What is Getting in Your Way?

Diabetes Evidence-based Care

July 26, 2018

HUSKY HEALTH CONNECTICUT

Connecticut Department of Social Services

Making a Difference

Polling Questions

Your participation in today's webinar is welcomed and encouraged!

We will be using polling questions throughout today's webinar to:

- Encourage participation
- Share thoughts
- Identify learning opportunities and discussion topics

Practice Polling Question

Today's date is July 26, 2017?

Discussion Topics & Objectives

- **Social Determinants of Health**
  - Identify strategies to assess for adverse social determinants of health
  - Discuss referral options for individuals with adverse social determinants of health
- **Barriers to Engaging in Recommended Care**
  - Discuss strategies to assess for barriers to care
  - Explore validated tools to screen for barriers to care
- **Medication-Taking Behavior**
  - Discuss evidence-based medication recommendations for individuals with food insecurity
  - Discuss validated tools to assess for numeracy and diabetes distress
- **Diabetes Evidence Guidelines**
  - Review select updates to the 2018 American Diabetes Association's Standards of Care
- **Coding**
  - Understand documentation and appropriate codes related to social determinants of health

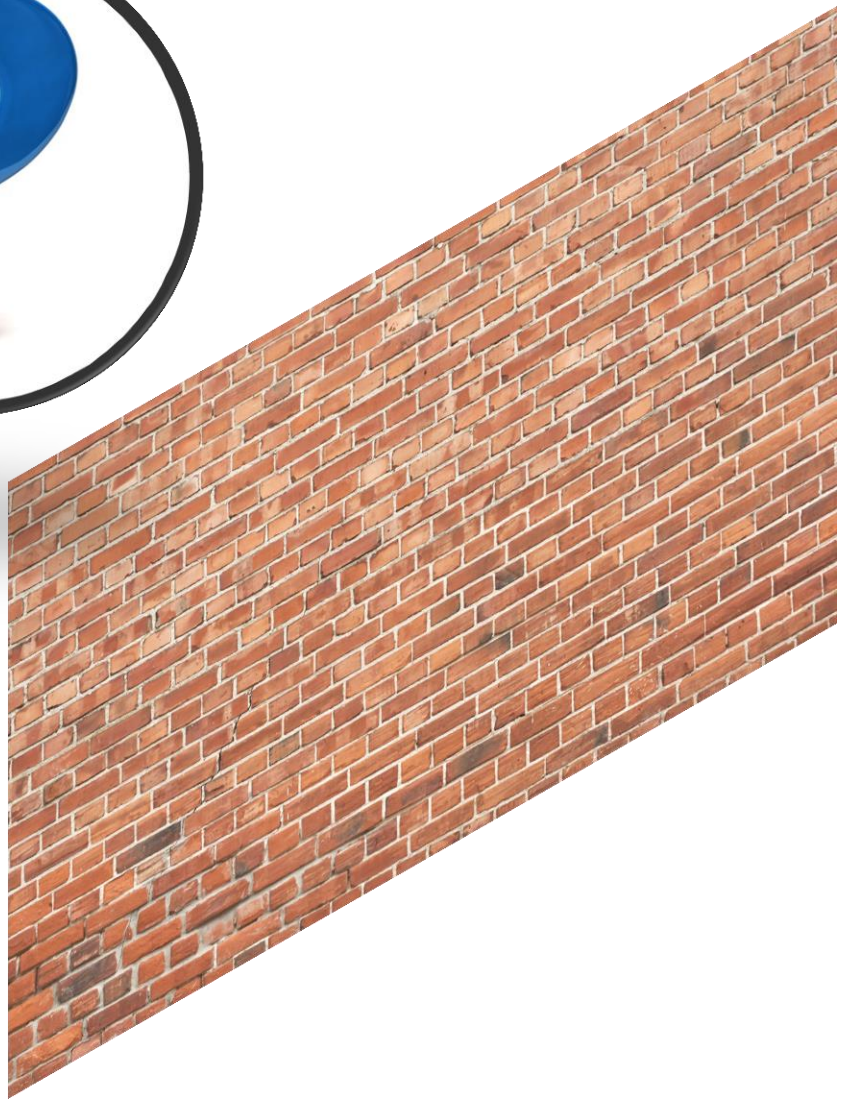
Terms & Acronyms

- **Diabetes Mellitus**
  - DM
- **Person with diabetes**
  - PWD
- **Social Determinants of Health**
  - SDOH
- **Motivational Interviewing**
  - MI
- **American Diabetes Association**
  - ADA
- **American Association of Diabetes Educators**
  - AADE

Polling Question #1

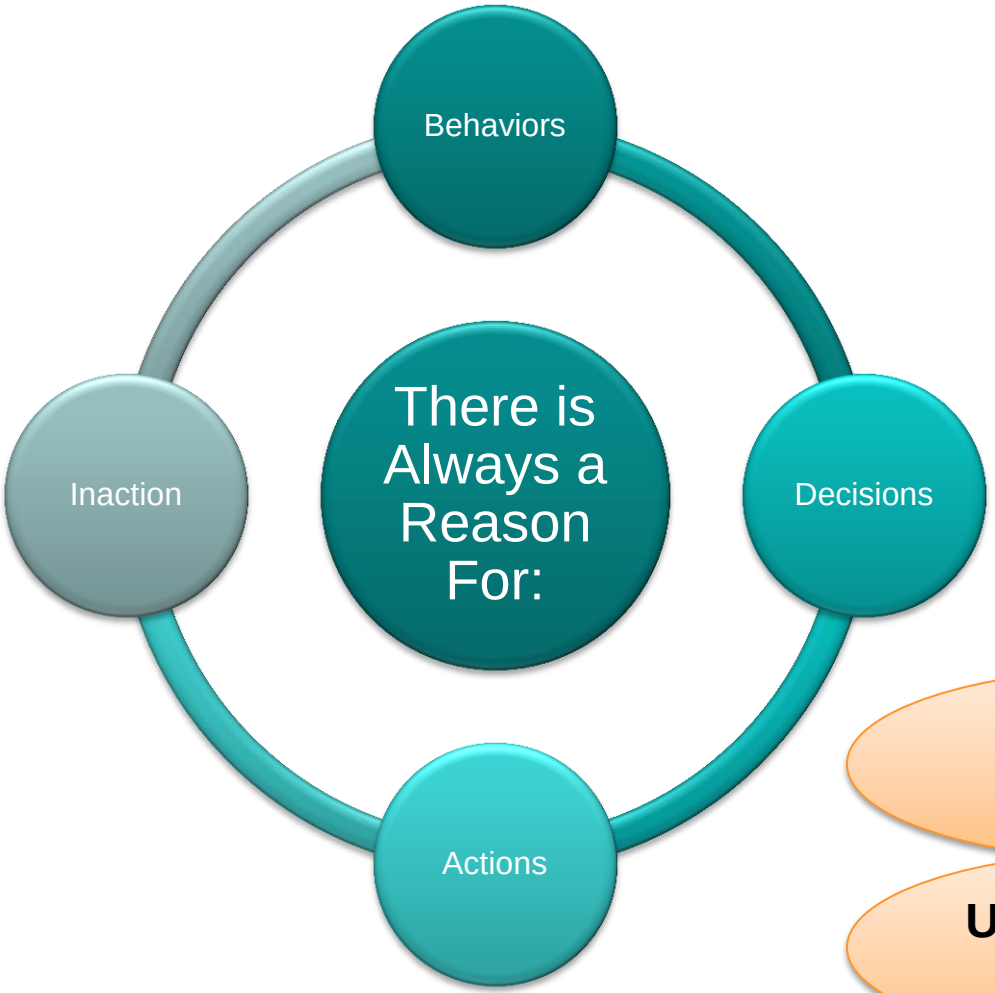
What gets in your way when caring for a patient who is not reaching their glycemic targets?

