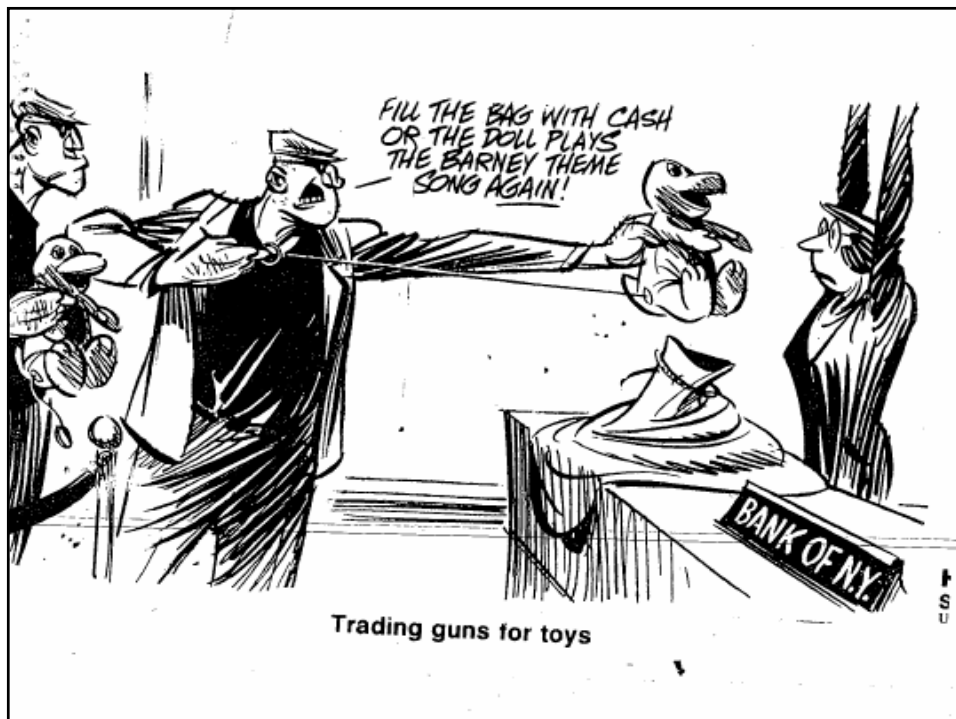


Leveraging IT and Workflow Redesign for Quality



Barney Newman , M.D.
Medical Director
Westchester Medical Group



Westchester Medical Group

- 70 physician multispecialty practice
- 26 Internists
- 100% productivity income model
- Rollup practice – Mixed cultures
- Logician adopted to achieve financial and quality goals
- First quality goal – NCQA Diabetes Certification

NCQA Diabetes Certification Requirements

- >93% HbA1c within past 12 months
- >55% with HgbA1c <8%
- <21% with HgbA1C >9.5%
- >61% with eye exam in past 12 months
- >80% with foot exam in past 12 months

NCQA Diabetes Certification Requirements (Cont')

- >97% with BP measurement in past 12 months
- >65% with BP < 140/90
- >73% with nephropathy assessment in past 12 months
- >85% with lipid profile in past 12 months
- >63% with LDL <130



Initial Assessment

- Group too large to rely on chart review
- Data mixed – structured and text
- Services mixed – in and out of practice
- No existing report

Constraints

- No extra money
- No extra staff
- No extra MD effort

Scope of Issues

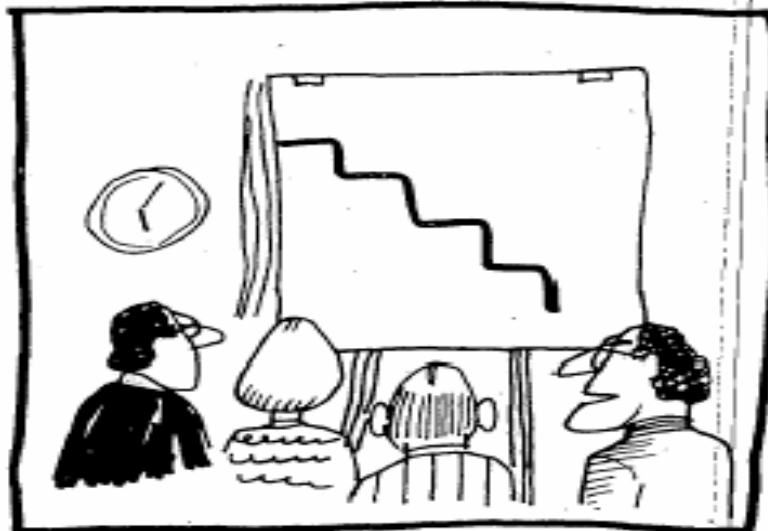
- Measurement
- Screening documentation
- Point-of-Care management
- Outreach
- NCOA reporting

