MercyOne Genesis Diabetes Care Management Program: A COMPREHENSIVE, MULTIDISCIPLINARY APPROACH TO DIABETES CARE



CHALLENGE

- How to meet individual care needs of complex patients with diabetes in the primary care setting:
 - Social, financial, behavioral, and medication-related challenges
- A patient specific, comprehensive approach is needed to achieve optimal health outcomes

Work with patients longitudinally to achieve provider & patient specific health goals:

- Lifestyle modifications (SMART goals)
- Avoidance of diabetes related complications
- Medication & financial assistance

- Treatment optimization
- Preventative care gap closure
- Community resource connection

CLINICAL OUTCOMES

(1/2023 – 12/2024) – 210 patients, enrolled ≥3 months

TEAM-BASED APPROACH

Primarily phone-based service with in-person visits as needed

- Care Management Team:
- Community Health Coordinator
 (Social Worker/Health Coach) x1
- Nurse Care Manager
 (Health Coach) x2
- o Clinical Pharmacist x1

- Patients with <u>A1c > 9.0 at enrollment</u>: (66 of 210 pts)
 Avg A1c ↓ -2.59%
- Patients with A1c >8.0 at enrollment: (107 of 210 pts)
 Avg A1c ↓ -1.86%
- Patients with <u>BP >130/80 at enrollment</u>: (192 of 210 pts)
 Avg ↓ SBP/DBP -12.96/ -3.67 mmHg
- Patients with PHQ9 >5: (depression diagnosis: 61 of 210 pts)
 Avg ↓ -3.08 points on PHQ-9
- Hospital admissions pre vs post (12 months) enrollment:
 -62.5% reduction (-25 hospital admissions)