What Gets in Your Way



- Not Enough Time
- Patient Nonadherence
- Not Enough Resources
- Appointment No-Shows
- Patient's Lack of Motivation

Finding the Reason



Our Call to Action is:

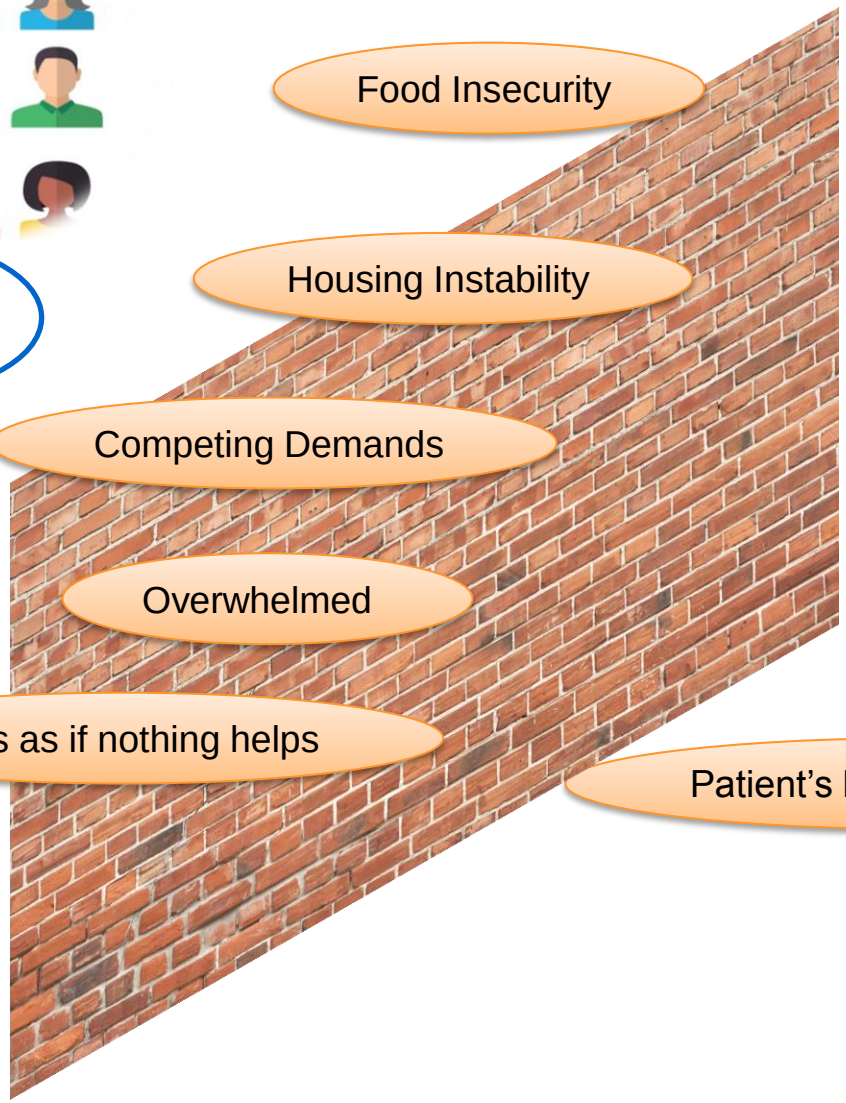
Understanding the Why!

Polling Question #2

How often do you routinely ask your patients about what is getting in their way of taking care of themselves?

What Gets in Your Way

PWD



Food Insecurity

Housing Instability

Competing Demands

Overwhelmed

Feels as if nothing helps

Not Enough Time

Patient Nonadherence

Not Enough Resources

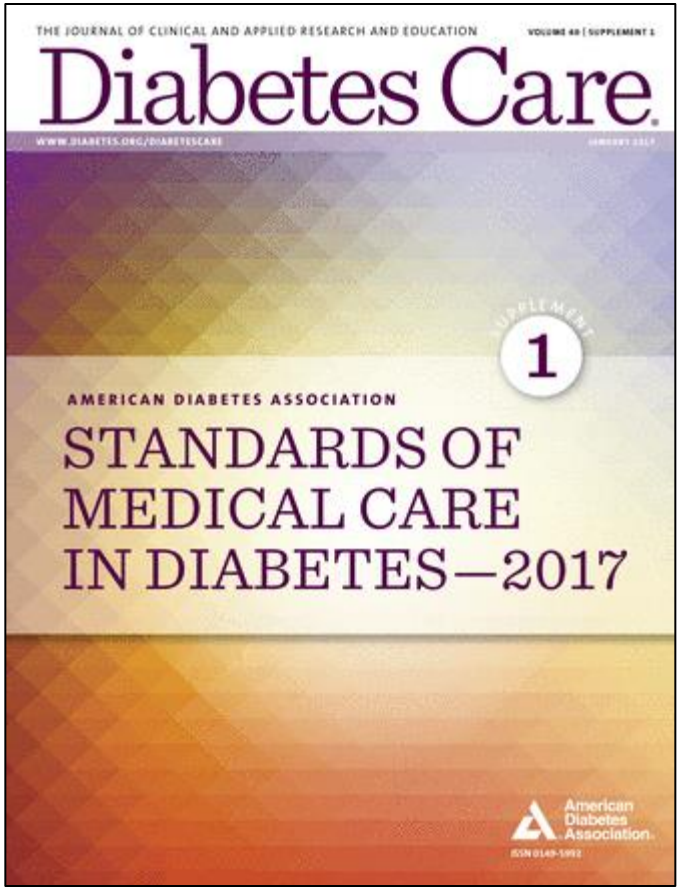
Appointment No-Shows

Patient's Lack of Motivation

Recognizing Barriers and Facilitators

Guidelines and Strategies

Diabetes Guidelines



Source: http://care.diabetesjournals.org/content/41/Supplement_1.cover-expansion

References and Permissions

Social Determinants of Health

Guidelines and Strategies

Strategies: Finding the Why

The 2018 ADA guidelines suggest some possible barriers:

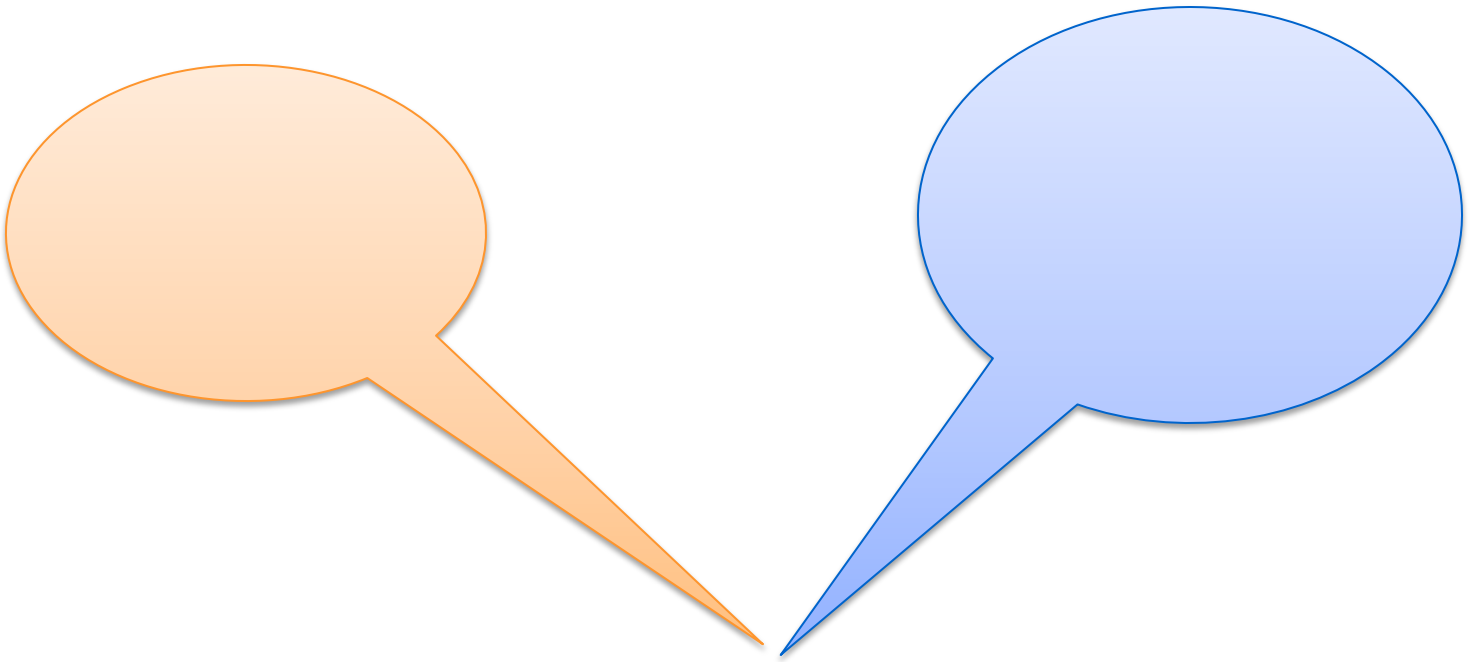
- Social determinants of health (SDOH) **are not always recognized** and **often not assessed or discussed** in the clinical encounter
- Health related to diabetes and its complications **are very documented** and **are heavily influenced** by SDOH