Factors Affecting Success

- Ease of measurement
- Integration of data collection into workflow
- Dependency on physicians

Strategy –Transfer maximum amount of process to automation and existing support staff integrated into workflow

- Automate measurement process
- Integrate data collection into workflow
- Automate Disease or Population Management process



Your strategic plan, brilliant in concept and magnificent in execution, isn't working.

Automation Requirements

- Structured data
- Tailored reports
- Workflow integration

Report Creation

- List of NCQA criteria to measure
- Identify or have Obs terms created
- Map appropriate alternatives for satisfaction of criteria to Obs terms
- Criteria for identification of PCP or responsible physician

Initial Data

	TOTAL	%	NCQA goal
Total # of patients with DM	2,335		
Total # of patients with HgbA1c results	1,935	83%	93%
Total # of patients w/ HgbA1c < 8	1,478	63%	> 55%
Total # of patients w/ HgbA1c > 9.5	175	7%	< 21%
Total # of patients with LDL results	1,999	86%	85%
Total # of patients w/ LDL < 130	1,374	59%	> 63%
Total # of patients w/ eye exam	227	10%	> 61 %
Total # of patients w/ foot exam	343	15%	> 80 %
Total # of patients w/ microalbumin	82	4%	73%
Total # of patients with BP results	2,143	92%	97%
Total # of patients w/ BP DIA < 140	1,461	63%	< 65%
Total # of patients w/ BP SYS < 90	1,765	76%	< 65%

Initial Data Scenarios

Test Done	Documentation in Chart	Structured Data
+	+	+
+	+	-
+	-	-
-	-	-



Tool – Diabetes Screening Form

- Multifunctional
- Integrated to database
- Integrated into workflow
- Serves as structural linchpin for all processes

Diabetes Preload: Happy W Test Smith

Diabetes Documentation | Preload Diabetes

Diabetes Documentation

History:

Date of onset: []

Insulin use in prior 12 months: yes no

Diagnosis of retinopathy in past 12-24 months: yes no

Documented negative microalbumin in prior 12 months: yes no undetermined

Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months: yes no undetermined

Test and Exams

Date required for recording all observations

HgbA1C: [] Date: [] **Record HgbA1C**

Dilated eye exam: [] Date: [] **Record Eye exam**

Foot exam: [] Date: [] **Record Foot exam**

Protein, urine: [] Date: [] **Record Protein, urine**

Microalbumin/Creatinine: [] Date: [] **Record Microalbumin/Creatinine**

Microalbumin, total: [] Date: [] **Record Microalbumin, total**

Microalbumin 24HR: [] Date: [] **Record Microalbumin 24hr**

LDL: [] Date: [] **Record LDL**

HDL: [] Date: [] **Record HDL**

Triglyceride: [] Date: [] **Record Triglyceride**

*BP: [] / [] Date: [] **Record BP**

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

Diabetes Preload: Mickey Mouse

Diabetes Documentation | Preload Diabetes

Enter Orders

Print Eye Ex Report

Print Foot Ex Report

Print DM Reminder letter

Print DM Appt Letter

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)

Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)

Last Foot Exam: []

Last Protein Urine: neg (08/06/2003 10:30:06 AM)

Last Microalbumin/Creatinine: 0.00 UG/MG CRE (06/24/2004 5:15:48 PM)

Last Microalbumin total: 5.2 (07/09/2004 2:05:33 PM)

Last Microalbumin 24HR: []

Last Cholesterol: 224 (07/08/2004 2:40:56 PM)

Last LDL: 133 (07/08/2004 2:40:56 PM)

Last HDL: 76 (07/08/2004 2:40:56 PM)

Last Triglyceride: 75 (07/08/2004 2:40:56 PM)

Last Blood Pressure: 120 (/ 80 (08/06/2003 10:30:06 AM)

Date of onset: []

Insulin use in prior 12 months: []

Diagnosis of retinopathy in past 12-24 months: []

Documented negative microalbumin in prior 12 months: []

Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months: []

