

Grant Outcomes Report

Improving Diabetes Care Among New York's Internal Medicine Physicians

The Problem:

Diabetes prevalence in New York State has doubled since 1994 and is expected to grow; 1.8 million New Yorkers suffer from diabetes and 4.2 million others have prediabetes. Annual disease-related costs for the State are estimated to be \$12.9 billion.¹ The epidemic affects individuals' health and takes a toll on health care institutions, health plans, and the State's budget.

To address this crisis, the New York State Health Foundation (NYSHealth) invested in a 5-year, \$35 million campaign with the goal of reversing the epidemic. The NYSHealth Diabetes Campaign started in 2008 and focused on improving clinical care and patient outcomes; mobilizing communities to prevent diabetes and support diabetes self-management; and promoting policies that sustain comprehensive and effective care for people with diabetes. Although primary care physicians and practices are well positioned to work with patients to manage their diabetes over time, many need support to adopt best practices and transition to a model of care that improves patient health outcomes. This transition will ensure that people with diabetes receive the right care, at the right time, and in the right setting to achieve the best health outcomes.

To advance the Campaign's clinical goals among internal medicine physicians, NYSHealth made a grant to the New York Chapter of the American College of Physicians (NYACP). With Foundation funding, NYACP provided physicians and their practices with technical assistance to adopt a new

KEY INFORMATION:

GRANTEE

New York Chapter of the American College of Physicians

GRANT TITLE

Improving Diabetes Care Among New York's Internal Medicine Physicians

DATES

Phase 1: 2008
Phase 2: 2010
Phase 3: 2011
Phase 4: 2012

GRANT AMOUNT

Phase 1: \$171,452
Phase 2: \$87,192
Phase 3: \$105,585
Phase 4: \$80,538

FUNDING

Diabetes Campaign-Solicited

¹ New York State Department of Health, "The State of Diabetes in New York State: A Surveillance Report," New York State Department of Health website, http://www.health.ny.gov/statistics/diseases/conditions/diabetes/docs/1997-2004_surveillance_report.pdf, accessed May 2012; Full Accounting of Diabetes and Pre-Diabetes in the U.S. population in 1988-1994 and 2005-2006. Cowie, C. et al. Diabetes Care, 2008 Feb; 32(2): 287-294; *The Estimated Prevalence and Cost of Diabetes in New York*, American Diabetes Association, <http://www.diabetesarchive.net/advocacy-and-legalresources/cost-of-diabetes-results.jsp?state=New+York&district=0&DistName=New+York+%28Entire+State%29>, accessed May 2012.

model of care to improve the care and outcomes of their patients with diabetes, and ultimately achieve recognition under the National Committee for Quality Assurance's (NCQA) Diabetes Physician Recognition Program (DPRP). This program recognizes physicians who use evidence-based measures and provide excellent care to patients with diabetes. The program covers 10 measures of diabetes control, including: Hemoglobin A1c; blood pressure; LDL cholesterol; eye examinations; nephropathy assessment; foot exams; and smoking status and cessation advice or treatment.

Grant Activities & Outcomes:

NYACP accomplished the following:

- Formed the NYACP diabetes advisory group with the mission to guide overall implementation of the project, provide clinical expertise to NYSHealth as needed, and serve as champions for NYACP efforts to improve diabetes care through education, peer support, and practice transformation. The advisory group participated in the development of the appropriate materials and resources that helped providers implement the best practices for diabetes care. For example, some of the most popular resources for physicians included the medication adherence and foot exam posters, as well as the diabetes care quick guides, which list the top 10 things a doctor should focus on during a primary care visit for a patient who has diabetes. These materials can be found on the Foundation's www.fulldiabetescare.org website.
- Members of the diabetes advisory group authored *From the Physician's Perspective*, a series of short articles on various aspects of diabetes management, written by physicians for physicians. The articles were peer reviewed for clinical content, and posted to the diabetes page of the NYACP website, as well as distributed via eNews, eBlasts, and its online blog.² The diabetes advisory group wrote 12 articles and created 4 educational webinars to complement *From the Physician's Perspective* or other topics related to improving diabetes care and outcomes.