The ADA evidence-based guidelines recommend:

- Providers should routinely assess social context, including:
  - Food security
  - Housing stability
  - Financial barriers

Source: American Diabetes Association. 1. Improving care and promoting health in populations: *Standards of Medical Care in Diabetes—2018*. Diabetes Care 2018;41(Suppl. 1):S7–S12

Screening Questions & Tools



We will not know until we ask!

Food Security & Housing Stability

Food Security

- In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?
  - Yes
  - No
- Source: USDA Household Food Survey

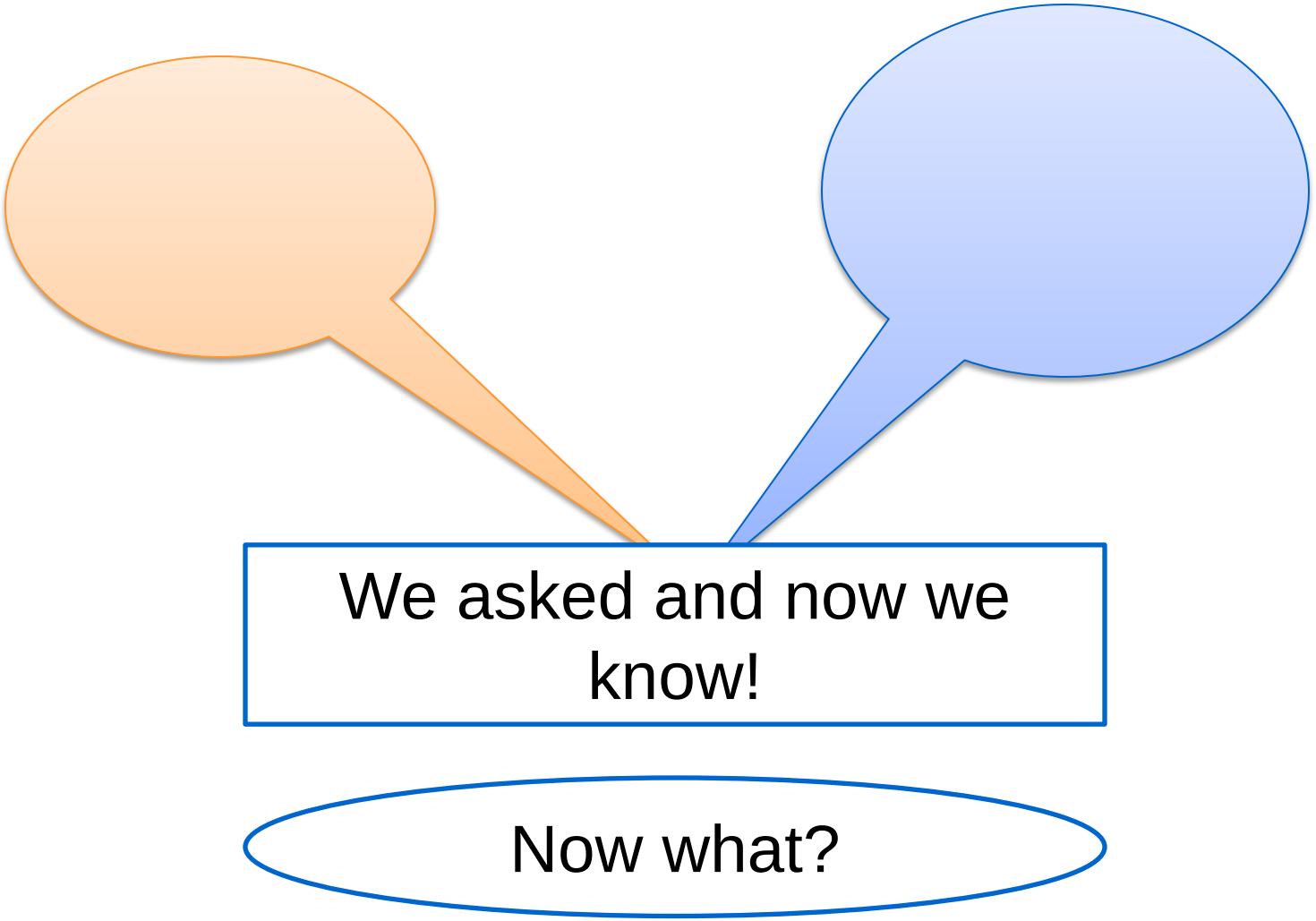
https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/survey-tools/

Housing

- Are you worried or concerned that in the next two months you may not have stable housing that you own, rent, or stay in as a part of a household?
  - Yes
  - No
- Source: Health Leads, Social Needs Screening Toolkit

https://healthleadsusa.org/solutions/tools

Screening Questions & Tools



Acting on What We Know

Case Scenario: Adjust Treatment

- ***PWD1***, a 28 year old female with Type 1 diabetes. During her visit she screened positive for food insecurity.

Polling Question #3

What insulin regimen would you recommend for her?

Guideline Recommendation

- Impact and Risk
  - One of the biggest impacts is around food availability and covering consumed carbs
  - The biggest risk is when a treatment plan is not matched to the unique needs of the PWD

- Food Insecurity Treatment Plan
  - Rapid-acting insulin analogs, preferably delivered by a pen, may be used ***immediately after meal consumption, whenever food becomes available***

  In Type 2 DM:
  - Glipizide may be considered due to ***its relatively short half-life***

Source: American Diabetes Association. 1. Improving care and promoting health in populations: *Standards of Medical Care in Diabetes—2018*. Diabetes Care 2018;41 (Suppl. 1):S7–S12

Intervene & Refer

- Referrals to viable resources can facilitate access to needed services and supports:

- **United Way 2-1-1**
  - 2-1-1 connects callers, at no cost, to critical health and human services in their community
- **HUSKY Health Intensive Care Management (ICM)**
  - Community Health Workers (CHWs) are available to empower families to stabilize their living situations by helping them access available community resources

Code with Appropriate ICD-10 Codes

ICD-10 Codes

- **Food Security**
  - **Z594**
- **Housing and Shelter**
  - **Z590**

Case Scenario: Adjust Treatment

- **Something else to consider!**
  - Cultural and religious preferences.
    - **Can individuals with diabetes engage in fasting according to their faith?**