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		133				
MICROALB/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MICALB 24HR						
MICALB RANU						

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

- + Test done in/out of practice
- + Documentation in system
- Structured Data

Goal: Convert documented performance in system into structured data

- Preload form created
- Medical staff enters preload data concurrent with chart review
- Reports from outside labs, billing system or appointment system generated. Data transferred into preload by clinical staff

Diabetes Preload: Mickey Mouse

Diabetes Documentation | Preload Diabetes

Enter Orders

Print Eye Ex Report

Print Foot Ex Report

Print DM Reminder letter

Print DM Appt Letter

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)

Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)

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Last Protein Urine: neg (08/06/2003 10:30:06 AM)

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Date of onset:

Insulin use in prior 12 months:

Diagnosis of retinopathy in past 12-24 months:

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Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months:

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		133				
MICROALB/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MCALB 24HR						
MICRALB RANU						

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

Diabetes Preload: Happy W Test Smith

Diabetes Documentation Preload Diabetes

Diabetes Documentation

History:

Date of onset:

Insulin use in prior 12 months: yes no

Diagnosis of retinopathy in past 12-24 months: yes no

Documented negative microalbumin in prior 12 months: yes no undetermined

Dx of diabetic nephropathy or positive macroalbuminuria in prior 24 months: yes no undetermined

Test and Exams

Date required for recording all observations

HgbA1C: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record HgbA1C"/>
Dilated eye exam: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Eye exam"/>
Foot exam: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Foot exam"/>
Protein, urine: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Protein, urine"/>
Microalbumin/Creatinine: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Microalbumin/Creatinine"/>
Microalbumin, total: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Microalbumin, total"/>
Microalbumin 24HR: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Microalbumin 24hr"/>
LDL: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record LDL"/>
HDL: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record HDL"/>
Triglyceride: <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record Triglyceride"/>
*BP: <input type="text"/> / <input type="text"/>	Date: <input type="text"/>	<input type="button" value="Record BP"/>

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close

- + Test done in/outside practice
- Documentation in system
- Structured Data

Goal: Obtain documentation and enter as structured data

- Preload form reviewed at time of visit
- Data form generated to give to patient
- Automated letter generated to patients based on current database
- All data forms returned entered into preload
- Exam completed and documented as structured data

Diabetes Preload: Mickey Mouse

Diabetes Documentation | Preload Diabetes

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)
 Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)
 Last Foot Exam: _____
 Last Protein Urine: neg (08/06/2003 10:30:06 AM)
 Last Microalbumin/Creatinine: 0.00 UG/MG CRE (06/24/2004 5:15:48 PM)
 Last Microalbumin total: 5.2 (07/09/2004 2:05:33 PM)
 Last Microalbumin 24HR: _____
 Last Cholesterol: 224 (07/08/2004 2:40:56 PM)
 Last LDL: 133 (07/08/2004 2:40:56 PM)
 Last HDL: 76 (07/08/2004 2:40:56 PM)
 Last Triglyceride: 75 (07/08/2004 2:40:56 PM)
 Last Blood Pressure: 120 (/ 80 (08/06/2003 10:30:06 AM)

Date of onset: _____
 Insulin use in prior 12 months: _____
 Diagnosis of retinopathy in past 12-24 months: _____
 Documented negative microalbumin in prior 12 months: _____
 Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months: _____

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		▲ 133				
MICROABL/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MICALB 24HR						
MICALB RANU						

Eye Examination Report for Diabetes

Eye Care Providers: Please complete the results portion of this form with your identifying information, and return the form to the Primary Care Provider

<p>Primary Care Provider Information</p> Name: _____ Address: _____ Phone: _____ Fax: _____	<p>Patient Information</p> Name: <u>Happy W Test Smith</u> Date of Birth: <u>04/04/1944</u> Address: <u>4444 Fourth Ave</u> <u>Bronx, NY</u> Phone: <u>(718)555-4444X4</u>
-------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Patient received a dilated fundus examination with the following results:

No diabetic retinopathy was detected.
 Background retinopathy was detected, but only requires monitoring. No treatment is indicated.
 Retinopathy requiring further testing and/or treatment was detected. See comments below.

Comments/Recommendations: _____

_____ Please call if additional information is needed.

Patient is to **return for re-evaluation** in _____ months.

