

## TIDX-QI Collaborative Call with Adult Centers

July 25, 2024

nange

### Agenda

•Welcome & introductions, Nicole Rioles, MA and Osagie Ebekozien, MD, MPH, CPHQ

•Clinical center presentations

- Barbara Davis Center, Emma Mason
- University of Michigan, David Broome, MD
- Icahn School of Medicine at Mt Sinai, Carol Levy, MD

•Collaborative Updates, Nicole Rioles, MA

- November 2024 Learning Session Registration
- November 2024 Abstract Submission
- ADEPT Registration



# TIDX-QI network of 62 centers, caring for 180,000+ people with type 1 and type 2 diabetes across 22 states and D.C.



Priya Prahalad, Nicole Rioles et al. T1D Exchange Quality Improvement Collaborative: Accelerating Change through Benchmarking and Improvement Science for People with Type 1 Diabetes. Journal of Diabetes. November 2021



### T1DX-QI EMR PwT1D Database Profile (N=97,494)

	Total	-6 vooro	6 12 years	12 19 10000	19.26 years	26 E0 vooro	50 65 vooro	-65 vooro
	Total	<o th="" years<=""><th>o-is years</th><th>13-10 years</th><th>10-20 years</th><th>20-50 years</th><th>SU-OS years</th><th>&gt;=oo years</th></o>	o-is years	13-10 years	10-20 years	20-50 years	SU-OS years	>=oo years
N	97494	2940	17105	27620	29796	12047	4911	3075
Sex (Female)	47528 (49)	1392 (49)	1392 (47)	47 (8541)	8541 (50)	50 (13026)	13026 (47)	14126 (47)
Race/Ethnicity								
NH White	61894 (63)	1860 (63)	10550(62)	16972 (61)	20029 (67)	7278 (60)	3065 (62)	2140 (70)
NH Black	13417 (14)	360 (12)	2465 (14)	4184 (15)	3769 (13)	1563 (13)	724 (15)	352 (11)
Hispanic	12157 (12)	343 (12)	2053 (12)	3685 (13)	3407 (11)	1698 (14)	683 (14)	288 (9)
Other	10026 (10)	377 (13)	2037 (12)	2779 (10)	2591 (9)	1508 (13)	439 (9)	295 (10)
Insurance (Private)	47600 (49)	1357 (46)	7986 (47)	13263 (48)	15898 (53)	6412 (53)	2359 (48)	325 (11)



#### After collaboration: Significant HbA1c improvement 16/17 vs 22/23





Improving Outcomes for people with diabetes through collaboration. Endo Clinics 2023

Longitudinal Trends in Glycemic Outcomes and Technology Use for Over 48,000 People with Type 1 diabetes (2016-2022) from the T1D Exchange Quality Improvement Collaborative. Diabetes Technology and Therapeutics 2023

### Demographic and Clinical Profile of PwT2D Cohort Mean age of 63 years



	Total
Ν	48,197
Sex (male)	24,451 (51)
Race-Eth	
Non-Hispanic White	12,412 (26)
Non-Hispanic Black	16,677 (35)
Hispanic	5,743 (12)
Other	13,363 (28)
Insurance	
Public	26,126 (54)
Private	9,285 (19)
Self pay	5,120 (11)
Unknown/Other	7,666 (16)
CGM Use (Y)	9,540 (20)
Insulin Therapy (Y)	14,273 (30)
	<b>STID</b>

So fxcha

### Welcome Susan Thapa!

Susan Thapa, MPH, PhD is TIDX-QI's new Associate

Director of Real World Data.





Collaborative Clinic Profile: Naomi Berrie Diabetes Center – Adult Team Columbia University Irving Medical Center



Center and	Multidisciplinary	Volume and	Contact Names
Providers	Team Members	Demographics	
Naomi Berrie Diabetes Center Columbia University Irving Medical Center New York, New York	Endocrinologists: 6 APP: 1 (pending) Endocrine Fellows: 4 CDCES: 3 (2 RD, 1 RN) Medical Assistants/Prior Auths: 5 Social Worker: 1 Licensed Creative Arts Therapist: 1 Research Team: 2 coordinators	1400 patients with T1D seen in the past year Newly diagnosed patients with T1D per year: 30-40 Insurance: Medicaid 14% Medicare 7% Race: White 57% Black 9% Asian 2% Other 16% Not reported 19% Ethnicity Non-Hispanic 60% Hispanic 23% Not reported 17%	Site PI: Jacqueline Lonier jyl2122@cumc.columbia.edu Site coordinator: Mary Farkouh, C-RN mf3498@cumc.columbia.edu