² For more information, visit: <http://www.nyacp.org/i4a/pages/index.cfm?pageid=3529>

- In May 2010, NYACP sent 7,143 NYSHealth *Half the Care* toolkits to masters, fellows, and members. The toolkit contained a monofilament kit, a diabetes care quick guide, a *Join the Campaign* postcard, and a guide for the 15-minute visit.
- Conducted the American Board of Internal Medicine’s Self Evaluation Program (SEP) in Endocrinology (workshop) at the 2011 Annual Scientific Meeting in Rye Town, NY.
- Educated physician practices on the NCQA DPRP Recognition process and eligibility requirements by disseminating the “ACP Diabetes Care Guide: A Team Based Practice Manual and Self-Assessment Program” to their constituency and routinely communicating via NYACP’s numerous communication vehicles.
- Completed an assessment of the current ability of interested internal medicine physicians and practices to meet NCQA standards and apply for recognition, as well as determined the type and extent of assistance needed for eligible practices to achieve NCQA recognition.
- Collaborated with the Healthcare Association of New York State (HANYS) to develop a curriculum and conduct webinars to educate physician practices on how to implement the elements of patient-centered medical homes.
- Re-allocated \$13,000 in unspent physician incentives to a Hurricane Sandy Relief Fund, which was used to replace the loss of education materials caused by the storm.

These activities have resulted in NYACP exceeding its primary target in 2009 of assisting 50 internists—who collectively served more than 10,000 New Yorkers with diabetes—to improve care for their patients with diabetes and demonstrate excellence in care by achieving national recognition as diabetes experts. Working with small to mid-size practices proved to be a challenging task. In 2010, NYSHealth shifted the focus of its Campaign when it released its *Meeting the Mark* RFP.³ NYACP spread the word among its members about the RFP and helped them begin the process of improving their practices to deliver better diabetes care. Still, the RFP did not draw the level of interest that the Foundation had anticipated. Small physician practices were not aware of the initiative, which partially explained the sluggish response. NYSHealth asked the diabetes advisory group for feedback on the initial response to the *Meeting the Mark* RFP. In response to the advisory group’s feedback, the Foundation modified the small practice application procedure, requesting minimal information to help expedite the application process.

³ For more information on *Meeting the Mark*, visit:

<http://nyshealthfoundation.org/grant-seekers/rfps/meeting-the-mark-achieving-excellence-in-diabetes-care>

NYACP sponsored focused programs, like the American Board of Internal Medicine's self evaluation program in endocrinology, to help physicians develop strategies to improve diabetes outcomes. Thus, NYACP's efforts during 2010 and 2011 led to 80 physicians working toward NCQA recognition with support from the Foundation's *Meeting the Mark* initiative. Ultimately, more than 900 physicians were recruited to the Campaign through attendance at educational meetings, participation in the NCQA diabetes recognition program, advisory group participation, continuing medical education using the diabetes care quick guide, and participation in the ACP Closing the Gap program.

In 2012, NYACP provided technical assistance to thirty recruited physicians, from small or individual practices and guided them through NCQA's diabetes recognition program application process. Of the 30 recruited physicians, 26 of them achieved recognition.

The Future:

NYACP is committed to helping its physicians improve care for patients with diabetes and continuing the progress it made during the Campaign. NYACP hopes to sustain the technical assistance program that helps recruited physicians receive NCQA's diabetes recognition. NYACP will also continue educating physicians on diabetes care and management through its programming and publications on various social media outlets, including its website.

BACKGROUND INFORMATION:

ABOUT THE GRANTEE

The New York Chapter of the American College of Physicians (NYACP) is the State's largest medical specialty society and represents more than 11,000 general internists and subspecialists, including 7,000 primary care physicians. NYACP is organized into five regions and 16 districts across the State, and has members who practice in multiple types of care settings, including academic medical centers, private practices, hospitals, and community health centers. NYACP provides continuing medical education and networking opportunities to its members. On behalf of its membership, NYACP also actively informs public policy related to issues such as patient-centered medical homes and health information technology.

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