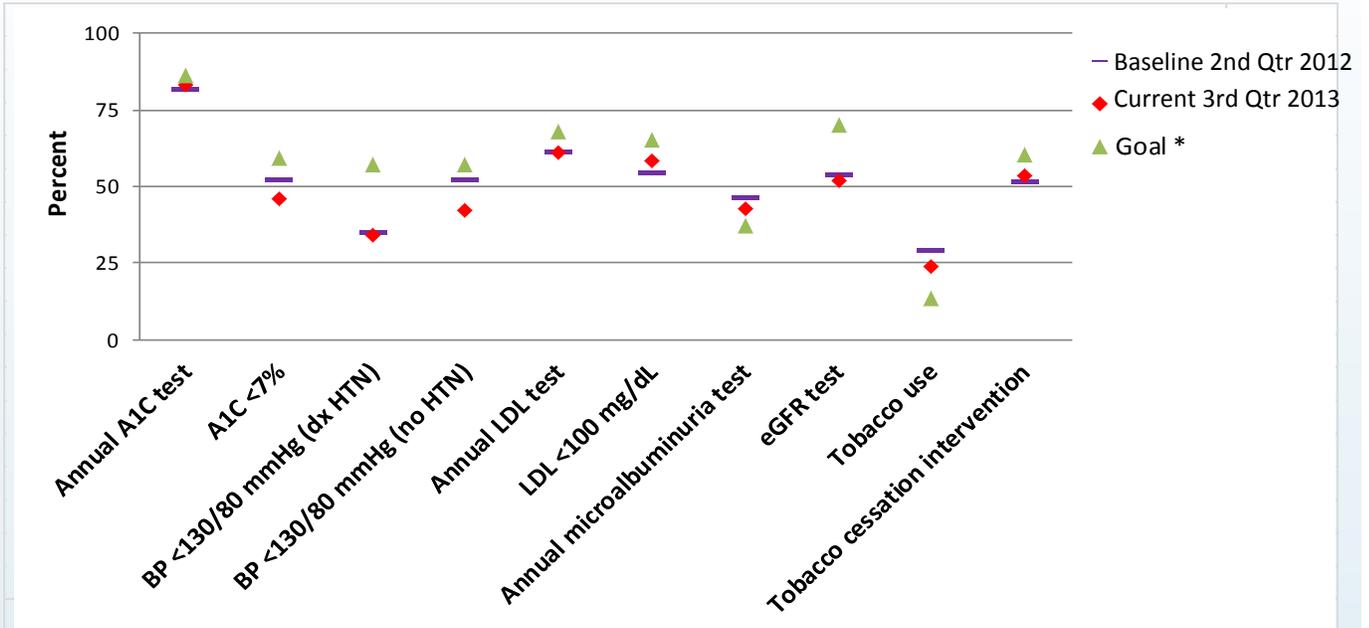
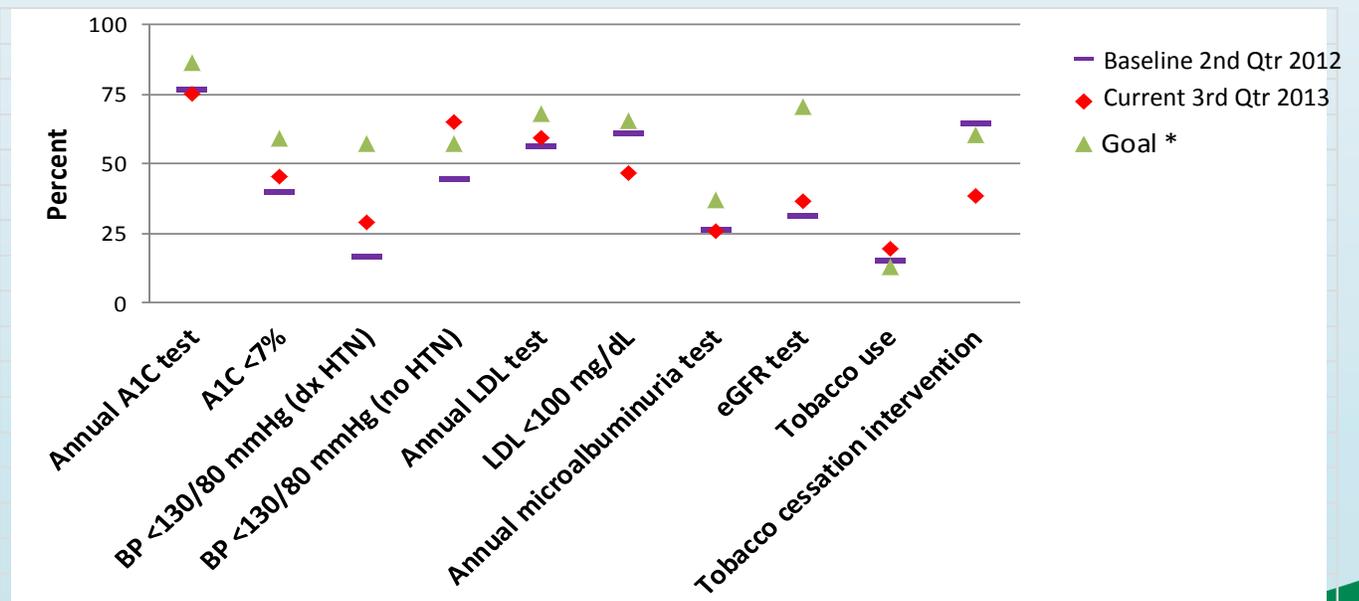


Figure 2. Diabetes care indicators from diabetes self-management education and support programs in Montana participating in the DQCMS, 3rd Quarter (July—September 2013). N = 7 sites; 2,599 patients.