## **Center Presentations**



# BDC QI Update Adult Clinic

JULY 2024



## BDC: Who Makes Up the Adult Clinic?

- From June 2023- June 2024
- 2,849 unique patients
- 77% privately insured, 20% Government, 2% Military, 1% Self-Pay
- 2% Non-Hispanic Black, 8% Hispanic, 85% White, 5% Other/

Declined to Answer

- 7,236 visits per year
- Providers: 6 MD, 1 NP, 2 PA
- CDCES: 1 social worker, 1 nurse, 3 dieticians
- 2 MA's
- 1 Person solely responsible for all prior authorizations



## QI Project 2023-2024

Improve access to diabetes technologies for our minority patients

Part of the Equity Team

Increase the amount of Black + Hispanic Patients using CGM's by 5% by 12/31/2024 (T1D exchange goal is 70%)

Increase the amount of Black + Hispanic Patients using Pumps by 5% by 12/31/2024 (T1D exchange goal is 65%)

\*Our AIMS are different than the Equity Team's to align more realistically with our patient population and how many patients are currently using technology

Disparities for diabetes devices exist EVERYWHERE!

This needs to be a priority for all clinics, insurance companies, and device companies in order to create systematic changes.







Barbara Davis Center for Diabetes

UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

## Equity Expansion Dashboard- CGM

BDC Adult CGM Use by Race





## Equity Expansion Dashboard- Pump





## Statistical Significance

Group Comparisons	White Patient Percentage	Minority Patient Percentage	P- Value
Hispanic vs. White Pump Use	68%	53%	p < 0.00001
Non-Hispanic Black vs White Pump Use	68%	53%	p = 0.008
Hispanic vs. White CGM Use	81%	68%	p < 0.00001
Non-Hispanic Black vs White CGM Use	81%	69%	p = 0.014



## PDSA 1- Cycle 1- Asking Everyone if they Want Technology

We needed to decipher what barriers were especially present for our minority patients.

We needed to find the relevant barriers in order to know what to target.

Retrospective chart review to see if all providers are asking all patients without technology if they want to/ are providing these patients education on tech options.

Chart review was not helpful as most providers do not adequately document if they ask the patients. Most notes are general.

Observed some trends in which providers document their tech conversations more than others- address this provider bias? Is it a bias or are they just not documenting?

Approximately 250 chart reviews from 13 NOV2023- 28 NOV2023



## PDSA 2- Ask Patients Directly About Lack of Tech Use

Weekly, identify which of Dr. Akturk's patients that are coming in are not on devices (not or CGM, pump, or either)

Provide him with this list and have him ask these patients 3 questions regarding if they had previously been asked in they were interested in technology, if they had previously tried technology, or why they were not interested.

Week 1: 10 patients identified

- 10 without pumps and 4 without CGM's
- There is not sufficient time to ask these questions
- Want to focus on just minority patients to ask these questions to
- Proposed starting with one patient





## PDSA 3- EPIC Data Pull

Had Bing do a data pull of Hispanic and Black patients who have been seen in the past year, who do not have a CGM and/ or pump, with their previous A1c, and their next appointment date (if they have one in the next 6 months).



**Device Disparities Data Pull** 



## PDSA 3/4- Questionnaire

Give the patients not at goal with follow-up scheduled a "Device Disparities Questionnaire" at their visit

"You are receiving this because you are not using a pump and/ or CGM. We want to know what barriers you face in receiving this technology. Please list the top three barriers you experience to not receiving this technology. All information you share is confidential and will not be shared outside of the clinic. This information is not for research and is solely for a quality improvement project so we can better improve the outcomes for patients in our clinic."

