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## BACKGROUND

Diabetes Self-Management Education (DSME) program is based on the National Standards for DSME. Provider submits a referral order and patient is scheduled for a DSME visit, wherein a diabetes educator completes a focused assessment and recommends patient for a comprehensive education via group or 1:1 classes. Additional referrals to community programs, nutritional management support, and social support services may also be scheduled. Duration of DSME enrollment aligns with Medicaid/Medicare standard.

**WIN** for Diabetes (Washington Heights/Inwood Network) was established in 2012 between the hospital's Ambulatory Care Network partnering with the local communities to serve adult patients with poorly managed diabetes, as well as offering support to their caregivers. WIN enrollment is 12 months.

Care Managers, of the Care Management team (CM), monitor patients with multiple ED/inpatient visits and works alongside DSME and WIN program leads to assess and assist diabetic patients with frequent, recurring hospital visits. Duration of CM monitoring is determined by CM team.



# **OBJECTIVES**



# The Steady Climb: Uplifting Static Reports to Data Analytics

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| ewYork-Presbyterian<br>alytics |             |                    | Fxam                     | s & F   | ollow-ups      | (i)                 | and consistent to the transfer |                                   |     | NewYo                | k-Presb        | vterian      |                |                 |      |
|--------------------------------|-------------|--------------------|--------------------------|---|----------------|---------------------|--------------------------------|-----------------------------------|-----|----------------------|----------------|--------------|----------------|-----------------|------|
|                                |             |                    | COHORT                   | COHORT 9 295 select Visits/Exam types           |                |                     |                                | Analytics                         |     |                      |                |              |                |                 |      |
|                                |             |                    |                          | Conditi.  |                | Next Primary Visit  |                                |                                   |     |                      |                |              |                |                 |      |
|                                |             |                    | Program E                | Program Enrollment filters the next three views |                |                     |                                | Next Primary Visit by Patient/MRN |     |                      |                |              |                |                 |      |
| %)                             |             |                    |                          |   |                | DSME 874 (9.4%)     |                                | Patient                           | MRN | *Last<br>Primary Vis | *Next          | Next         | Phon           |                 |      |
|                                |             |                    |                          |   |                | WIN 186 (2.0%)      |                                |                                   |     | i initial y i io     | . Thinkiy tion | FRL          | (646)          |                 |      |
|                                |             |                    |                          |   | Care Manag     | ement 2/5 (3.0%)    |                                |                                   |     |                      |                |              | (917)          |                 |      |
|                                |             |                    |                          | DSME  | + Care Manad   | ement 174 (0.8%)    |                                |                                   |     |                      |                | AIM224       | (646)          |                 |      |
|                                |             |                    |                          | WIN   | + Care Manag   | ement   36 (0.4%)   |                                |                                   |     |                      |                | AIM224       | (212)          |                 |      |
|                                |             |                    |                          | DSME + WIN                                      | I + Care Manag | ement   42 (0.5%)   |                                |                                   |     |                      |                | 414224       | (646)          |                 |      |
|                                |             |                    |                          |   |                | None                | 7,602 (81.8%)                  |                                   |     |                      |                | AIM224       | (718)          |                 |      |
|                                |             |                    |                          | Novt Drima                                      | ry Visit Cat   | agory by Clinic/PCP |                                |                                   |     |                      |                |              | (212)          |                 |      |
| IOS                            |             |                    |                          | Next Frima                                      | iny visit cate | gory by currer      | 744 (70 59)                    |                                   |     |                      |                |              | (212)          |                 |      |
| ED2IN                          | P., *INP C. | Ph                 |                          | AIM207  | scheduled      | 240 /20 50/         | /41 (/0.5%)                    |                                   |     |                      |                |              | (917)          |                 |      |
| 0                              | 0           | (64 🔺              |                          | A1M244  | echeduled      | 310 (29.5%)         | 888 (68.0%)                    |                                   |     |                      |                |              | (347)          |                 |      |
| )                              | 0           | (91                |                          | AIMZ 14   | unscheduled    | 417 (32.0%)         | 000 (00.0%)                    |                                   |     |                      |                |              | (646)          |                 |      |
| D                              | 0           | (64                |                          | AIM224  | scheduled      | 411 (32.0 %)        | 901 (65.3%)                    |                                   |     |                      |                | AIM224       | (646)          |                 |      |
