



DSMP

A Pilot Fee for Service Program funded by the CT Office of Health Strategy's State Innovation Model

Partnership

CBO



POMPERAUG
DISTRICT DEPARTMENT OF
HEALTH

HCO

**Waterbury
Hospital**

WaterburyHEALTH

Waterbury Health Access Program

Chase Outpatient Center



Diabetes Self-Management Program

Evidence-based program developed by Stanford University, managed by Self-Management Resource Center, LLC

- 6-week program
- One 2.5-hour session per week
- Group setting
- Lay leaders

Topics:

- ✓ Healthy Eating
- ✓ Exercise
- ✓ Stress Management
- ✓ Communication Skills
- ✓ Goal Setting

Incentives offered:

- Free 6-week program
- Class materials, including the book “Living a Healthy Life with Chronic Conditions”
- \$50 gift card (upon completion)
- Free enrollment in 6-week Cooking Matters class (upon completion)

Funding

OHS GRANT

- Part I & Part II Funding from OHS for administrative work
- Oversight of grant by OHS & DPH
- HCO also received funding from OHS for administrative work

DSMP REIMBURSEMENT

- New process for NVHD and PDDH
- CBO bills HCO for service
- Created algorithm that satisfied CMMI requirement
 - Referral Advance Payment
 - Completer Payment
 - 5% Withhold

Algorithm

Attrition Rate: 37.5%

Maximum patients = 64

Maximum (64) – Target (40) = 24

$AR = (24/64) * 100 = 37.5\%$

Case Rate: \$403.15

$CR = (\text{Fixed Cost } (\$2508.57) / \# \text{ of Patients } (8)) + \text{Variable Cost per Patient } (\$89.58) = \$403.15$

Referral Advanced Payment:

Advance $\frac{1}{2}$ Case Rate * # of Patients Referred by WHAP = X

Withhold 5%: $X * 0.05 = Y$

Referral Advanced Payment Net Withhold = $X - Y$

Completer Payment:

Advance $\frac{1}{2}$ Case Rate * # of Completer Patients = X

Withhold 5%: $X * 0.05 = Y$

Completer Payment Net Withhold = $X - Y$

Withhold Payment:

Pending A1C Control Performance after 3 Months, Sum of Referral and Completer Withhold

Defining the Cohort

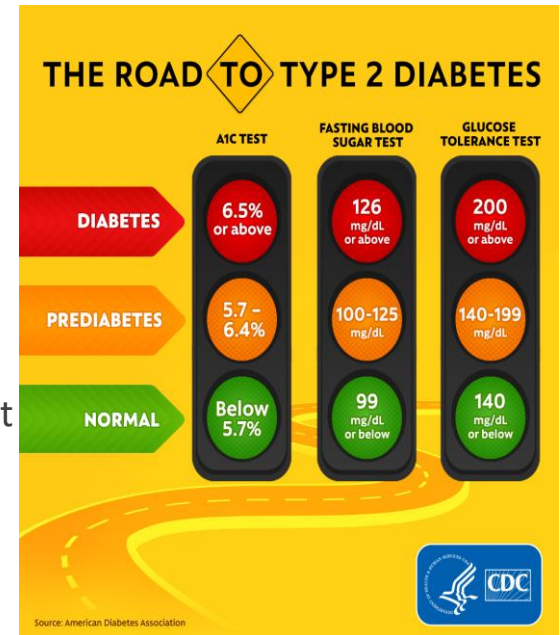
Hospital Physicians and Residents refer qualifying patients

Criteria set by Chase Outpatient Center & WHAP

- Elevated A1C - greater than 10
- Missed 2 PCP appointments

Patient referral process:

1. Medical Resident/Physician sends task to Chase nurse with patient name and goal A1C
2. Nurse forwards information to WHAP and adds patient name to cohort to be tracked
3. WHAP contacts patients, conducts SDOH, enters patient into database
4. Patient contacted by Health Department staff to confirm registration



Information Sharing & Database

Database Workgroup & consultant created a unique DSMP Database utilizing a cloud-based version of FileMaker

- ✓ Accessible anywhere with internet by NVHD, PDDH, WHAP, Chase Outpatient Center, Waterbury Hospital
- ✓ HIPAA compliant