Goal is to see what barriers our patients face in getting devices

See what barriers are most common and find ways to solve/ mitigate those

Did PDSA 3, then we reran the query to caput more patients



## PDSA 3/4- Data Reflection

- 13% response rate

- 43% cancelation (for one reason or another) for this population

- While the questionnaire gave us good information regarding technology barriers, the cancelation and no-show rate for this population was very eye-opening

- Can not get technology if they miss their appointment







### Address the Vital Few

Ultimately we should work on focusing our education on these aspects to increase device use in our clinic, especially for minorities.

#### Nervous about Change

- Education!
- Remind patients we are here to support this change
- Provide resources about where they can go for questions
- Offer alternatives; do not have to start AID immediately, start with just a CGM, then add a pump or insulin pen, then turn on AID

#### Cost

- While we can not directly change the cost of these products we can still help in a few ways
- Work with the patient and their insurance for what may be the most cost-effective, i.e. going through pharmacy instead of DME
- Coupons available for specific products
- Industry support systems for limiting out-of-pocket cost

Next Steps PDSA 5: Call patients and discuss what barriers they face to coming to the clinic. We can not discuss technology with patients we can not see. Perhaps there is a barrier here we can address.

Need to test our education for cost and fear of change. Not quite sure the best way to test this. Approach one of the patients that answered that in the questionnaire and have a discussion with them.

## Type 1 Diabetes Exchange (T1DX-QI) Adult Collaborative Call

July 25, 2024

University of Michigan T1DX-QI Team

David T. Broome, MD, Jennifer Iyengar, MD, Jennifer Wyckoff, MD, Spring Stonebraker, Jung-Eun Lee, MS, Ashley Garrity, MPH, Joyce Lee, MD, MPH



T1DX-QI July 2024 Adult Collaborative Call

### **Overview & Objectives**

- Overview of T1DX-QI Team and Collaboration
- Current Adult T1DX-QI Numbers
- Discuss Main Project: Diabetes Distress (DD)
- Current Status/Prior To Implementation of Questionnaire
- Diabetes Distress Questionnaire (8Q T1D-DDS)
- Results & Next Steps



### **Type 1 Diabetes Exchange – University of Michigan Adult Collaborative**

• University of Michigan Adult Side – 2773 patients with T1D

• Adult Endocrinology Team – Engaged in 1/2024

- Pediatric Endocrinology assisting us with data management:
  - Joyce Lee, MD, MPH
  - Ashley Garrity, MPH
  - Jung-Eun Lee



T1DX-QI July 2024 Adult Collaborative Call

### **Main Project: Diabetes Distress**

- Problem:
  - Diabetes Distress (DD) describes the adverse emotions linked to the complex self-care demands associated with diabetes.
  - **DD is common** in Type 1 Diabetes Mellitus (T1DM) with an estimated prevalence of **42.1%**.
  - Addressing diabetes distress is an **important**, **but often overlooked part** of comprehensive T1DM management
  - <u>*Recommended:*</u> American Diabetes Association recommends annual screening for DD
- **Importance:** Elevated DD portends worse outcomes (higher HbA1c, sub-optimal self-care)



### **Main Project: Diabetes Distress**

- Current Status/Prior To Implementation:
  - We did not have any validated screening tools for DD for our T1DM population in the adult endocrinology clinic
  - DD was **not being systematically detected** or monitored, unless detected by clinician during routine encounter
- *QI Physician Champion:* Dr. Iyengar implemented a pilot at main clinical for the screening tool (T1D-DDS) 12/2023
- Target: Increase annual DD screening rates in persons with T1DM in adult endocrinology at University of Michigan to 70% by July 2025

### **Fishbone Diagram**

#### **Policies/Process**

Process for completing patient entered questionnaires varies by clinical site

Short visit lengths/time constraints

Competing priorities during visits

Screening tool not currently integrated in EHR

Screening results not readily accessible/viewable to clinician

Not all patients have portal access or complete e-check in

Technology/Equipment

#### Patients/Staff

Lack of awareness about DD by clinicians Clinicians not familiar with available mental health resources

Clinicians not comfortable talking to their patients about DD

Patients may not feel comfortable bringing up psychosocial concerns with their provider

