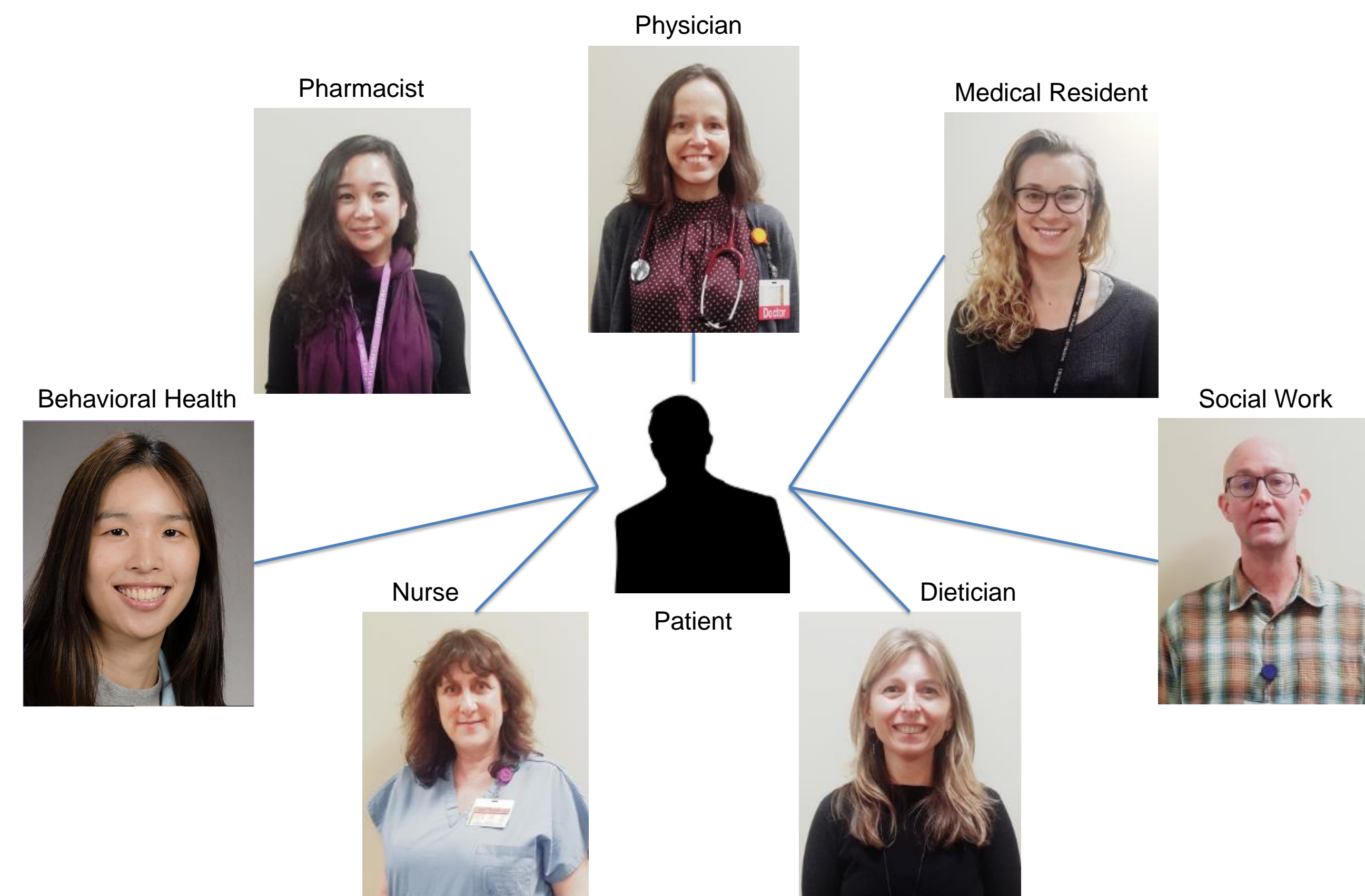


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Background



- The purpose of this quality improvement project is to assess the effect of an interdisciplinary team care in a non-English speaking patient population. The team consists of physicians, pharmacists, nurses, dietician, behavioral counselor, and social work assistance on improving healthcare outcomes.