Database Sections:

- Patient Entry: Contact Info., cohort assignment, SDOH, etc.
- Attendance: DSMP Attendance by session date
- Everyone with Diabetes Counts (EDC) test results (pre- & post-test)
- Clinical: A1C Values (Goal set by PCP, Highest in 24 mo., 12 months prior – 12 months post class), ED usage, clinical notes
- Reports: Summary reports for attendance records, clinical outcomes, and EDC tests

Records: 121 Total (Unsorted) | Show All | New Record | Delete Record | Find | Sort | Share

Layout: Patient_Entry | View As: [Grid Icon] [List Icon] [Table Icon] | Preview

Patient [Icon] | Attendance [Icon] | Tests [Icon] | Clinical [Icon] | Reports [Icon] | Patient Table [Icon]

Patient Entry:

First Name
Last Name

Address
City, State, Zip CT
Home Phone
Cell Phone
Email

Birthdate Age
Race Gender

Caregiver Yes No
MD Referred Yes No MD Referral Date
Accepted by CBO Yes No CBO Acceptance Date
DSMP Cohort Cohort Acceptance Date

On Statins? Yes No
Had eye exam in last year? Yes No
Completed *Cooking Matters*? Yes No
Social determinants & health barriers identified? Yes No
Successfully linked to resources? Yes No

Patient Notes

121 Total (Unsorted)
 Show All
New Record
Delete Record
Find
Sort
Share

Layout: Patient_Attendance
 View As: Table
Preview
AA
Edit Layout

Patient
Attendance
Tests
Clinical
Reports
Patient Table

Attendance:

DSMP Cohort

DSMP Session Attendance

Week #	Date	Attended
		<input type="radio"/> Yes <input type="radio"/> No

of sessions attended

EDC/QIN-QIO Survey

EDC Pre-Test Yes No

Pre-Test Date

EDC Post-Test Yes No

Post-Test Date

121 Total (Unsorted)

Layout: Patient_Tests_PC View As:

Patient
Attendance
Tests
Clinical
Reports
Patient Table

Everyone with Diabetes Counts (EDC) Tests:

PRE-TEST

POST-TEST

- | | | |
|--|---|---|
| 1. How does exercise affect your blood sugar? | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank |
| 2. Which is the best way to take care of your feet? | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank |
| 3. What is a retinal exam? | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank |
| 4. Carbohydrates (starches and sweets) break down in your body to what? | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank | <input type="radio"/> Correct <input type="radio"/> Wrong <input type="radio"/> Blank |
| 5. How often in the last week have you felt overwhelmed by living with diabetes? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 6. Do you know healthy ways to handle the stress related to your diabetes? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 7. When you need it, do you feel you can ask for support on how to live with and take care of your diabetes? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 8. Do you feel you can ask your doctor a question about your treatment plan? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 9. Do you feel you can make a plan with goals that will help control your diabetes? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 10. In the past week did you eat 3 or more servings of vegetables more than 3 days/week? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 11. In the last week, did you exercise for at least 30 minutes more than 3 days/week? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 13. In the last week, did you take your diabetes medication as ordered by your doctor more than 3 days/week? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |
| 14. In the last week, did you check your feet more than 3 days/week? | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank | <input type="radio"/> Positive <input type="radio"/> Negative <input type="radio"/> Blank |

Created 10/18/2019 Jessica Stelmaszek Modified 10/18/2019 Jessica Stelmaszek

PT130

121 Total (Unsorted)
 Show All
New Record
Delete Record
Find
Sort
Share

Layout: Patient_Clinical Data
 View As: Table
Preview
AA
Edit Layout

Patient
Attendance
Tests
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Reports
Patient Table

Clinical Data:

DSMP Cohort

A1C Values

A1C goal set by PCP

Highest past 24 months

Caregiver Yes No

PRE Class A1C

12 months prior to class

9 months prior

6 months prior

3 months prior

Start of Class (baseline)

POST Class A1C

12 months post class

6 months post

3 months post

Patient A1C Change Calculations

Average A1C 12 mos. prior

Average 12 mos. prior to 3 mos. post

Average 12 mos. prior to A1C goal

3 months post to PCP A1C goal

1 months post to baseline (class start)