No psychologist associated with adult endocrine clinic

SW (primary mental health resource) has limited access

Limited patient education materials addressing diabetes & mental health

**Supplies/Measurement** 

Barriers to DD screening in clinical practice

T1DX-QI July 2024 Adult Collaborative Call

### **Main Project: Diabetes Distress**

#### <u>Recommendations/Action Items:</u>

- Integrate screening tool questionnaire into Electronic Health Record (EHR)
- Automatically assign questionnaire based on T1DM diagnosis and screening interval
- Develop data dashboard (Tableau) to track screening process & outcomes on a monthly basis
- Educate providers on clinical significance of DD
- Develop tools to address DD during clinical encounter
- <u>December 2023 Pilot:</u> T1D-DDS screening tool implemented at one clinical site & assigned every 9 months to patients with T1DM



### **8Q T1D-DDS EHR Questionnaire**

Not a problem	A little problem	A moderate problem	A serious problem	A very serious problem
1	2	3	4	5

- 1. I feel burned out by all of the attention and effort that diabetes demands of me
- 2. It bothers me that diabetes seems to control my life
- 3. I am frustrated that even when I do what I am supposed to for my diabetes is doesn't seem to make a difference
- 4. No matter how hard I try with my diabetes, it feels like it will never be good enough
- 5. I am so tired of having to worry about diabetes all the time
- 6. When it comes to my diabetes, I often feel like a failure
- 7. It depresses me when I realize that my diabetes will likely never go away
- 8. Living with diabetes is overwhelming for me



### **8Q T1D-DDS EHR Questionnaire**

• **Example:** Questionnaire in the "Questionnaires" tab in Epic Question

1. I feel burned out by all of the attention and effort that diabetes demands of me.

2. It bothers me that diabetes seems to control my life.

3. I am frustrated that even when I do what I am supposed to for my diabetes, it doesn't seem to make a difference.

4. No matter how hard I try with my diabetes, it feels like it will never be good enough.

5. I am so tired of having to worry about diabetes all the time.

6. When it comes to my diabetes, I often feel like a failure.

7. It depresses me when I realize that my diabetes will likely never go away.

8. Living with diabetes is overwhelming for me.

T1DX-QI July 2024 Adult Collaborative Call

### **8Q T1D-DDS EHR Questionnaire**

• **Example 1:** *Theoretical Results* from a Patient Questionnaire

6/17/2024 10:17 AM EDT - Filed by Patient
A Little Problem (2)
2
16

Patient's scores: T1D-DDS Average Score: 2 (range 1-5) T1D-DDS Absolute Score: 16 (range 8-40)

Outcome: Patient monitored



T1DX-QI July 2024 Adult Collaborative Call

### **8Q T1D-DDS Definitions**

Table 2 Five strategies to consider in diabetes distress interventions

	Topics	Description
<b>T1D-DDS</b> Average Score		
<b>Definitions:</b>	1. Assess diabetes distress systematically and	Self-report surveys: PAID, DDS, T1- DDS
$\underline{Mild}$ = score < 2 indicates little or no distress	regularly 2. Focus on feelings, beliefs, expectations	Content: demonstrate how feelings, beliefs and expectations drive behaviour
		Process techniques: • active exploration.
$\underline{Moderate} = 2.0-2.9$ indicates		acknowledge and label feelings
moderate distress		<ul> <li>summarize and reflect frequently,</li> </ul>
<b>Severe</b> $= > 3.0$ indicates		• normalize,
		<ul> <li>use double reflections</li> </ul>
severe distress	<ol> <li>Help gain perspective</li> <li>Develop a concrete</li> </ol>	Identify distorted assumptions and highlight unrealistic expectations by providing new diabetes-related information Focus on how feelings are managed
Any total or subscale score >	plan	so that they can be anticipated;
2.0 is considered clinically		<ul><li>plans should be:</li><li>focused,</li></ul>
significant		<ul> <li>easily achievable,</li> </ul>
significani.		<ul> <li>address small changes,</li> </ul>
		• time-limited
	5. Follow-up	At 2-week intervals: phone, clinic visit.

Fisher L, et al. Addressing diabetes distress in clinical care: a practical guide. Diabetic Med 2019;36(7):803-812.