Objectives

Primary Endpoints

- Patient satisfaction with team based care measured by patient satisfaction survey in patient's preferred language
- Patient confidence in self-managing their diabetes measured using a scale of 1-10, with 10 being very confident

Secondary Endpoints

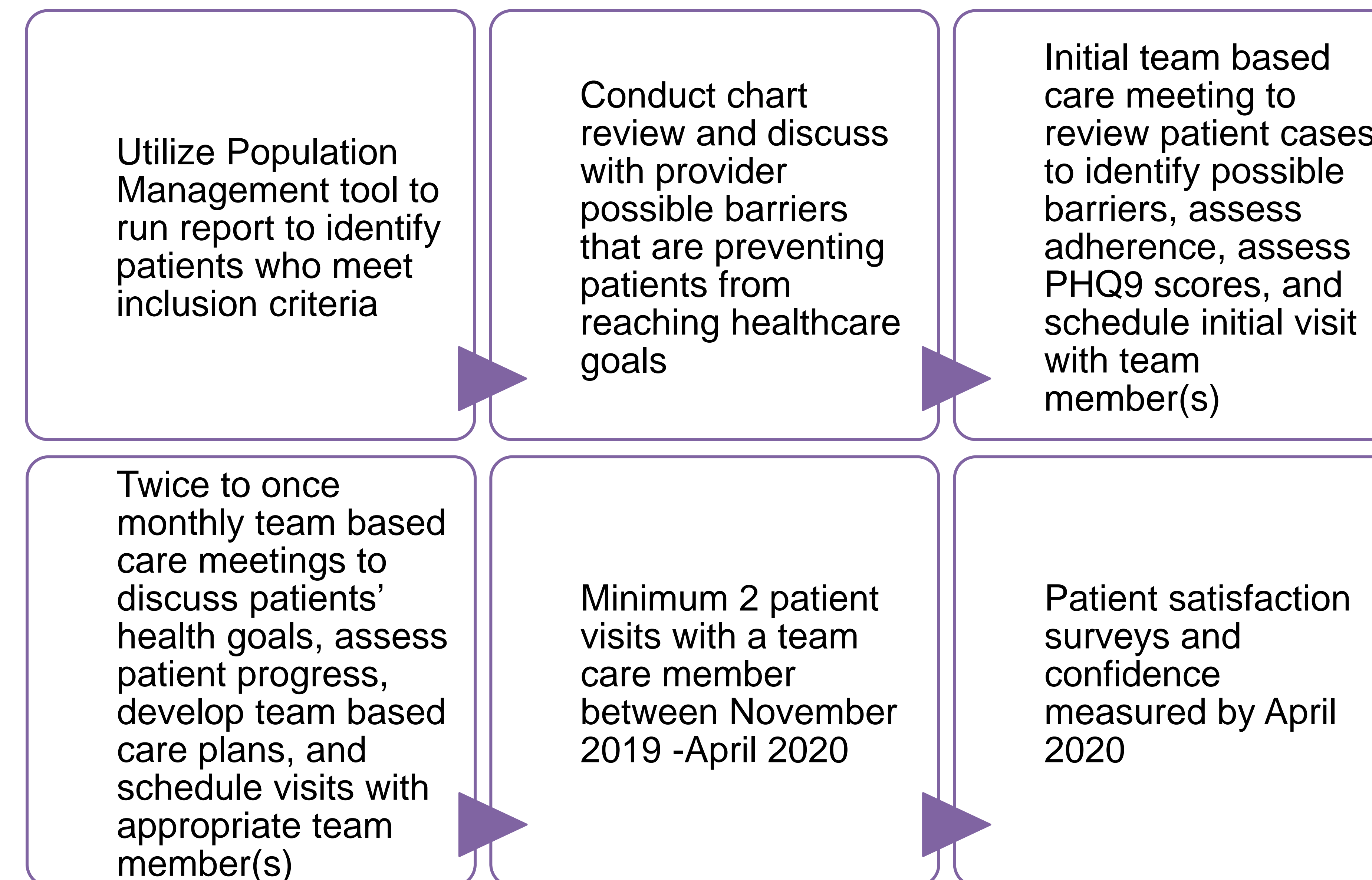
- Number of patients who experienced a reduction in HbA1c
- Number of patients who reached blood pressure goal of <140/90 mmHg
- Number of diabetes, hypertension, and hyperlipidemia medications that were started, stopped, or adjusted
- Number of completed vaccinations, eye exams, and foot exams
- Number of referrals to each healthcare professional
- Provider satisfaction survey of team based care