Average A1C 12 mos prior test

Emergency Department Usage

12 months prior to EDC

6 months after EDC

Completed DSMP? Yes No

Kept appointment with PCP? Yes No

BMI

Clinical Notes

Report Menu

Attendance Summary Report

Clinical Outcomes Report

EDC Survey Report

Patient	Attendance	Tests	Clinical
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SIM-D SMP - Everyone with Diabetes Counts Attendance Summary Report - as of 10/18/2019

Patient	Cohort	Dates Attended	# Attended	Completed DSMP
.747679	6/14/2019			
.753747	6/14/2019			
[REDACTED]	6/14/2019	6/14/2019, 6/21/2019, 6/28/2019, 7/12/2019, 7/26/2019	5	Yes
[REDACTED]	6/14/2019	6/14/2019, 6/21/2019, 6/28/2019, 7/19/2019, 7/26/2019	5	Yes
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019	6/14/2019, 6/21/2019, 6/28/2019, 7/12/2019, 7/19/2019, 7/26/2019	6	Yes
[REDACTED]	6/14/2019			
[REDACTED]	6/14/2019	6/14/2019, 6/21/2019, 6/28/2019, 7/19/2019, 7/26/2019	5	Yes
[REDACTED]	6/14/2019	6/13/2019, 6/20/2019, 6/27/2019, 7/12/2019, 7/19/2019, 7/26/2019	6	Yes

Patient Count: 13

Patient	Attendance	Tests	Clinical
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SIM-D SMP - Everyone with Diabetes Counts Patient Survey Results - as of 10/18/2019

Patient Demographics

Patient Count	13	
Age in Years	≤ 64	8 61.5%
	65 - 74	4 30.8%
	75 - 84	0 0.0%
	≥ 85	1 7.7%
Race	White	5 38.5%
	Black	5 38.5%
	Other	3 23.1%
	Unknown	0 0.0%
Gender	Female	4 30.8%
	Male	9 69.2%

Survey Questions

Knowledge Questions (Q1 - Q4): Correct Responses

	Pre EDC	Post EDC
Q1: How does exercise help your blood sugar?	7.7%	30.8%
Q2: Which one is the best way to take care of your feet?	23.1%	38.5%
Q3: What is a retinal exam?	30.8%	38.5%
Q4: Carbohydrates (starches and sweets) break down in your body to what?	15.4%	30.8%