Print Name of Eye Care Provider: _____ **Date of exam:** _____

Signature: _____

Eye Care Provider Information
 Name of Eye Care Practice/Facility: _____
 Phone: _____ Address: _____
 Fax: _____

DIABETIC FOOT EXAM

Providers: Please complete the results portion of this form with your identifying information, and return the form to the Primary Care Provider

Primary Care Provider Information Name: _____ Address: _____ Phone: _____ Fax: _____	Patient Information Name: <u>Harry West Smith</u> Date of Birth: <u>04/1944</u> Address: <u>4444 Fourth Ave</u> <u>Bronx, NY</u> Phone: <u>(718)555-4444x4</u>
---------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Sensory- Pimples/Light touch:		
	Left	Right
Medial foot (L-4)	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent
Dorsal foot (L-5)	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent
Lateral foot (S-1)	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent

Sensory other: _____

Sensory- Monofilament:		
	Left	Right
Foot	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent

Inspection:		
	Left	Right
Foot	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent	<input type="checkbox"/> normal <input type="checkbox"/> diminished <input type="checkbox"/> absent

Additional comments: _____

Patient is to return for re-evaluation in _____ months.

Print Name of Foot Care Provider: _____ Date of exam: _____

Signature: _____

Provider Information

Name of Practice/Facility: _____ Address: _____

Phone: _____ Fax: _____

The American Diabetes Association recommends persons with diabetes receive annual foot examinations, more frequent if you will have this review for persons with diabetes. The purpose of this is to facilitate communication between specialist and primary care providers.

The Westchester Medical Group
Better Care All Around
210 Westchester Avenue, White Plains, NY 10604

914-681-3101

- Test done in/out of practice
- Documentation in system
- Structured Data

Goal: Perform test and document with structured data

- Preload form opened with each visit and missing test performed or ordered
- Reports generated by MD and distributed to MD/Staff for personal outreach
- Automated letters generated based on database requesting patients to schedule tests or appointments

Diabetes Preload: Mickey Mouse

Diabetes Documentation Preload Diabetes

Enter Orders

Print Eye Ex Report

Print Foot Ex Report

Print DM Reminder letter

Print DM Appt Letter

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)

Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)

Last Foot Exam:

Last Protein Urine: neg (08/06/2003 10:30:06 AM)

Last Microalbumin/Creatinine: 0.00 UG/MG CRE (06/24/2004 5:15:48 PM)

Last Microalbumin total: 5.2 (07/09/2004 2:05:33 PM)

Last Microalbumin 24HR:

Last Cholesterol: 224 (07/08/2004 2:40:56 PM)

Last LDL: 133 (07/08/2004 2:40:56 PM)

Last HDL: 76 (07/08/2004 2:40:56 PM)

Last Triglyceride: 75 (07/08/2004 2:40:56 PM)

Last Blood Pressure: 120 (/ 80 (08/06/2003 10:30:06 AM)

Date of onset:

Insulin use in prior 12 months:

Diagnosis of retinopathy in past 12-24 months:

Documented negative microalbumin in prior 12 months:

Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months:

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		▲ 133				
MICROABL/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MICALB 24HR						
MICALB RANU						

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close

Diabetes Preload: Happy W Test Smith

Update Orders - Happy W Test Smith 60 Year Old Female, (DOB: 04/04/1944)

Orders: This update Open All Primary Coverage: Set Coverage...

Date	Description	Status	Diagnoses
			ATRIAL FIBRILLATION

Remove Reorder Clear Diagnoses New...

Custom List Categories Search Order Details

Use custom list: DIABETES VISIT Organize...

BASIC METABOLIC PANEL Flu vaccine (V04.81)

CREATININE CLEARANCE Immun Flu (Medicare)

GLUCOSE FASTING Pneumococcal Vaccine (V03.82)

HEMOGLOBIN A1C Immun Pn (medicare)

HEPATIC FUNCTION PANEL Immunization Inj (not medicare)

LIPID PANEL Immunization admin, 2nd (not medicare)

MICROALBUMIN, URINE URINALYSIS, COMPLETE WITH MICROALBUMIN

MICROALBUMIN, 24 HOUR URINE CPK

PROTEIN, TOTAL, 24HR URINE

URINALYSIS, (DIPSTICK & MICRO)

Sign Orders OK Cancel

Diabetic Foot exam: Happy W Test Smith

Diabetic Foot exam

Sensory-Pinprick/Light touch: Left **ALL NORMAL** Right **ALL NORMAL**

Medial foot (L-4) normal diminished absent normal diminished absent

Dorsal foot (L-5) normal diminished absent normal diminished absent

Lateral foot (S-1) normal diminished absent normal diminished absent

Sensory-other:

Sensory Monofilament: Left Right

Foot normal diminished absent normal diminished absent

Inspection: Left Right

Foot normal abnormal normal abnormal

Additional Comments:

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close

For Help, press F1

Microsoft Excel - Book1

File Edit View Insert Format Tools Data Window Help Adobe PDF

	A	B	C	D	E	F	G	H	I	J	K	L	M	P	Q	R
	PATIENT NAME	DOB	ACCT#	HGBA1C D	HGB	LDL DATE	LDL	EYE DATE	EYE EXAM	FOOT DATE	FOOT	MICROTOT	MIC	BP DATE	BP	
1	XXXXX, XXXXX	10/23/1958	41444	1/14/2004	6.7	1/14/2004	102	3/13/2004	Normal			12/23/2002	38	1/17/2004	130	80
2	XXXXX, XXXXX	5/5/1960	25063	6/12/2004	7.9	6/12/2004	101	6/28/2004	BDR	6/11/2004	yes	6/12/2004	296	6/11/2004	130	94
3	XXXXX, XXXXX	10/4/1938	139604	6/15/2004	6.6	6/15/2004	100	4/21/2004	BDR	6/15/2004	yes	4/13/2004	214	6/15/2004	140	70
4	XXXXX, XXXXX	9/17/1934	21147	5/27/2004	6.4	5/27/2004	112	6/22/2004	no retinops	5/27/2004	yes	5/27/2004	3	5/27/2004	125	80
5	XXXXX, XXXXX	7/16/1952	56066	5/20/2004	11	5/20/2004	59	6/16/2004	Diabetic re	5/17/2004	done	5/20/2004	259	5/20/2004	130	80
6	XXXXX, XXXXX	11/23/1943	36539	5/23/2002	6.3	5/23/2002	69	4/1/2004	Normal	4/14/2004	Norm	4/14/2004	11	4/14/2004	120	80
7	XXXXX, XXXXX	3/13/1936	76439	5/20/2004	5.2	5/20/2004	74	4/23/2004	Normal	5/20/2004	yes	5/20/2004	171	6/29/2004	120	70
8	XXXXX, XXXXX	7/22/1939	55912	6/17/2004	6.6	6/17/2004	86	6/30/2004	BDR	6/17/2004	yes	3/25/2004	20	6/17/2004	120	70
9	XXXXX, XXXXX	7/6/1926	12179	4/13/2004	6.8	6/28/2004	102	2/19/2004	done	6/28/2004	yes	6/28/2004		6/28/2004	120	75
10	XXXXX, XXXXX	7/20/1923	29266	5/7/2004	5.7	5/7/2004	89	4/15/2004	Normal	5/7/2004	yes	5/7/2004	26	5/24/2004	130	80
11	XXXXX, XXXXX	9/5/1957	164603	5/12/2004	8.2	5/12/2004	115			5/12/2004	yes	5/12/2004	3	5/12/2004	136	78
12	XXXXX, XXXXX	2/5/1927	27763	3/4/2004	5.6	3/4/2004	102	9/2/2003	Normal	4/7/2004	done			4/2/2004	140	90
13	XXXXX, XXXXX	9/22/1921	27628	5/5/2004	7.8	5/5/2004	118	6/2/2004	Normal	5/5/2004	yes	5/6/2004	36	5/5/2004	139	80
14	XXXXX, XXXXX	9/17/1940	32001	6/9/2004	5.9	6/9/2004	84	6/24/2004	no retinops	6/9/2004	yes	6/9/2004	28	6/9/2004	120	80
