New Approach to Improving Diabetes Care with In-Person Professional Education Training Model
Mary M. Morin, RN, NEA-BC
Vice President and Nurse Executive
Sentara Medical Group
Norfolk, Virginia
Sentara Healthcare

• 127-year Not-for-Profit Mission
• 27,000+ Members of the Team
• 12 Hospitals; 2,727 Beds; 3,799 physicians on Staff
• 13 Long-Term Care/Assisted Living Centers
• Extended Stay Hospital
• Sentara College of Health Sciences
• Sentara Home Health
• Sentara Health Plan (Optima)
• Sentara Medical Group
Sentara Medical Group (SMG)

- 200 practice locations
- 900 primary care and specialty physicians, nurse anesthetists and advanced practice clinicians
- Over 500,000 patient visits annually across Northern Virginia, Southeast Virginia and Northeast North Carolina
- 20 specialties
- Largest group within Sentara Quality Care Network (CIN) comprised of ~2600 providers
- PCMH – 38 Level 3
SMG Diabetic Population

- Total Active Patient Population = 573,723
- Total Patient Population with Diabetes Diagnosis = ~85,400 (14.8%)
- ~28,500 Patients with A1C >9.0
- ~2400 Patients with A1C >9.0 on Insulin
- “Together to Goal” (Basic)

<table>
<thead>
<tr>
<th>Active Population</th>
<th>162404</th>
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<tbody>
<tr>
<td>Active Diabetic Population</td>
<td>31035</td>
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<tr>
<td>Active Diabetic meeting Measure</td>
<td>20865</td>
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<tr>
<td>% Active Population w/ Diabetes</td>
<td>19.11%</td>
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<tr>
<td>% Diabetics Meeting Measure</td>
<td>67.23%</td>
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</table>
SMG Resources

• Staff Education
• Patient Education
• Provider Education
• Integrated Care Managers (RNs)
• RNs, LPNs, and MAs
• Diabetes Resource Associated (DRA’s)
• Clinical Pharmacy Specialists
• Endocrinology CDE (0.5 FTE)
Pharma Partnerships

• Critical Relationships
• J&J CORE Program
  - Why?
  - Target Staff
  - Highlights
  - Impact
AH HA!

“I attended that course [J&J CORE] and it was excellent!! As you probably know, they had us use saline to ready a pump and we had to wear our fully functioning pump all day, count carbs, test our blood sugar and adjust our insulin pumps based on our lunch. Besides learning the mechanics, it was the best tool I have ever seen for increasing empathy and understanding. There were nurses there that didn’t want to stick themselves (but did) and one nurse’s pump fell off when she went to the bathroom. J & J brought a top notch team of instructors, so fantastic, I couldn’t say enough good about that program!!”

Jane Wales, RN, SMG Infection Prevention and Community Health
SMG Pharmacy Virtual Management (ViPRRx)

- Target Patient Population
  - Patients on insulin therapy (basal and/or bolus)
- Collaborative practice agreement
- Telephone appointment to assess effectiveness of insulin therapy
- Ability to manage insulin therapy based on communicated self-monitored blood glucose levels
  - Insulin dose titration
  - Basal-bolus dosing
  - ISF calculation
Questions?
Changing Outcomes with Resources and Engagement (CORE) Programs

Liz Maloney, RD, CDE, MBA
Associate Director
November 16, 2016
“Imagine a generation of doctors having to wear a CGM to learn what life w/#T1D is like.”

- Adam Brown
  Person with Diabetes
  Head of Diabetes Technology and Digital Health Close Concerns
Our Purpose

The Johnson & Johnson Diabetes Institute provides training to healthcare professionals in an effort to transform diabetes care by helping to improve each practitioner’s knowledge and skills related to their diabetes practice.
CORE Programs

Physicians receive customized training designed to raise a health plan’s quality ratings, change provider behavior, and improve member care.

Case managers receive customized training to help elevate the impact of a plan’s Case Management Team and interactions between case managers, patients, and treating physicians.

Pharmacists receive customized diabetes training to complement their expanding role in improving patient care.