Polling Question #4

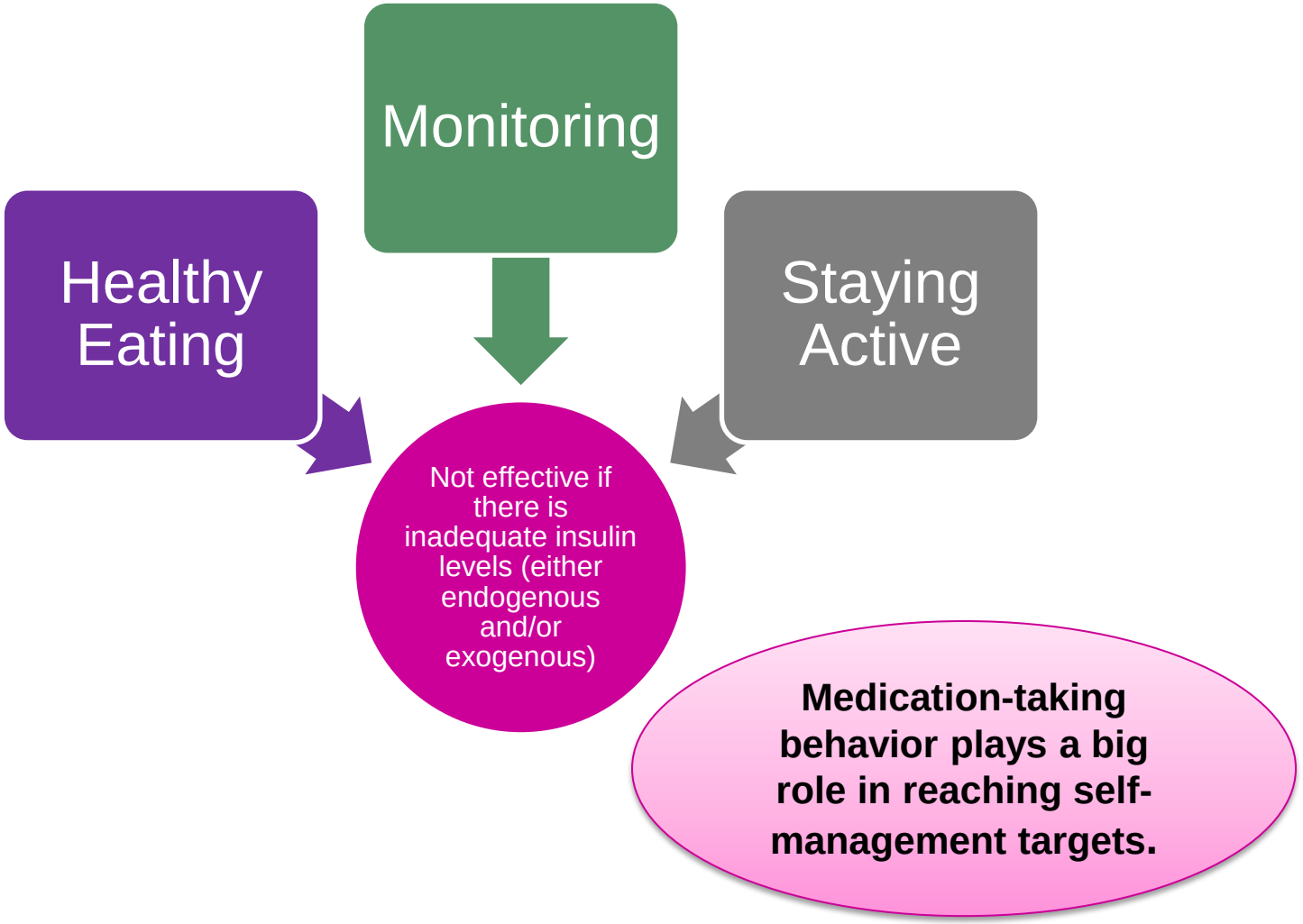
Can individuals with diabetes engage in fasting according to their faith?