15	XXXXX, XXXXX	5/3/1943	51797	5/13/2004	7.7	5/13/2004	90	5/24/2004	BDR	5/13/2004	yes	5/13/2004	5	5/13/2004	124	80
16	XXXXX, XXXXX	7/28/1954	24543	3/4/2004	7.7	3/4/2004	95	2/27/2004	Diabetic re	6/8/2004	yes			6/8/2004	110	80
17	XXXXX, XXXXX	5/24/1940	21701	5/14/2004	7.5	5/14/2004	124	7/1/2003	Normal	5/14/2004	yes	5/14/2004	103	5/14/2004	138	78
18	XXXXX, XXXXX	6/26/1943	77522	5/19/2004	8.2	5/19/2004	63	3/30/2004	PDR	5/19/2004	yes	5/22/2004	4978	6/10/2004	140	80
19	XXXXX, XXXXX	7/6/1943	29727	4/12/2004	8.3	4/12/2004	146			4/12/2004	yes	4/12/2004	35	4/12/2004	130	80
20	XXXXX, XXXXX	1/31/1970	24793	5/19/2004	8.2	5/19/2004	130	12/16/2003	BDR	6/1/2004	yes	5/19/2004	27	6/1/2004	112	70
21	XXXXX, XXXXX	2/28/1947	23402	5/11/2004	6.3	5/11/2004	108	5/7/2004	no retinops	4/29/2004	Abnor	5/11/2004	4	5/11/2004	138	80
22	XXXXX, XXXXX	2/8/1939	22950	6/17/2004	8.1	6/17/2004	70	5/19/2004	BDR	6/17/2004	yes	5/5/2004	7	6/17/2004	140	75
23	XXXXX, XXXXX	12/2/1943	24812	6/23/2004	7.9	6/23/2004	67	6/22/2004	Diabetic re	6/23/2004	yes	6/23/2004	12	6/23/2004	135	80
24	XXXXX, XXXXX	11/23/1942	156807	12/10/2003	8.7	2/23/2004	96			2/23/2004	Abnormal			2/23/2004	120	80
25	XXXXX, XXXXX	6/25/1946	30907	6/24/2004	9.9	6/24/2004	91	6/17/2004	Diabetic re	6/24/2004	yes	6/24/2004	10	6/24/2004	140	80
26	XXXXX, XXXXX	11/5/1960	120233	5/6/2004	7.4	5/6/2004	120	5/24/2004	Normal	5/8/2004	yes	5/26/2004	44	5/6/2004	135	80
27	XXXXX, XXXXX	10/18/1939	54635	6/23/2004	6.7	6/23/2004	###	6/25/2004	no retinops	6/23/2004	yes	6/23/2004	9	6/23/2004	135	70
28	XXXXX, XXXXX	6/23/1935	157023	6/11/2004	6	6/11/2004	162	6/30/2004	no retinops	6/30/2004	done	6/11/2004	65	6/11/2004	130	80
29	XXXXX, XXXXX	8/22/1955	42325	3/25/2004	7.3	3/25/2004	127			3/25/2004	Abnormal			3/25/2004	120	80
30	XXXXX, XXXXX	8/13/1953	22328	6/11/2004	6.4	6/11/2004	95	7/2/2003	done	6/11/2004	yes	6/11/2004	3	6/11/2004	140	80
31	XXXXX, XXXXX	7/13/1954	22948	11/17/2003	8.8	11/17/2003	###					8/7/2002	13	11/17/2003	120	70
32	XXXXX, XXXXX	8/26/1948	34386	5/11/2004	6.1	5/11/2004	93	4/27/2004	BDR	6/23/2004	done	5/11/2004	90	5/11/2004	138	80
33	XXXXX, XXXXX	1/11/1923	83176	5/24/2004	8.5	5/24/2004	144	6/1/2004	no retinops	6/18/2004	done	5/17/2004	185	5/24/2004	140	70