Coping Questions (Q5 - Q9): Positive Responses

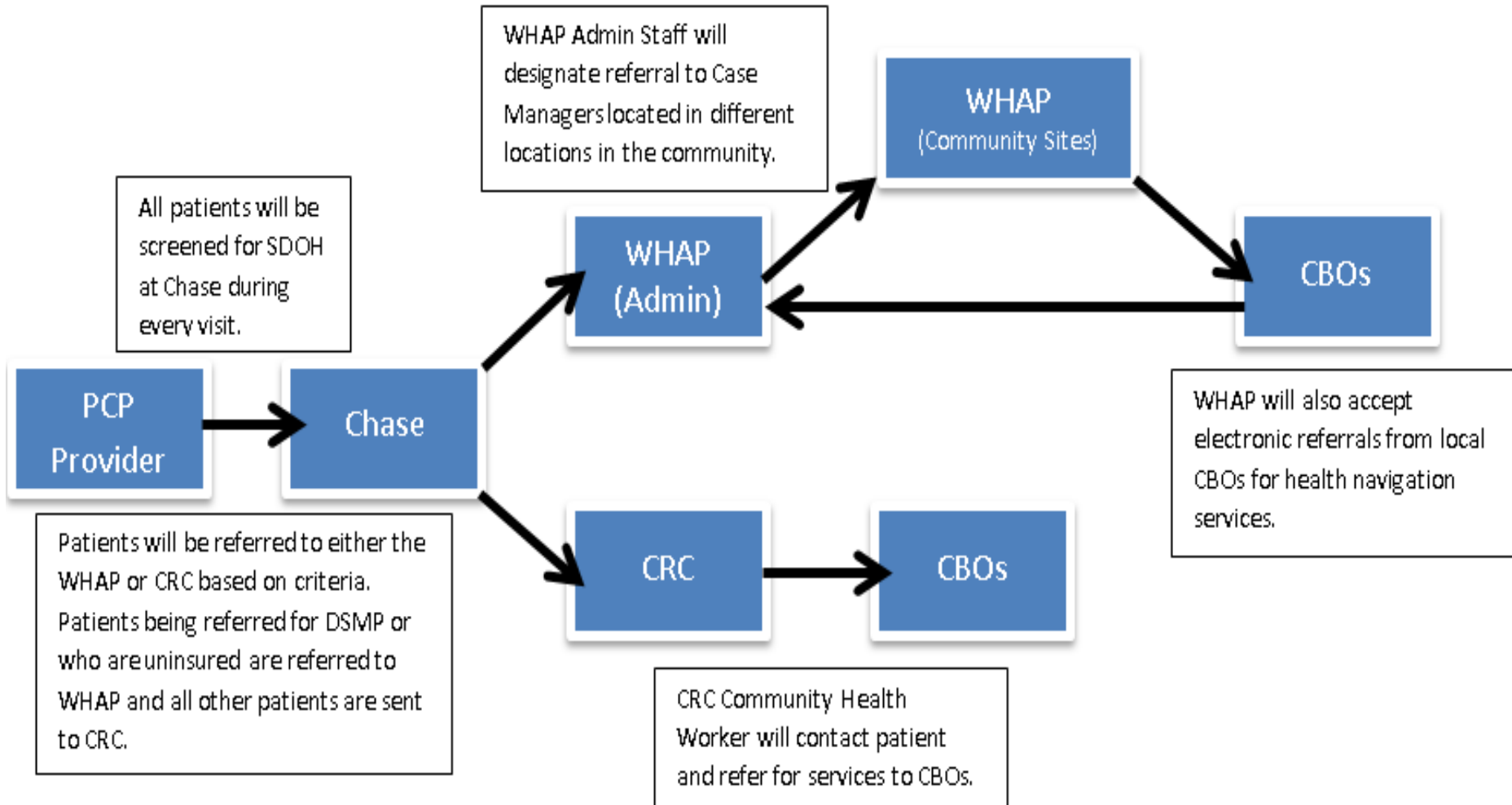
Q5: How often in the last week have you felt overwhelmed by living with diabetes (Always, Most of the time)?	15.4%	15.4%
Q6: Do you know of healthy ways to handle the stress related to your diabetes (Yes)?	15.4%	30.8%
Q7: When you need it, do you feel you can ask for support on how to live with and take care of your diabetes (Yes)?	23.1%	38.5%
Q8: Do you feel you can ask your doctor questions about your treatment plan (Yes)?	30.8%	38.5%
Q9: Do you feel you can make a plan with goals that will help control your diabetes (Yes)?	30.8%	38.5%

Behavior Questions (Q10 - 14): Positive Responses

Q10: In the last week, did you eat three or more servings of vegetables more three days/week?	15.4%	15.4%
Q11: In the last week, did you exercise for at least 30 minutes more than 3 days/week?	7.7%	15.4%
Q13: In the last week, did you take your diabetes medication as ordered by your doctor more than 3 days/ week?	23.1%	38.5%
Q14: In the last week, did you check your feet more than 3 days/week?	23.1%	23.1%



UNITE US



Lessons learned so far

SUCCESSSES

Strong multi-agency partnership

Dedicated staff

Dedicated PCP involvement throughout the process

- Resident training
- Patient tracking during DSMP
- Post-eval inclusion

Evidence-based program

IT Database

Hospital's ability to provide Be Well Bus tickets/address SDOH

Received many positive testimonials

Preliminary results show Cohort 1 may achieve 10% A1C reduction

EDC Pre- and Post-Evals show knowledge improvement

CHALLENGES

Specific cohort rather than public class

Cohort – greater Waterbury area, most outside LHD jurisdiction

Payment structure reliant upon completers and health outcomes regardless of fixed costs

Cooking Matters fixed cost but is only reimbursable by algorithm

Time commitment—great deal of in-kind commitment

Contact

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