Consider Cultural Influences

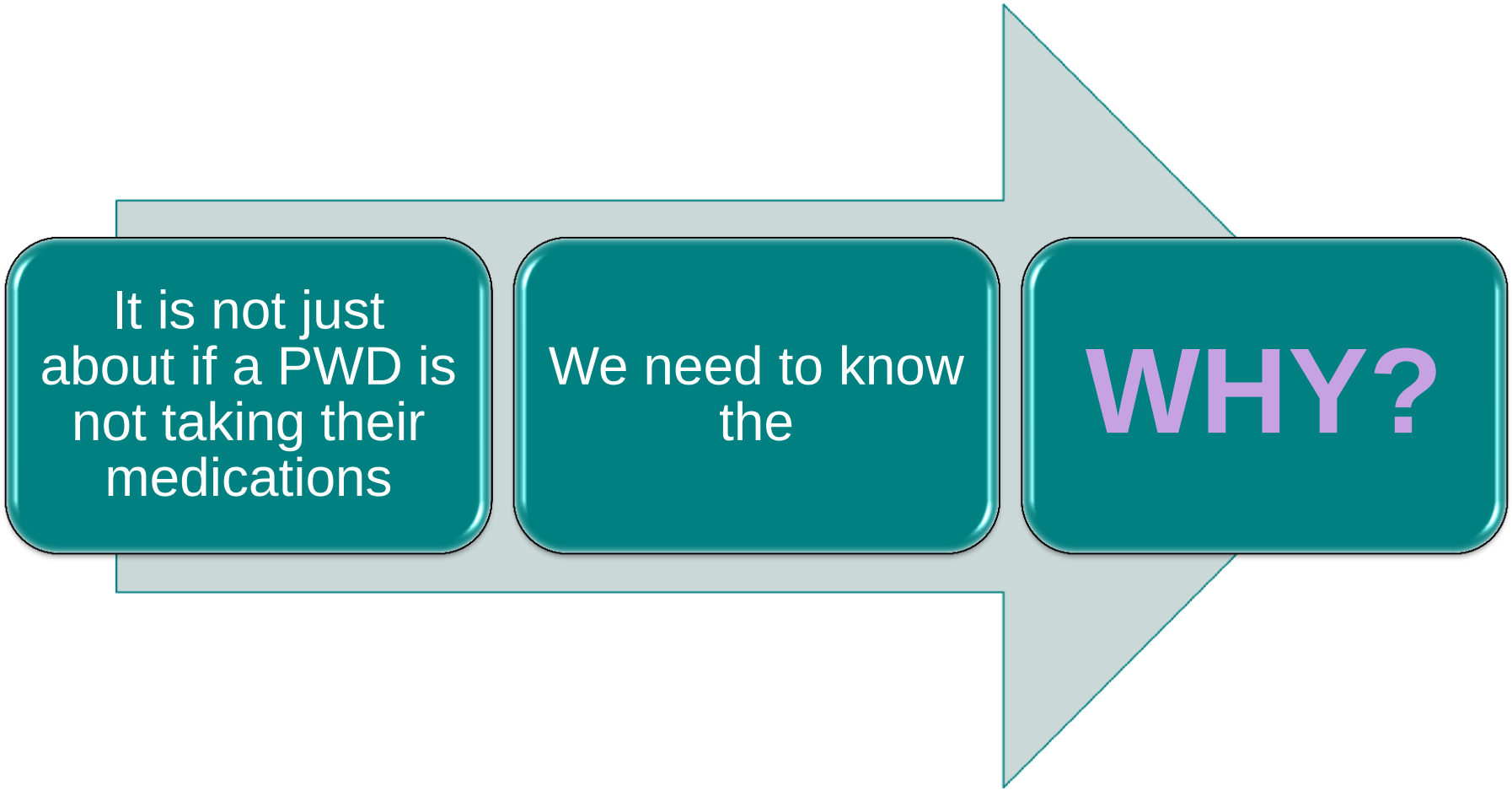
Medication-Taking Behaviors

Guidelines and Strategies

Insulin: Injected, Inhaled, & Secreted



Medications



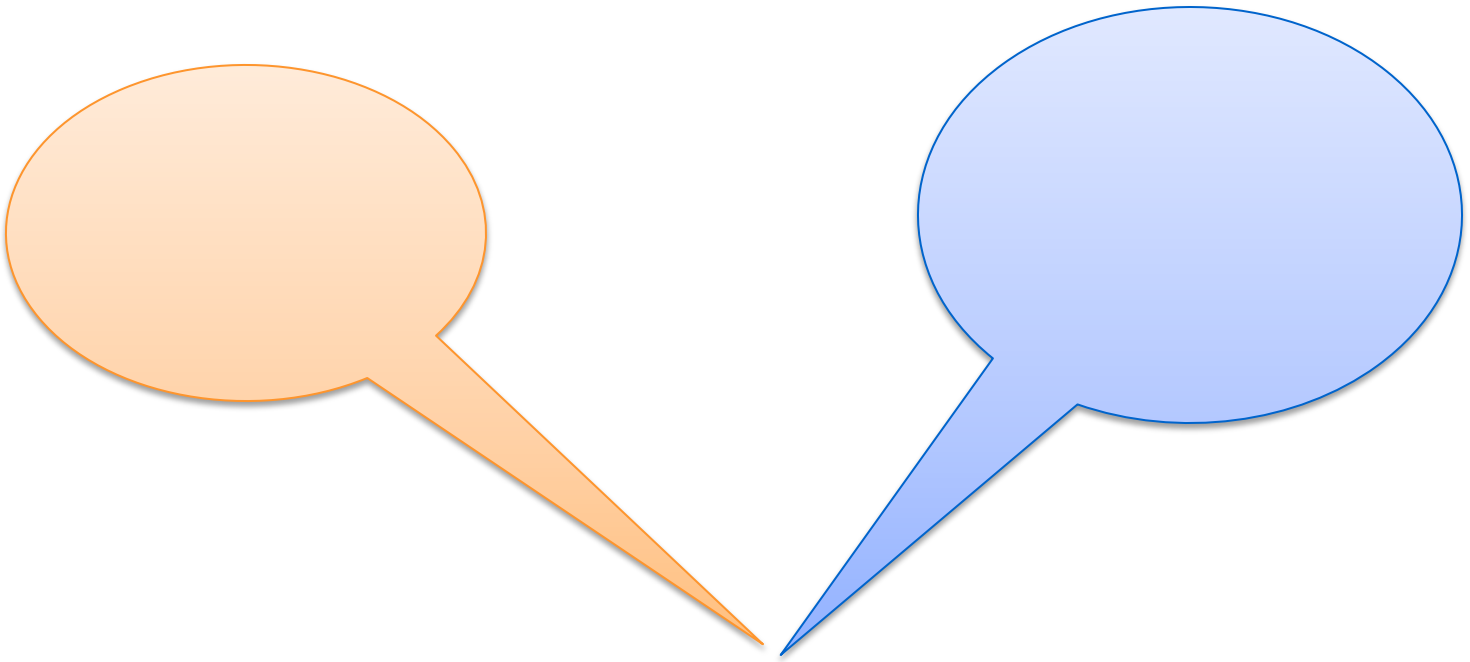
Strategies: Finding the Why

The 2018 ADA guidelines suggest:

- The care team, ***which includes the patient***, should prioritize timely and appropriate intensification of lifestyle and/or pharmacologic therapy for patients who have not achieved the recommended metabolic targets
  - Strategies shown to improve care team behavior and thereby catalyze reductions in A1c, blood pressure, and lipids are:
    - Identifying and addressing:
      - Language, numeracy, or cultural barriers to care
      - Include engaging in explicit and collaborative goal setting with patients

Source: American Diabetes Association. 1. Improving care and promoting health in populations: *Standards of Medical Care in Diabetes—2018*. Diabetes Care 2018;41 (Suppl. 1):S7–S12

Screening Questions & Tools



We will not know until we ask!

Approaches to Asking & Screening

Ask: What Gets in Your Way of Taking Your Medication?	• General foundational screening
Assess Ability and Skills	• Provides a more detailed screening of an individual's self-care ability
Screen to understand the PWD's experience	• Identifies barriers such as diabetes distress

Polling Question #5

Your target blood sugar is between 80 and 140. Which values are in the target range?

Polling Question #6

You use the following guide to determine your insulin dosage. How much insulin should you take for a blood sugar of 194?

Assess Ability & Skills

Numeracy

Numeracy can be defined as the ability to understand and use numbers and math skills in daily life

- Low diabetes-related numeracy presents a wide-reaching barrier to attaining and maintaining glycemic control. When patients struggle with this, they may make mistakes with dosing or even abandon treatment plans altogether

Screening Tool

Diabetes Numeracy Test (DNT5)

- The DNT 5 scale can be used to assess numeracy skills essential for diabetes self-management
- Performance on the DNT correlates with diabetes knowledge, self-efficacy, behaviors, ***and glycemic control***

Source: http://huskyhealthct.org/providers/diabetes_control.html#

Code with Appropriate ICD-10 Codes

ICD-10 Codes

- Mathematics disorder
  - F81.2
- Illiteracy and Low Literacy
  - Z590

Screen to Understand

What has living with diabetes been like for you?

Screening Tools

Diabetes Distress

Negative psychological reactions related to the burdens of managing a demanding chronic condition

- It is very common
- The ADA recommends:
  - Routine monitoring
  - When treatment targets are not met