Ready

Diabetes Preload: Mickey Mouse

Diabetes Documentation | Preload Diabetes

Enter Orders

Print Eye Ex Report

Print Foot Ex Report

Print DM Reminder letter

Print DM Appt Letter

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)

Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)

Last Foot Exam:

Last Protein Urine: neg (08/06/2003 10:30:06 AM)

Last Microalbumin/Creatinine: 0.00 UG/MG CRE (06/24/2004 5:15:48 PM)

Last Microalbumin total: 5.2 (07/09/2004 2:05:33 PM)

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Last Blood Pressure: 120 (/ 80 (08/06/2003 10:30:06 AM)

Date of onset:

Insulin use in prior 12 months:

Diagnosis of retinopathy in past 12-24 months:

Documented negative microalbumin in prior 12 months:

Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months:

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		▲ 133				
MICROABL/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MICALB 24HR						
MICALB RANU						

Prev Form (Ctrl+PgUp) | Next Form (Ctrl+PgDn) | Close

09/01/2004

Happy W Test Smith
4444 Fourth Ave
Bronx, NY 10451

Dear Ms. Happy Test Smith,

The Westchester Medical Group is concerned about your health care and we are continually trying to improve the quality of care for our patients with diabetes.

The American Diabetes Association has set standards of care for diabetes and we are working very hard to make sure that we are meeting these standards. One of the recommendations is that patients with diabetes should have an annual eye exam for retinopathy (diabetic eye disease). It is important to diagnose and treat this disease at an early stage to prevent serious eye complications.

In reviewing your medical record we noted that you are overdue for an eye exam. If you have seen a physician outside The Westchester Medical Group for this exam please have them forward your records to us as soon as possible. We would like to suggest that you schedule an appointment at your earliest convenience if you are not sure that you have had this important eye exam. **If your eye doctor is outside The Westchester Medical Group please take the enclosed form to your appointment. We would like your eye doctor to complete this form and return it to us so that we have a record of your care.**

We would like to remind you that Dr. Lori Tindel is available to see you at The Westchester Medical Group if you do not already have an ophthalmologist. Dr. Tindel is a board certified ophthalmologist with special training in evaluation and management of diabetic eye disease. Her office number is 914-682-6560.

We will send regular reminders about important diabetes tests and exams to allow you to actively participate in your care and help us provide you with the care that you need.

As always, please contact me if you have questions. We look forward to serving you.

Sincerely,

Barney Newman, MD

Diabetes Preload: Mickey Mouse

Diabetes Documentation | Preload Diabetes

Last HgbA1C: 6.4 (06/23/2004 5:03:09 PM)
 Last Dilated Eye Exam: Normal (06/10/2004 3:01:51 PM)
 Last Foot Exam:
 Last Protein Urine: neg (08/06/2003 10:30:06 AM)
 Last Microalbumin/Creatinine: 0.00 UG/MG CRE (06/24/2004 5:15:48 PM)
 Last Microalbumin total: 5.2 (07/09/2004 2:05:33 PM)
 Last Microalbumin 24HR:
 Last Cholesterol: 224 (07/08/2004 2:40:56 PM)
 Last LDL: 133 (07/08/2004 2:40:56 PM)
 Last HDL: 76 (07/08/2004 2:40:56 PM)
 Last Triglyceride: 75 (07/08/2004 2:40:56 PM)
 Last Blood Pressure: 120 (/ 80 (08/06/2003 10:30:06 AM)
 Date of onset:
 Insulin use in prior 12 months:
 Diagnosis of retinopathy in past 12-24 months:
 Documented negative microalbumin in prior 12 months:
 Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months:

Days	07/09/2004	07/08/2004	06/24/2004	06/23/2004	06/22/2004	06
HGBA1C				6.4		
LDL		▲ 133				
MICROALB/CRE			0.00 UG/...			
MICROALB URN	5.2		21			
MICALB 24HR						
MICALB RANU						

09/01/2004

Happy W Test Smith
4444 Fourth Ave
Bronx, NY 10451

Dear Ms. Happy Test Smith,

The Westchester Medical Group is concerned about your health care and we are continually trying to improve the quality of care for our patients with diabetes.

The American Diabetes Association has set standards of care for diabetes and we are working very hard to make sure that we are meeting these guidelines. It is clear that there are less complications and a healthier outlook for patients when their diabetes is well managed with good care and education about this disease.

In reviewing your medical record I noted that the following test or exam is overdue:

- **HEMOGLOBIN A1C LAB TEST** - Please bring this letter to the laboratory at our office to have your blood sugar levels checked and make an appointment to review these results with me.
- **LIPID PANEL LAB TEST** - Please bring this letter to the laboratory at our office to have your yearly cholesterol check and make an appointment to review these results with me. **You must be fasting for this test.**
- **MICROALBUMIN LAB TEST** - Please bring this letter to the laboratory at our office to have your yearly kidney function (urine protein) test. You will be contacted if you require evaluation or treatment.
- **EYE EXAM** - Please call your eye doctor to schedule your yearly dilated eye exam. If your eye doctor is at The Westchester Medical Group call 914-682-6560.
- **FOOT EXAM** - Please call your podiatrist to schedule your yearly foot exam and remember to check your feet daily. If your podiatrist is at The Westchester Medical Group call 914-682-6440.

If a physician outside The Westchester Medical Group has provided these services please have them forward your records to us as soon as possible. If you are not sure that these services have been done we would like to suggest that you schedule an appointment at your earliest convenience.

We will send regular reminders about important diabetes tests and exams to allow you to actively participate in your health care and help us provide you with the services that you need.

As always, please contact me if you have questions. We look forward to serving you.

