

Grant Outcomes Report

Evaluating the Impact of NYSHHealth Setting the Standard Diabetes Grantees

The Problem:

In 2007, the New York State Health Foundation (NYSHHealth) funded 12 grantees through the request for proposals (RFP), *Setting the Standard: Advancing Best Practices in Diabetes Management*. The goal of *Setting the Standard* was to move New York State's primary care system to adopt and spread best practices in disease management and establish them as the universal standard of care for patients with diabetes. At the time, multiple diabetes management programs existed throughout New York State, along with established collaboratives that aimed to maximize the impact of these programs. Thus, the Foundation expected the grants made under the RFP to advance these programs and build systemwide capacity to support, sustain, and institutionalize these efforts. The Chronic Care Model—a highly respected and accepted framework for approaching the improvements sought through this initiative—was a major reference point in the RFP.

Toward the end of the *Setting the Standard* grantees' programs, NYSHHealth funded Joslyn Levy & Associates, LLC, to assess the outcomes of 10 of the 12 grants funded under the RFP (two grantees, the Seneca Nation Health Department and Jericho Road Ministries, did not attempt to implement the Chronic Care Model in their projects). Joslyn Levy worked in collaboration with Patricia Patrizi of Patrizi Associates. Ms. Patrizi has worked with foundations throughout the country to produce case studies on foundation-supported efforts to change and improve organizations and health systems. The final evaluation report notes that the diversity of the initiative raised significant challenges to the assessment of impact. Some of these challenges included lack of comparability and lack of consistent quality of data provided by the grantees. Thus, the evaluators applied two perspectives in studying the projects: **1)** assessing how well each grantee advanced against its stated objectives; and **2)** assessing how well each grantee performed with regard to the Chronic Care Model (in terms of how much progress was made along each of the model's dimensions).

KEY INFORMATION:

GRANTEE

Joslyn Levy & Associates, LLC

GRANT TITLE

Evaluating the Impact of NYSHHealth Setting the Standard Diabetes Grantees

DATES

January 1, 2010–May 16, 2011

GRANT AMOUNT

\$179,998

FUNDING

Diabetes Solicited

Grant Activities & Outcomes:

NYSHealth asked the evaluators to complete the following activities:

1. Assess and document the impact of the funded programs in improving the clinical outcomes for people with diabetes.
2. Determine the progress in implementing sustainable organizational (system-level) changes to establish and/or expand diabetes care management across the organizations.
3. Identify the challenges and facilitators to the successful spread of programs.

The evaluators gathered data from multiple sources, including a review of initial proposals; interim and final reports written by the grantees; key informant interviews with project leaders and other staff engaged in project implementation; and a review of clinical data collected from the grantees on care processes and outcomes, such as blood sugar levels, blood pressure levels, and cholesterol levels for patients served by these programs. The evaluators also conducted site visits with a number of the grantees.

In addition to site-specific research, the evaluators interviewed City- and State-level public health officials and local and national leaders working on diabetes care to assess the context of local challenges and policies that have facilitated or hindered the spread of these initiatives. This information was supplemented by a literature review that examined initiatives to improve diabetes care and implement the Chronic Care Model.

In general, grantees that showed the most evidence of advancing the Chronic Care Model within their systems had previous experience with the Chronic Care Model, increasing their likelihood of success. However, many of the funded sites did not have sufficient prior experience with the Chronic Care Model, and struggled both to understand and implement it. In such cases, the Foundation learned that longer interventions required technical assistance to implement and sustain advances with this model. A full account of the results from the evaluation is included in the report, *Setting the Standard: A Foundation Initiative to Advance Best Practices in Diabetes Management*.

Future:

The Foundation plans to consider the lessons learned from this project as it works to spread the use of the Chronic Care Model through its current diabetes initiatives.

BACKGROUND INFORMATION:

ABOUT THE GRANTEE

Joslyn Levy & Associates, LLC provides services to support improvements in health and the quality of health care. The firm is engaged in several chronic disease care regional initiatives: evaluations of health care delivery, system capacity, and quality improvement efforts; training programs to enhance team-based, patient-centered, and coordinated care; research to support the effective use of health information technology; and strategic planning and technical assistance activities to support the implementation of innovative, practical, and evidence-based solutions by providers and community-based organizations. Joslyn Levy has more than 20 years of experience in the health care quality improvement field.

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NYSHEALTH CONTACT

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