Methods

Study Design:

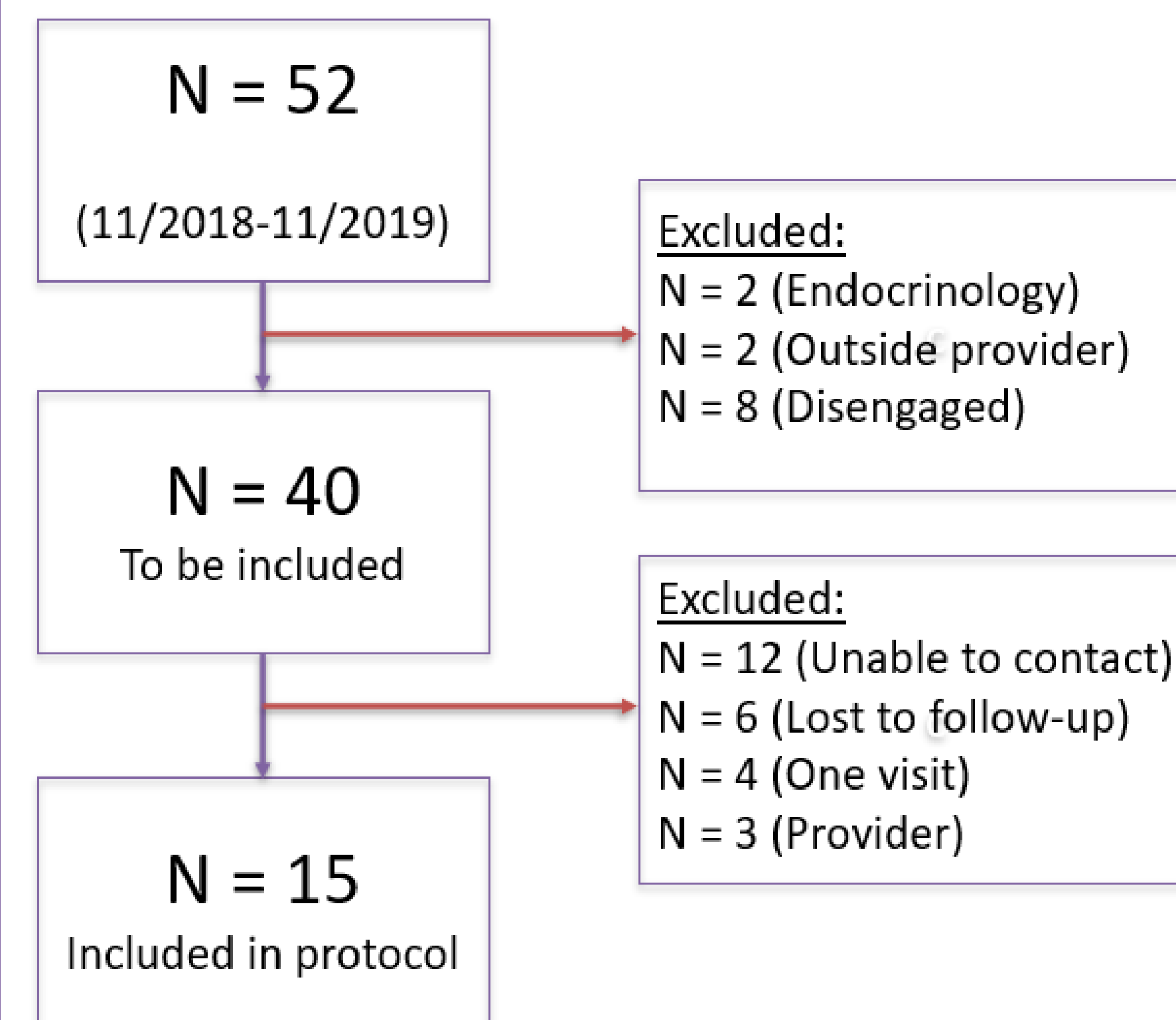
- Single center prospective quality improvement project at Harborview Family Medicine Clinic which serves a large urban underserved patient population