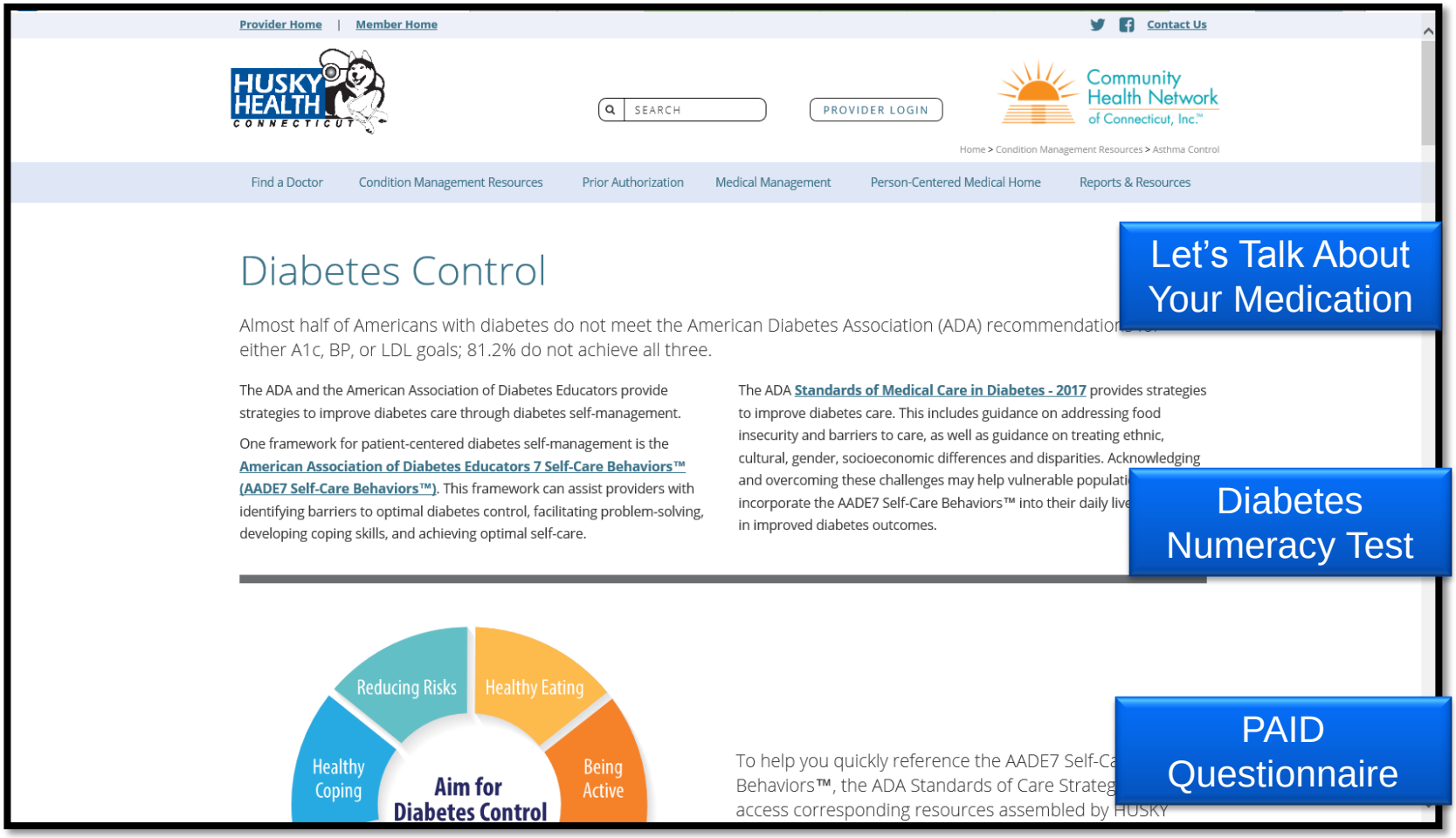
Screening Tool

Problem Areas in Diabetes (PAID)

The PAID questionnaire can help you assess patients with diabetes for related emotional distress. This tool can predict future glucose control of the patient

Source: American Diabetes Association. 4. Lifestyle management: *Standards of Medical Care in Diabetes—2018*. Diabetes Care 2018;41(Suppl. 1):S38–S50

Resources & Tools



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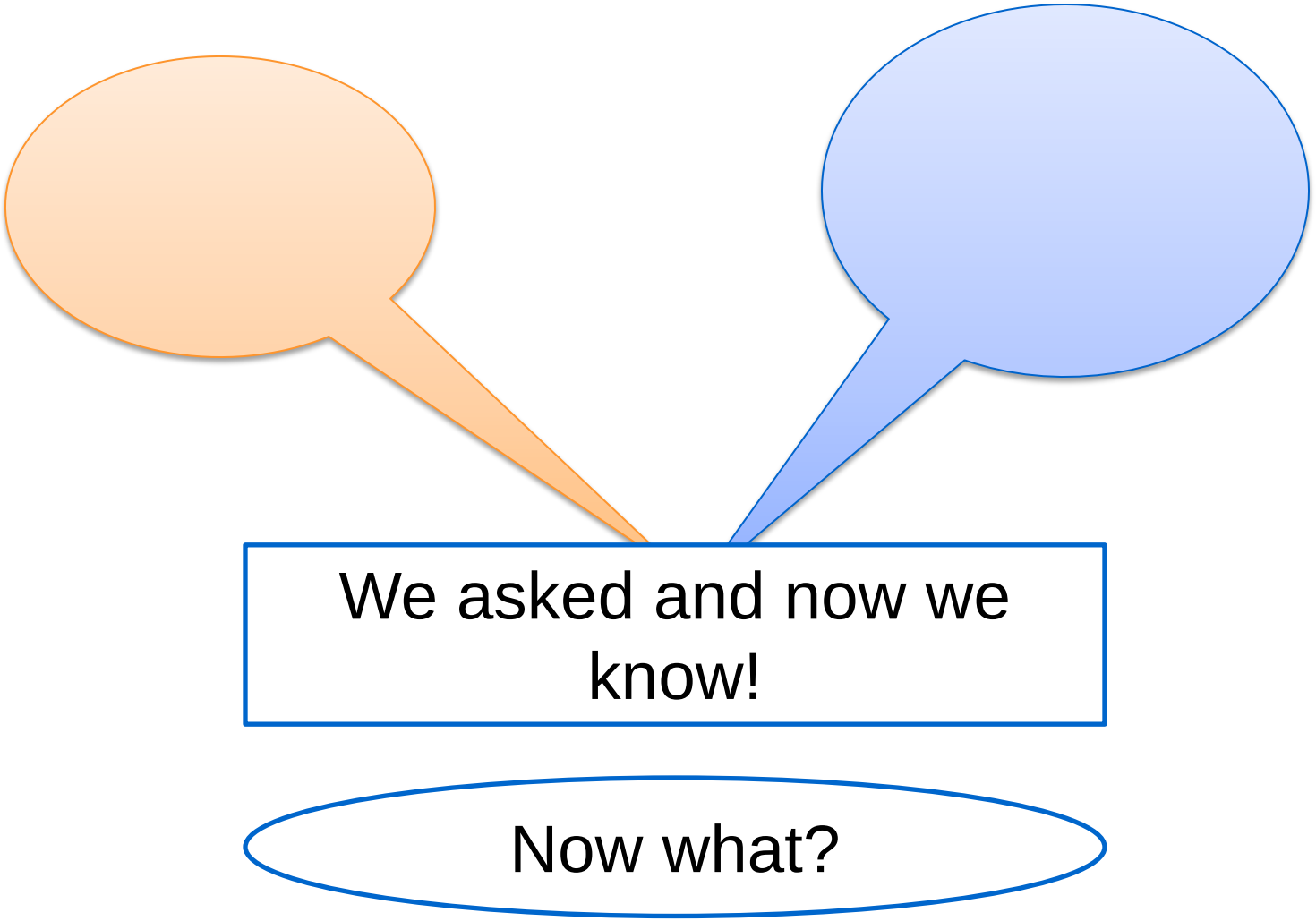


Intervene & Refer

- Referrals to care management and behavioral health can assist in minimizing barriers to successful medication-taking behaviors:

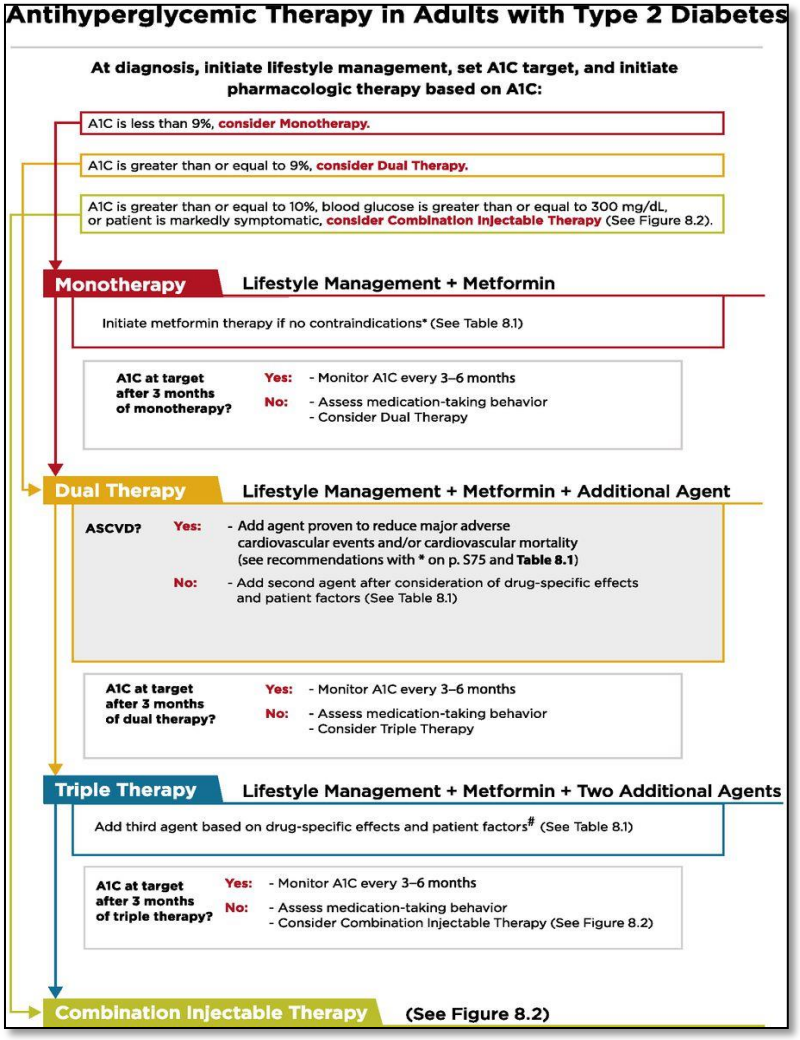
- **Diabetes Distress**
  - **Connecticut Behavioral Health Partnership**
    - **To make a referral call:**
      - **1.877.552.8247**
- **Self-Care Barriers**
  - **HUSKY Health ICM**
    - ICM provides comprehensive care coordination services for members aimed to improve their self-care between provider visits.
    - **To make a referral call:**
      - **1.800.440.5071 x2024**