### **T1D-DDS** Average Score Breakdown for July 2024



July 1, 2023 through July 22, 2024 Diabetes Distress Average Score Breakdown

T1DX-QI July 2024 Adult Collaborative Call



### **Diabetes Distress Run Chart**



Month of Contact Date

#### Table

Category	Metric Name	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24
Overall	Eligible n	464	373	483	454	415	470	440	324	197
	T1DDAS Screen n	0	29	257	238	229	182	141	89	67

#### T1DX-QI July 2024 Adult Collaborative Call



### **Conclusions & Next Steps**

- Diabetes Distress is common (42.1%), but often overlooked
- 12/18/2023 T1D-DDS Screening tool:
  - <u>Start:</u> **0%** in November 2023
  - <u>Current:</u> **27%** in July 2024 (to-date)
  - <u>Peak</u>: **55%** in March 2024

### • <u>Next Steps:</u>

 Survey patients & providers about tools/referrals they would find most helpful for addressing DD in clinic
 Provide training to providers to increase comfort with addressing psychosocial issues in their clinical encounters
 Develop clinical decision support tools in HER to track how often providers are responding to high DD scores



### **Questions?**

David T. Broome, MD broomeda@med.umich.edu



T1DX-QI July 2024 Adult Collaborative Call

## T1D Exchange QI collaborative QI Presentation July 2024 Adult Collaborative Call



Carol J. Levy, MD, CDCES Professor of Medicine and Obstetrics Director Mount Sinai Diabetes Center and T1D Clinical Research Associate System Chief Endocrine Clinical Research Division of Endocrinology and Metabolism Icahn School of Medicine at Mount Sinai



### **Clinic Profile**

Mount Sinai East Adult Diabetes Center	Staffing	Volume	Contact Names	E
Main campus: 100 <sup>th</sup> and Madison Avenue, NYC	12 Endocrinologists with a diabetes focus (total Endo division has 16 providers) 5 NPs (2 CDCES) 2 RNs 2 RDs (2 CDCES) 1 Project lead 2 RC 7 Endo fellows per year 2-3 Diabetes Research fellows/yr	2 Clinics : Fellow and Faculty T1D visits (based on ICD10 dx 10.): approximately 1000/year	Site PI: Carol Levy Other team MDs: -David Lam, MD -Grenye O'Malley, MD -Nirali Shah, MD Site project managers: in transition Other team members: Camilla Levister , NP, CDCES Madeline Rouviere, RD, CDCES	
Other Healthcare system NYC sites: Sinai West, Downtown and Morningside	<ul><li>10 Endocrinologists with</li><li>a diabetes focus</li><li>4 NPs, 2 RDS</li><li>1 endo fellow covering</li><li>diabetes service</li></ul>	4 Clinics-Fellow and Faculty (includes main campus and other sites) T1D visits: 1200 per year		R

### QI initiatives active (in red being presented today)

Outpatient	Purpose
PREPP'D (8/2022)	Preconception counseling and Reproductive Education Program for People with Diabetes
Back up Basal insulin for pump users	Increase percent of individuals who use pump who have back-up basal insulin for device malfunctions

Inpatient	Purpose
Mild DKA subcutaneous management protocol (4/2020)	initiated during COVID-19 pandemic- reduce critical care/nursing burden by providing a management protocol for more stable patients
Glycemic management of hyperglycemia in conjunction with steroid use for treatment of COVID 19 (4/2020)	Implemented a detailed protocol for patient management for hospitalist teams
Update of inpatient EMR DKA protocol	For easier use
Revisions of inpatient CGIVI Insulin Pump Policies	Due to broader use of these systems
These initiatives are being implemented for people with	th T1D, T2D as well as other types of diabetes

## The problem:

- Not all insulin pump users have back-up long acting insulin (which is often discovered at the time of an emergency call)
- > A pump malfunction often leads patients to:
  - Scramble to get back-up insulin/supplies
  - Request urgent prescriptions via phone (often after house or on weekends and/or Epic MyChart message)
  - Utilize the ER or Urgent Care due to delays in obtaining alternate therapy
  - Result: less than optimal resolution (and reduced patient and on call providers well being)



- To improve/increase the availability of back-up long acting insulin among patients with T1D on insulin pumps by 20% over 6 months (from 60% at baseline to 80%) at the Adult Endocrine Faculty Practice at Mount Sinai.
- > To increase appropriate documentation of pump use status in patients' charts.