Proposed Workflow:



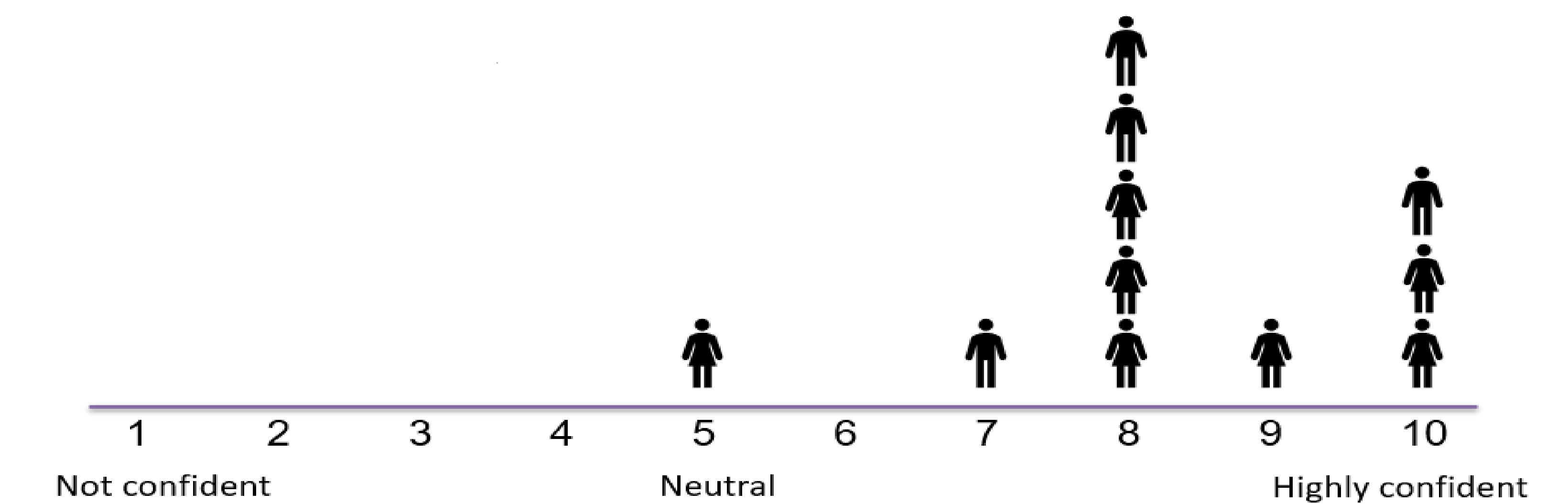
Inclusion Criteria

- ≥ 18 years of age
- Diagnosed with Type 2 diabetes
- Top four common languages of patients established with Harborview Family Medicine Clinic: Spanish, Amharic, Somali, and Tigrinya
- Last HbA1c ≥ 9.0%
- Established with Harborview Family Medicine Clinic (defined as 2 clinic visits within the past year between August 2018 and August 2019)



Results and Conclusion

Question	Strongly Agree	Agree	Neutral
Answer questions about diabetes medications	73% (8/11)	27% (3/11)	0
Understand what medications are for and possible side effects	55% (6/11)	9% (1/11)	18% (2/11)
Made me feel confident in taking my medications at home	73% (8/11)	27% (3/11)	0



Objective	n/total n (%)	Average ± Standard deviation
Reduction in HgbA1c (%)	9/12* (75%)	(-) 1.1 ± 0.7
Blood pressure <140/90 (mmHg)	13/15 (86.7%)	SBP 132.5 ± 14.6 DBP 75.2 ± 11.9

*3 patients unable to obtain repeat HgbA1c

Objective	n/total n (%)	Objective	# of times
Completed vaccinations	1/14** (7.1%)	Medication adjustments:	Stopped: 2
Completed eye exams	8/12 (66.6%)		Started: 4
Completed foot exams	8/10 (80%)		Adjusted: 21
**1 patient did not have vaccination records			
		Referral to:	
		Pharmacy	6
		Nutrition	5

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Disclosure

Authors of this presentation have the following to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation: None