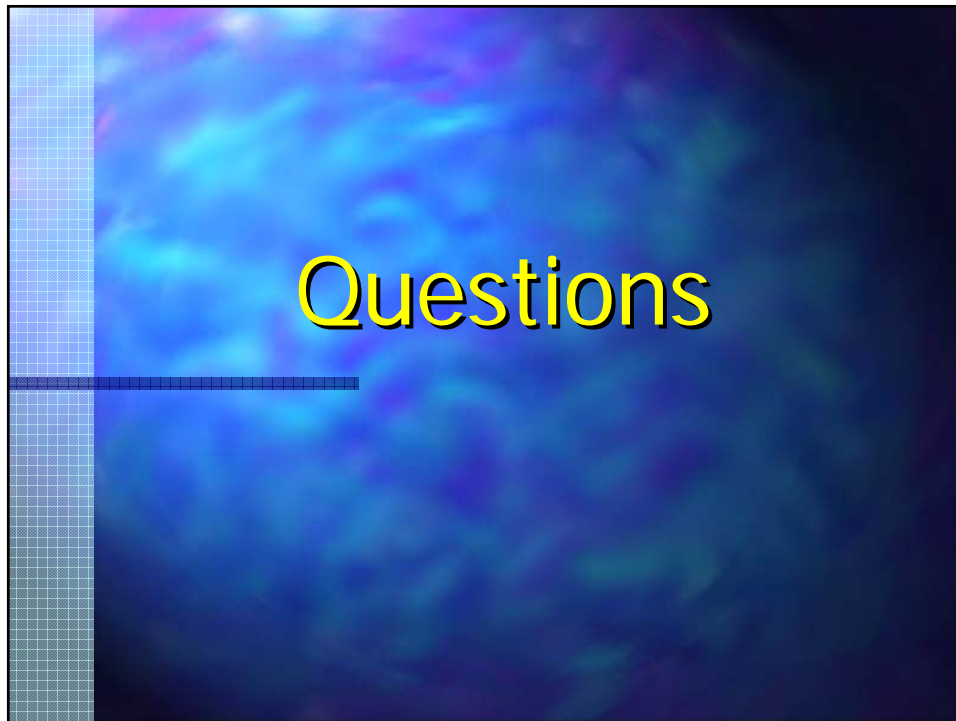
Sincerely,

Barney Newman, MD

Key Points

- Automate documentation
- Enlist non-MD Help
- Stick It In Their Face
- Minimize Clicks and Jumping Around
- Integrate into existing workflow

NCQA Data Submission	%	NCQA goal	% Improvement
Total # of patients with HgbA1c results	97%	93%	+4
Total # of patients w/ HgbA1c < 8	72%	> 55%	+9
Total # of patients w/ HgbA1c > 9.5	10%	< 21%	-2.5
Total # of patients with LDL results	99%	85%	+13
Total # of patients w/ LDL < 130	81%	> 63%	+22
Total # of patients w/ eye exam	69%	> 61 %	+59
Total # of patients w/ foot exam	74%	> 80 %	+59
Total # of patients w/ microalbumin	90%	73%	+86
Total # of patients with BP results	100%	97%	+8
Total # of patients w/ BP DIA < 140	76%	< 65%	+13
Total # of patients w/ BP SYS < 90	76%	< 65%	+13



Diabetes Preload: Happy W Test Smith

Diabetes Documentation | Preload Diabetes

[Enter Orders](#)

[Print Eye Ex Report](#)

[Print Foot Ex Report](#)

[Print DM Reminder letter](#)

[Print DM Appt Letter](#)

Last HgbA1C: _____

Last Dilated Eye Exam: _____

Last Foot Exam: _____

Last Protein Urine: _____

Last Microalbumin/Creatinine: _____

Last Microalbumin total: _____

Last Microalbumin 24HR: _____

Last Cholesterol: _____

Last LDL: _____

Last HDL: _____

Last Triglyceride: _____

Last Blood Pressure: _____ / _____

Date of onset: _____

Insulin use in prior 12 months: _____

Diagnosis of retinopathy in past 12-24 months: _____

Documented negative microalbumin in prior 12 months: _____

Dx of diabetic nephropathy or postive macroalbuminuria in prior 24 months: _____

Days						
HGBA1C						
LDL						
MICROABL/CRE						
MICROALB URN						
MCALB 24HR						
MICRALB RANU						

Prev Form (Ctrl+PgUp) Next Form (Ctrl+PgDn) Close