Occupational Health Nurses (OHNs) receive customized training to help employer groups improve the glucose control of their employees with diabetes. This can lead to lower health-related expenses.
Quality Performance Program
For Physicians

Summary

• Organizing your practice for chronic care, patient-centered medical home, community health workers, and shared visits. Efficient use of office staff.

• Standards of care in diabetes: Guidelines from ADA and AACE. Relationship to HEDIS metrics and Medicare STAR ratings.

• Treatment algorithms: Overcome clinical inertia by addressing common misperceptions that delay adjustments in therapy.

• Introducing insulin therapy. Overcoming both patient and healthcare professional barriers to the use of insulin.

• Use of glucose meter and insulin-pump downloadable tools. Use of pattern recognition to determine trouble spots and help adjust therapy.
Expertise Program
For Case Managers

Summary

• Standards of care in diabetes: Guidelines from ADA and AACE. Introduction of case studies that participants follow throughout the program.

• Intensive (basal-bolus) insulin therapy with an insulin pump. Start all participants on insulin pumps to be worn for duration of the program. Carbohydrate counting—to be practiced at meals.

• Non-insulin agents used in the treatment of diabetes, including oral agents (e.g., DPP-4 inhibitors and SGLT2 inhibitors) and non-insulin injectables (GLP-1 receptor agonists).


• Physical activity, healthy eating, and weight management as it relates to diabetes.
Pharmacy Program
For Pharmacists

Summary

• An overview of the pathology of diabetes as well as long-term and acute complication prevention and treatment.

• Pharmacist value in diabetes care: Introduction to successful pharmacy models implementing diabetes care.

• Diabetes technology: Proper use and introduction to insulin pumps, continuous glucose monitoring, insulin pens, blood glucose and blood pressure monitors. Use of case studies to practice glucose pattern management skills.

• Diabetes medications: An overview of the benefits, side effects, and counseling considerations of insulin and the latest in other classes of medications.

• Partnering, collaborating, and communicating with physicians and other members of the diabetes healthcare team.
At Work Program
For Occupational Health Nurses

Summary
• Customized training for occupational health nurses (OHNs) to learn how to better support the employees with diabetes that they serve.

• How better glycemic control for employees can lead to lower health-related expenses.

• Useful diabetes tools for employees and OHNs.

• Self-monitoring of blood glucose and use of glucose pattern recognition to determine trouble spots and help adjust therapy.

• Diabetes product training.
## Geisinger Program – September 2015

### Average Confidence Ratings

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Pre-assessment Overall Rating Average</th>
<th>Post-assessment Overall Rating Average</th>
<th>Overall Average Increase in Confidence</th>
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</thead>
<tbody>
<tr>
<td>Treat to Target Approach</td>
<td>2.34</td>
<td>4.12</td>
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<tr>
<td>Applying MI Strategies</td>
<td>3.30</td>
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<tr>
<td>Explaining BG Monitoring</td>
<td>3.47</td>
<td>4.31</td>
<td>24%</td>
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<tr>
<td>Operating an Insulin Pump</td>
<td>1.87</td>
<td>3.79</td>
<td>103%</td>
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<td>Analyzing Pattern Management Software</td>
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## Sentara Program – December 2015

### Overall Program Ratings

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<thead>
<tr>
<th>Answer Options</th>
<th>Dec. 9 Rating Average (out of 5)</th>
<th>Dec. 10 Rating Average (out of 5)</th>
<th>OVERALL Rating Average (out of 5)</th>
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<tr>
<td>Overall Experience</td>
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<tr>
<td>Relevance of Curriculum</td>
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<td>Learning Facilitator</td>
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<td>Time Allocated to Various Topics</td>
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Sharp Program – January 2016

How likely are you to recommend this Johnson & Johnson Diabetes Institute Program?

(Scale of 0-10: 10 = Extremely likely, 0 = Not at all likely)

Overall Average Rating: 9.90
What did you find most valuable about the program?

“How to proceed with adding new DM meds”

Geisinger HCP

“This is possibly the best training seminar I’ve ever attended in the 25 years I’ve been in DM ed. Well organized, excellent instructors, great tools to work with, interactive practices really meaningful, not goofy. Many thanks for a great day.”

Sentara HCP

“Honesty about barriers and meeting patients where they’re at.”

Sharp HCP
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Continuing Education

EModules
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Twitter Chats
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