#### **People:**

- Providers do not consistently ask patients if they have back-up long acting insulin
- Patients may not take note of insulin expiration dates
- Staff may not verify that long acting insulin is up to date/on patient's med list since it is not a routine task

Policies and Procedures:

No policy or procedure in place for ensuring pump users always have back-up long acting insulin

> Not all insulin pump users have back-up long acting insulin

**Process:** 

Insurance changes which delay urgent insulin needs

#### **Place:**

- Information on pump use/pump type not always readily available
- Med list may not show current status of back-up long acting insulin

# **Implementation/Baseline Figures**



- Determination of number of pump users: pump companies to send list of persons using insulin pump types from the Mount Sinai Health System to confirm consistent with chart listing of ICD 10 code Z96.41, Z46.81: 61% of pump users had pump code documentation in charts. 64.9% of pump users had long acting insulin on med list with 32% been current (ordered within 18-24 months)
- Consultation with IT to identify ways to document and track initiative such as incorporating smart forms, etc.







### **Implementation strategy #1**

- To increase prescription rate (as measured by documentation on med list with a date of script within 2 years) of back up long acting insulin for those patients with T1D who are using insulin pump therapy
- Increase clinical documentation of insulin pump use (Z96.41,Z46.81)

### **Strategy 1: Medical Assistant Support**

> MA to ask about back-up insulin during pre-visit contact

- Prescribers with verbal prompts during session or notes in "epic huddle" update long acting insulin scripts for patients
- > Who did this involve? 2 providers with a high number of patients with T1D using pumps baseline stats
  - Provider 1: 32% have pump code, 58% have back up insulin with 33% having current script
  - Provider 2: 90% have pump code, 68% have back up insulin with 32.7% having current script

## **Trial Duration**

- > 1 month: 8/1/2022-8/31/2022
- Medical Assistants asked eligible patients during pre visit confirmation contact (at time of confirming pre-clinic visit device data) and added notes in charts for providers
- Providers when able reviewed MA notes and documented pump status and e-prescribed back-up long-acting insulin scripts

### **Strategy 1: outcomes**



- > MAs contacted less than 50% of eligible patients
- > Documentation in charts was not consistent
- > Providers forgot to check charts for MA notes
- Patient pump status and back up long-acting insulin script not routinely ordered
- Some patients declined back-up insulin, script citing it as being wasteful

### **Results: Strategy 1**

- Increase of 21% (61-82%) in pump status documentation prior data shared with providers who actively entered appropriate pump codes problem list in charts.
- Back-up insulin prescription increased by 9% (64-73%)
- > Patients with current scripts increased by close to 18% (32-50%)
- > MAs expressed additional burden in daily work flow



- Create fliers to remind patients and providers for strategy 2
- Initial evaluation: 10/1/2022-10/30/2022

### **Strategy 2:**

Educate patients who use insulin pumps on the importance of having back-up longacting insulin

Patients will request a prescription from their providers if they do not have a current prescription

### Strategy 2 Plan:

Do you have an insulin pump?



If yes, do you have backup

long acting insulin

in case your pump or pod stops working?



If not, ask your provider for a

prescription today!



Fliers developed by Camilla Levister NP, CDCES

### **Strategy 2:**

- Fliers posted (after practice manager approval) in clinic area and exam rooms. Patients using insulin pumps request back up insulin during provider visits.
- Providers when prompted for scripts check for and/or document pump status codes and send back-up long-acting insulin scripts

### **Strategy 2: at the time of implementation:**

- 27% patients were pump users with 61% of those patients having the appropriate CPT codes documented
- ➢ 62% of pump users had a back-up long-acting insulin prescription documented in chart with 55% of those prescriptions being current (written within the past 2 years)

### **Strategy 2: FU evaluation**

≻79% of pump users had appropriate pump CPT codes listed in charts, an increase of 18% over pre-implementation

≻73% had back up insulin documentation on med list with 58.8% of those being a current script (within 2yrs) which is an increase of 8% and 26% respectively

### **Strategy 2: Second follow up**

- 81% of pump users had appropriate pump CPT codes listed in charts, an increase of 20% from pre-implementation
- 81% had back up insulin documented in chart with 69% of those being a current script (within 2yrs) which is an increase of 16% and 36% respectively



> Adopt strategy 2 and add strategy 3 (Mass EPIC message to patients)

### Strategy 3: Plan

- Weekly reminders are sent via EMR messaging (MyChart) to patients with upcoming visits to check for basal insulin and if they have it, check expiration date.
- Patients can either message their provider immediately or during visit request new or updated basal insulin (and confirm their formulary coverage).
- Providers when prompted for scripts check for and/or document pump status codes and prescribe up long-acting insulin scripts.

