

**Multifaceted Diabetes Intervention
The Salem Clinic, P.C.
2003 Acclaim Award Small/Mid-size Recipient**

The 2003 Small/Mid-size Acclaim Award Recipient is The Salem Clinic, P.C. for its Multifaceted Diabetes Intervention initiative, which increased compliance with American Diabetes Association (ADA) standards of care by redesigning the process of care delivery using the Chronic Care Model established by the Institute for Healthcare Improvement.

The Salem Clinic, located in Salem, Oregon, is a multispecialty clinic with a main campus and three satellite clinics and has 39 physicians, 2 physician assistants, 4 nurse practitioners, and a dietitian. In February 2001, the Salem Clinic joined an Institute for Healthcare Improvement collaborative on the Chronic Care Model and implemented rapid cycle tests of change to revise their diabetes care program. Since the clinic does not have an electronic medical record, they chose to reinforce guidelines using an encounter form and a diabetes registry. Patients play a central role in the program and work with clinicians to set goals and be involved partners in managing their diabetes care.

Goal

To improve the health status of all diabetes patients by redesigning the process of care delivery using the Chronic Care Model

Intervention

The group used the Chronic Care Model² to create a diabetes registry; implement standing orders, group classes, and diabetes fairs; embed guidelines and reminders on encounter form; build community resources; and introduce provider incentives for compliance.

Highlights

- The clinic enrolled 3,481 patients in diabetes registry built from modified “free-ware.”
- Monthly patient lists prompt providers to follow up with missing tests.
- Nurses provide foot exams, insulin starts, and self-management goal setting.
- Patients receive printout summaries to take home and review.
- A year-end physician bonus in 2002 was tied to the use of the encounter form during diabetes visits; a 2003 bonus is planned for documentation of smoking status, foot and eye exams, ordering labs.

Results

- The pilot resulted in increased compliance with ADA standards.
- Substantial improvement was achieved in patients’ HbA1c, BP, LDL results, and in improved compliance with all ADA recommendations.
- All 31 primary care providers currently use the registry.