| )                              | 0           | (21                |                          | Finite  | unscheduled    | 479 (34 79          | 6)                             |                                   |     |                      |                |              | (999)          |                 |      |
| )                              | 0           | (64                |                          | AIM231  | scheduled      |                     | 865 (65.6%)                    |                                   |     |                      |                | AIM224       | (718)          |                 |      |
|                                | 0           | (71                |                          |   | unscheduled    | 454 (34.4%          | )                              |                                   |     |                      |                | AIM224       | (999)          |                 |      |
|                                | 0           | (21                |                          | AIM240  | scheduled      | 428 (65.4%)         |                                |                                   |     |                      |                |              | (917)          |                 |      |
| )                              | 0           | (99                |                          |   | unscheduled    | 226 (34.6%)         |                                |                                   |     |                      |                |              | (646)          |                 |      |
| 2                              | 0           | (21                |                          | AUD Peds  | unscheduled    | 24 (100.0%)         |                                |                                   |     |                      |                | AIM224       | (917)          |                 |      |
|                                | 0           | (91                |                          | BWY Adult                                       | scheduled      | 291 (46.6%)         |                                |                                   |     |                      |                |              | (646)          |                 |      |
| 2                              | 0           | (64                |                          |   | unscheduled    | 333 (53.4%)         |                                |                                   |     |                      |                | 1111001      | (718)          |                 |      |
| n                              | 0           | (64                |                          | BWY Peds  | scheduled      | 1 (33.3%)           |                                |                                   |     |                      |                | AIM224       | (212)          |                 |      |
| n                              | 0           | (99)               |                          |   | unscheduled    | 2 (66.7%)           |                                |                                   |     |                      |                | FRL          | (646)          |                 |      |
| 0                              | 0           | (71                |                          | CHP Adult                                       | scheduled      | 205 (60.1%)         |                                |                                   |     |                      |                | AIM224       | (347)          |                 |      |
| 2                              | 0           | (99                |                          |   | unscheduled    | 136 (39.9%)         |                                |                                   |     |                      |                | AIM224       | (212)          |                 |      |
| 5                              | 0           | (91                |                          | CHP Peds  | scheduled      | 10 (90.9%)          |                                |                                   |     |                      |                | DIAD/ Ashulk | (212)          |                 |      |
| 0                              | 0           | (64                |                          |   | unscheduled    | 1 (9.1%)            |                                |                                   |     |                      |                | DOUT Adult   | (347)          |                 |      |
| D                              | 0           | (91                |                          | FRL   | scheduled      | 503 (47.0           | %)                             |                                   |     |                      |                | RGL Adult    | (212)          |                 |      |
| D                              | 0           | (64                |                          | 1   | unscheduled    | 568 (5              | 3.0%)                          |                                   |     |                      |                |              | (914)          |                 |      |
| U                              | U           | (/1 🗸              |                          |   |                |                     |                                |                                   |     |                      |                |              |                |                 |      |
| ribe:                          | 🖉 Edit      | $\alpha_0^0$ Share | Download [□] Full Screen | ← Undo -  | → Redo (←      | Revert 🔓 Refresh 📲  | Pause                          |                                   | 1   | I] Original View     | w 🕰 Subsc      | ribe 🦯 E     | Edit 🖧 Share 다 | Download [□], i | Full |

### Outcomes

- improved multidisciplinary collaboration
- improved program & patient assessment
- •informs and accounts for other initiatives and use-cases

### Challenges & Mitigation

- scope creep commit to project scope; phased releases
- sponsorship Steering/Practice committee partnerships
- resource constraints process/ status transparency

### Caveats

- graphical data must still be validated at a granular level
- automated process for alerting on data integrity issues
- implement evidence-based principles
- muted colors, reserve high-alert colors
- conserve white space, minimize cognitive overload
- design flow based on data priorities & analytical needs
- data capture mirrors actual user & system workflows

### CONCLUSION

Utilize best-practice principles when uplifting raw data to visualized solutions. Ensure underlying data is valid and stable, and promote informed decision-making through shared governance. Data visualization software can reveal critical insights, enabling staff to proactively intervene. As information gatekeepers we have a responsibility to communicate accurate data and consume information with caution.