### Strategy 3: Initial trial 8/15/23-9/15/23

🕑 🛅 🖓 🗏 Reports	Multi-Patient Message	×				
/ulti-Patient Message						
27 patients selected J View/Modify Patients		✓ Allow p	roxies to view	Dates		
	θ			Delay sending until		
🛠 B 🗩 🥸 ち 🕄 🕂 Insert SmartText				Date		
Hello,				Reply		
You have an upcoming scheduled visit with	your Endocrinologist. Pric	r to your visit, pleas	e check for	Do not allow pa	atient reply	
an un-expired long acting insulin at home.				Send patient re	eply to me	
This is usually prescribed as back up to use	during pump failure. If no	t available or expire	d, please		.,	
remind your provider at the visit for a new so	npt.			Tasks 🕧		
Thank you, Maunt Sinai Diabatan Clinia				General Questionn	aire	+ Ade
Wount Sinai Diabetes Clinic						- / 144

### EMR Communication with patients using smartphrase

### Follow up evaluation of strategy 3

- ➢ 92% of pump users had appropriate pump CPT codes listed in charts, an increase of 31% from pre-implementation.
- ➢ 83% had back up insulin documented in chart with 72% of those being a current script (within 2yrs) which is an increase of 19% and 40% respectively



#### Intervention timeline



### **Continued Strategies (2 and 3)**

- Change color of poster quarterly to re-engage patients and providers during clinic visits
- Automate Strategy 3 to send weekly reminders to participants (in development)
- > Expand strategy across heath care system





## **Questions?**



A huge shout out to Selassie Ogyaadu, MD MPH who moved each step of this project along

#### Current Mount Sinai Team: Grenye, Nirali, David, Camilla, and Madeline





### 8<sup>th</sup> Annual TID Exchange Learning Session 2024

The TIDX-QI November Learning Session will be held Monday, November 11, in Chicago, IL.

The Learning Session will be a 1-day event this year. Please use this <u>link</u> to view the FAQ.

Call for abstracts: abstract submissions are now open, please use this <u>link</u> to submit your abstract to share your centers work.

For additional questions please email <u>qi@tldexchange.org</u>



### Learning Session and ADEPT Conferences

- Please use this <u>link</u> to register for the 2024 TIDX-QI 8<sup>th</sup> Annual Learning Session.
  - Nov 11: 8 am 6:30 pm Learning Session
  - Nov 12-13 (with half-day session on the 13<sup>th</sup>) ADEPT
- We are offering ADEPT Registration for 2 Free Members from each center:
  - Link for free registration
  - Link for paid registration
- Hotel registration: use this <u>link</u> to register for your rooms for the Learning Session and ADEPT. When registering click on "I have an access code" and enter the code (TIDX-LS2024) for the discount.
- TIDX-QI will cover the hotel costs for 2 team members for the nights of 11/10/2024 and 11/11/2024. Please confirm with your PI and mail <u>qi@t1dexchange.org</u> if your room should be covered.



• Use this <u>link</u> or scan the QR code to register.



### Announcing New Diabetes Conference! Achieving Diabetes Equity Practice Today (ADEPT 2024)

TID Exchange, in collaboration with the ADA, will be hosting a new diabetes equity focused conference titled, ADEPT. ADEPT 2024 will be held Tuesday and Wednesday, November 12-13 following the TIDX-QI Learning Session 2024 in Chicago, IL.

The conference objectives: highlight equity best practices and practical strategies on all areas of diabetes.
We encourage members to attend and invite your colleagues.

Use this <u>link</u> to view the FAQ. Please view <u>these</u> <u>details</u> before registering and use this <u>link</u> to register.