DQCMS = Diabetes Quality Care Monitoring System. Data presented here are for adult patients with diabetes seen within the last year. Montana's statewide quality improvement goals for diabetes were updated in 2013 based upon Healthy People 2020 targets or a 10% improvement from baseline.

Quality Improvement

Back to Basics

When you ask:

How well is my work going?
What can be done better?

Then you are already starting to ask the essential questions for quality improvement (QI).

What is quality improvement?

QI is a continuous, deliberate effort to achieve measurable improvements in efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality. It is related to yet different from quality assurance, which is more reactive, and evaluation, which assesses a program at a moment in time and is a step in the QI process.

Key elements are shared across the various formal QI strategies, which are described below and in the diagram.

An agency's performance management system provides the context for QI. Often planning and goals for QI are tied to the strategic plan for the organization. QI can focus on the entire system or a specific process. It is helpful to conduct an assessment to understand the current process that is in place. Applying QI involves finding the root cause of a problem and selecting an intervention targeted to address it. It is important to collect relevant data to measure progress and make decisions. Perhaps the strongest outcome of the QI effort is a cultural shift toward continuous improvement among the leadership, staff, and customers.

Our overall approach

The Montana Diabetes Program partners with health systems to increase implementation of QI processes to best meet the needs of the populations you serve.

To assure that our activities are effective and meeting the standards of care, we monitor the progress of patient populations with diabetes seen by practices and programs that use DQCMS and other electronic health record programs. DQCMS, the Diabetes Quality Care Monitoring System, is a QI tool designed to help clinical providers and diabetes educators track the care and self-management education and support that they provide to patients with diabetes. Summarized results are sent back to providers to use when making QI decisions and evaluating QI projects.

Key Elements to Quality Improvement

Principles	Actions
<input type="checkbox"/> Proactive	<input type="checkbox"/> Selects a process to improve
<input type="checkbox"/> Continuous	<input type="checkbox"/> Identifies problem causes before problems occur
<input type="checkbox"/> Staff involvement	<input type="checkbox"/> Focuses on measurable improvements
<input type="checkbox"/> Leadership	<input type="checkbox"/> Makes decisions based on data analysis
<input type="checkbox"/> Mutually beneficial relationships	<input type="checkbox"/> Creates a cultural shift toward improvement
<input type="checkbox"/> Customer-focused	<input type="checkbox"/> Includes evaluation

Tips

Measure it!

- Data allow you to view trends and compare it to standards and make informed decisions.

Diagram it!

- A concrete diagram creates a visual of the components and relationships of the process to be improved.

Tools and Resources

- Bialek, Ron, et al. *The Public Health Quality Improvement Handbook*. Milwaukee: ASQ Quality Press, 2009. Print.
- Brassard, Michael and Diane Ritter. *The Public Health Memory Jogger II: A Pocket Guide of Tools for Continuous Improvement and Effective Planning*. Salem: GOAL/QPC, 2007. Print.
- Fallon, L. Fleming, et al. *Managing Health Organizations for Quality and Performance*. Burlington: Jones & Bartlett Learning, 2013. Print.
- Moran, John and Grace Duffy. *The Public Health Quality Improvement Encyclopedia*. Washington, DC: Public Health Foundation, 2012. Print.
- National Learning Consortium. *Continuous Quality Improvement (CQI) Strategies to Optimize your Practice Primer*. 2013. Online. Available at: http://www.healthit.gov/sites/default/files/tools/nlc_continuousqualityimprovementprimer.pdf.

Report Highlights

- Diabetes is a Family Affair
- Diabetes Care Indicators: Primary Care Practices and Diabetes Education Programs
- Quality Improvement: Back to Basics

Upcoming Events

Diabetes Advisory Coalition Meeting

January 17, 2014

Missoula, MT

note correction to location

*For more information,
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Online Resources

www.diabetes.mt.gov

- Montana Diabetes Program State Plan 2009-2014
- Report on the Burden of Diabetes
- Archived Diabetes Quality Improvement Reports and Surveillance Reports from 1998 to present
- Resources for clinicians, diabetes educators, and schools

DQCMS Information

www.risprojects.org/dqcms

Announcements

Congratulations on AADE accreditation for Diabetes Self-Management Education

- Partnership Health Center, Missoula, MT



Tips for the Holiday Season

- Focus on more than the holiday feast. Start a **new tradition** that gets everyone up and moving. Find a winter activity that can involve your family and friends. There are lots of options for winter activities!
- There is no rule we need to wait until January 1 to start a new **exercise routine**. Take advantage of your days off from work or school around the holidays and build in some time for physical activity.
- Manage your **holiday stress level** by being realistic. There is only so much we can do in a set amount of time. Limit to what is feasible for yourself. To delegate some tasks is ok.
- Look for **lighter recipes** when planning that holiday meal or when taking a dish to a holiday party. There are some great recipes available that are healthy and tasty.
- **Don't skip meals** earlier in the day. Coming to a party hungry means you'll be more likely to overeat.

Source: American Diabetes Association