After Screening & Asking

- If your patient is taking their medication as recommended and is not reaching their targets:
  - Consider using the following algorithms from the American Diabetes Association/European Association for the study of diabetes to assist with intensifying treatment

Source: American Diabetes Association. 8. Pharmacologic approaches to glycemic treatment: *Standards of Medical Care in Diabetes—2018*. Diabetes Care 2018;41(Suppl. 1):S73–S85

Antihyperglycemic Therapy in Type 2 DM



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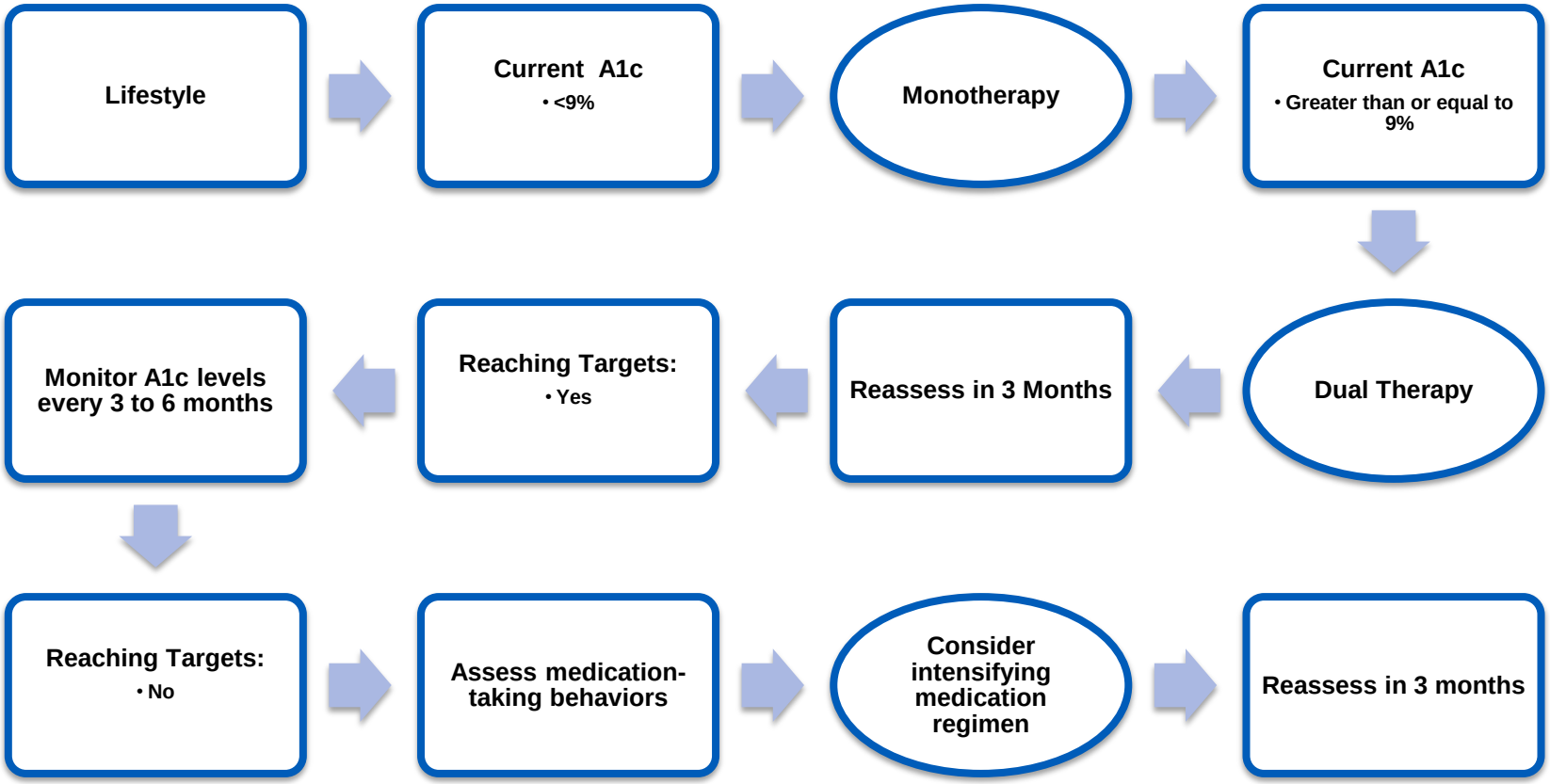
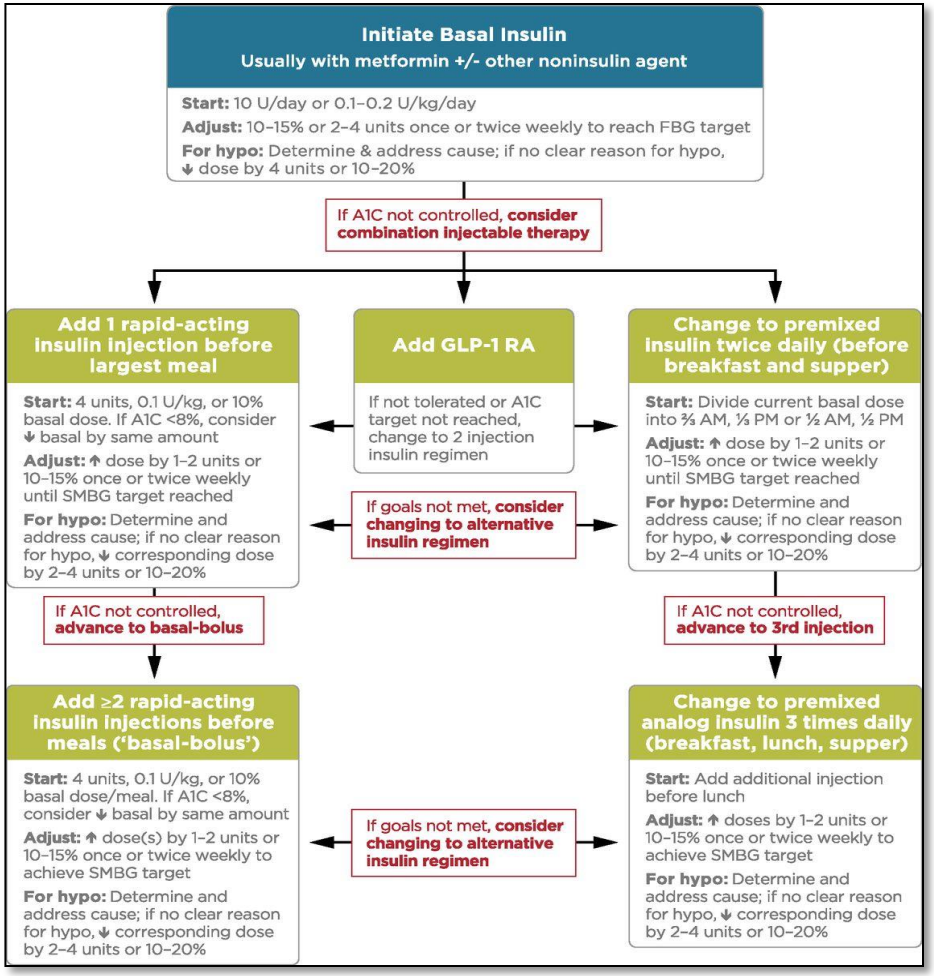
Antihyperglycemic Therapy in Type 2 DM



Combination Injectable Therapy for Type 2 DM



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Monitoring

Evidence-based Guidelines

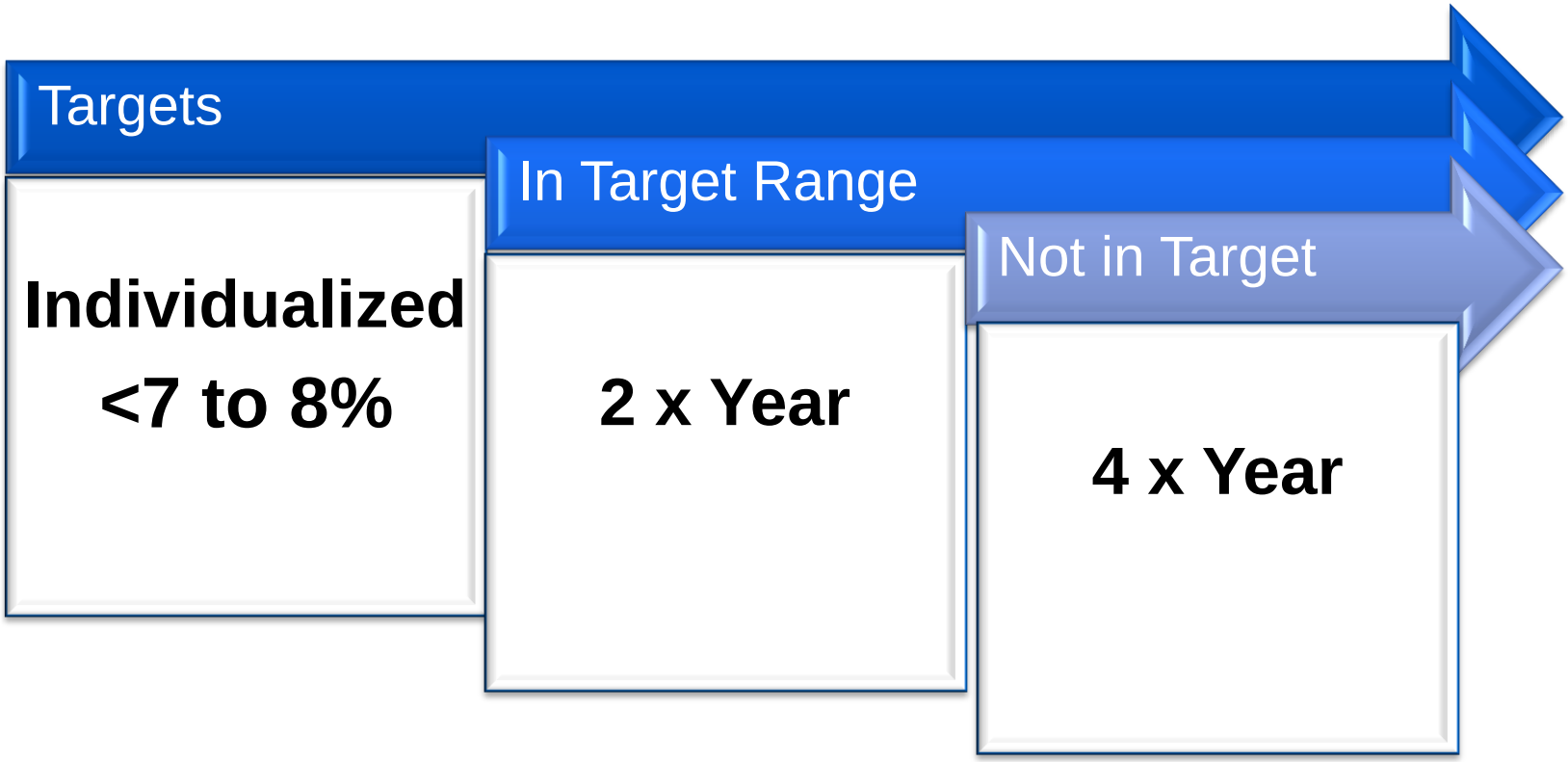
A1c Monitoring

A1c testing may not be appropriate for individuals

With

Hemoglobin variants and conditions associated with red blood cell turnover

A1c Recommendations



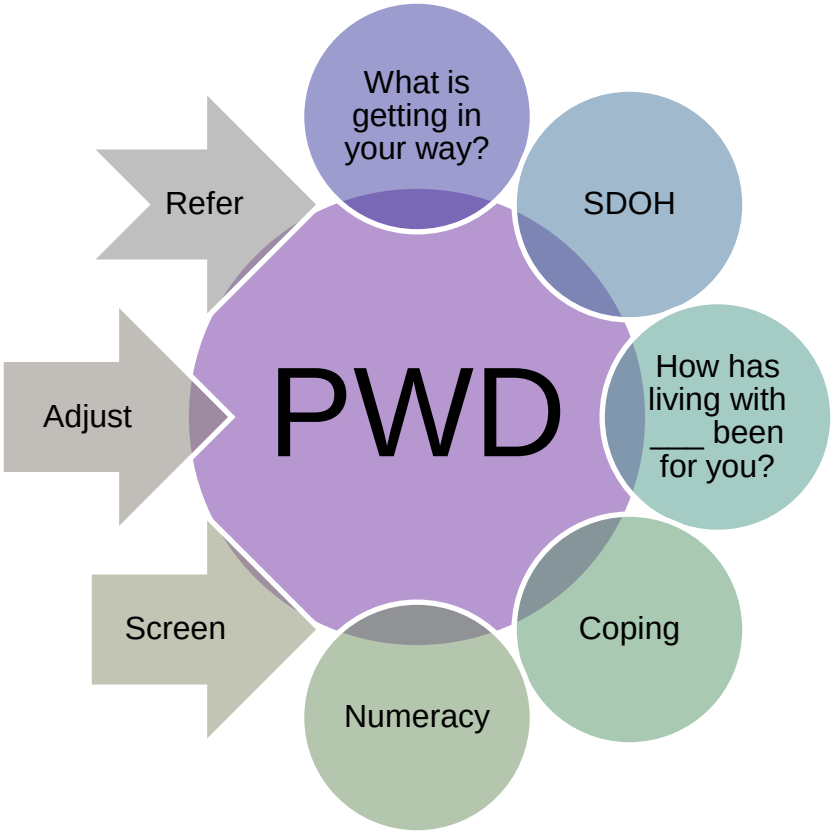
Blood Pressure Monitoring

- All individuals with diabetes & hypertension should monitor their blood pressure at home in order to:
  - Help identify potential discrepancies between office vs. home blood pressure
  - Improve medication-taking behavior

Summary

Changing the Conversation

Conversation Topics



The Ultimate Goal

Questions/Comments

PCMH Contact Information

- By email: pathwaytopcmh@chnct.org
- By phone: 203.949.4194
- Online: www.huskyhealthct.org/providers/pcmh.html
- All PCMH webinars located on the HUSKY Health website page “Webinars” under the “Person-Centered Medical Home” menu item