

# *Quality Improvement Report*

## *Demonstrating Quality Diabetes Care in Wyoming*

May 2005

Greetings.....

I have had the pleasure of working with some of you over the past five years in my previous position as Coordinator of the Cardiovascular Disease/Obesity Prevention Program. For those of you who don't know me, I hope to personally meet you over the next several months as I travel the state and get acquainted with clinics and/or education sites.

The state Diabetes Prevention and Control Program has some exciting news! We have a new addition to our program. Please help me welcome Alicia Scholz. Alicia is our Health Educator and will be working with Wanda Webb on the Diabetes Quality Care Monitoring System (DQCMS) and will also be assisting with updating the clinical practice recommendations for diabetes. Alicia holds a Bachelors of Science degree in Health and Kinesiology from the University of Wyoming. She also holds an Associates of Arts degree in Psychology and is a certified Computer Support Specialist. Alicia is a Wyoming native and a mother of a six-year-old son who loves soccer. She enjoys running, football, and large game hunting in the fall.

So much is happening around the state in diabetes prevention and care that we are devoting an area of the Quality Improvement Report to share best practices and/or community interventions highlighting all of your hard work and efforts. We hope to continue this idea in subsequent issues so your feedback is important to us. If you have an idea or suggestion, please contact Star Morrison at (307) 777-3579 or e-mail at [smorri@state.wy.us](mailto:smorri@state.wy.us). For those of you who have ideas for diabetes primary prevention projects and need additional resources, we are happy to announce the availability of diabetes funding. A grant application is included with the newsletter. If you have any questions, please contact Wanda Webb at (307) 587-5689 or e-mail at [wwebb@state.wy.us](mailto:wwebb@state.wy.us).

#### **ALSO IN THIS ISSUE:**

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#### Insert:

Primary Prevention Grant Funds Available  
Diabetes Grant Application Form

#### **Dining with Diabetes Update**

Dining with Diabetes notebooks have been customized for Wyoming and distributed to all trained educators. Thank you Suzy Pelican and Betty Holmes! Dining with Diabetes classes are currently in session around Wyoming. Educators, please remember to have class participants complete the informed consent forms and questionnaires.

## Efforts Underway to Educate and Support Medicaid's EqualityCare Diabetes Clients

In July 2004, the Department of Health's Medicaid program partnered with APS Healthcare—a provider of specialty healthcare solutions—to provide health management services to the state's EqualityCare clients. The Wyoming Health Management program—based on a **proven framework** for improving health outcomes and reducing costs—has gained momentum within the state since its inception last year with many activities, including:

- **Health Coaching.** The majority of client support and education is provided telephonically one-on-one by **APS Health Coaches** who are registered nurses with specific experience in diabetes, as well as the other disease states that APS manages. Health Coaches hope to enroll the 1,400-plus Medicaid clients diagnosed with diabetes into the Health Management program and to 1) empower them to better understand their illness; 2) self-manage their condition; and 3) coordinate care between providers (including diabetes educators) and the community.
- **Prevention and wellness activities.** Along with support for those EqualityCare clients who are chronically ill, APS also focuses much of its efforts on prevention and wellness initiatives in order to encourage individuals to practice habits that support ongoing health and vitality and improve their ability to be more effective in self-care of their health problems. For the EqualityCare's diabetes clients, APS:
  - ✓ Hosts a 24-hour/7-day a week toll-free advice line for clients to use if they have questions about their healthcare.
  - ✓ Distributes educational materials to clients and their families that clarify appropriate use of resources, when to seek medical attention, screening recommendations and providers' individual care plans and messages. In early May, APS will be distributing a *Healthwise Handbook*, an award-winning self care guide covering topics from ear infections to foot care, to each EqualityCare head of household in the state.
  - ✓ Conducts public education campaigns to increase awareness of complications associated with diabetes. The statewide **DID YOU KNOW: SMALL STEPS TO WELLNESS** educational campaign includes radio public service announcements and educational material aimed at EqualityCare clients, advocating that small lifestyle changes can help prevent those with the illness from experiencing complications, as well as improving their lifestyle.
  - ✓ Encourages client attendance at wellness and educational events, such as health fairs, blood draws, annual wellness check-ups and screenings throughout state.
- **Community collaboration.** Building community partnerships has become a foundation of APS' work and a conduit to the Health Management program's success. An example of this is APS's work with the Wyoming Department of Health Pharmacy Program to identify more than 60 clients who were diagnosed with type II diabetes during the time they were being treated with an atypical antipsychotic-drug for mental illness. APS initiated case management services for these members to assess their needs and gaps in care. The APS clinical staff worked collaboratively with state pharmacists to identify the clients' providers (medical and behavioral health); notify them individually of the drug-induced diabetes; and to suggest appropriate interventions.
 

In addition, APS staff contacted diabetes educators around the state to survey what they were doing for National Diabetes Month and on-going educational sessions.
- **Provider CME.** APS collaborated with a local psychiatrist and medical doctor to conduct a continuing medical education program for Wyoming providers on the latest research findings regarding the pharmacology of atypical antipsychotic-drugs and their impact on obesity and diabetes markers. A state-wide videoconference was held and the presentation will soon be hosted on the APS Wyoming web site for providers to view and receive CME credit.

## Efforts Underway to Educate and Support Medicaid's EqualityCare Diabetes Clients, continued

- Health Buddy Project.** Health Buddy is a remote telemedicine device that collects symptomatic, behavioral and vital sign information from clients and transmits that information, via phone line, to a client's Health Coach who then analyzes the client's conditions, determines if they may be at risk for complications and relays the information to his/her treating physicians/providers. Currently, several diabetes clients use the Health Buddy. As part of the Wyoming Network for Telehealth Project (WyNETTE) pilots, APS will also be increasing the use of the devices in the homes of appropriate EqualityCare clients in Fremont, Park and Albany counties. This project will enable more clients to participate in their own care by while receiving targeted education about their condition in order to modify behavior for improved outcomes.

For more information on the *Health Management* program, or to refer a EqualityCare client who would benefit from the service, please contact APS Healthcare at 1.888.545.1710

### Fremont County Diabetes Educators Form Coalition

In February professionals and interest groups who assist with diabetes education in Fremont County met for the initial meeting of the coalition. The goals of the group are to network and promote diabetes prevention activities and education. Members include nurses and dieticians from Public Health, Indian Health Service, Riverton Memorial Hospital, Lander Riverton Home Care, County Extension, Services for the Visually Impaired and the Lander Lion's Club. The coalition plans to meet quarterly and will host an event during National Diabetes Month in November. Dining with Diabetes education classes will be coordinated and scheduled throughout the county by the coalition. The next meeting is set for May 16, 1:00 pm at the Fremont County Courthouse meeting room in Lander. Anyone interested is welcome to attend, or if you would like information on how to duplicate this type of coalition in your county, contact Cindy Herrera, RN, CDE at 307-332-1073 or [phnherrer@state.wy.us](mailto:phnherrer@state.wy.us)

### UW Pharmacy School to Offer Diabetes Medication Education

The State of Wyoming Aging Division and the University of Wyoming School of Pharmacy are teaming to conduct interactive workshops on diabetes for the summer of 2005. The audience is seniors with diabetes, caregivers, and community professionals who work with diabetes. Diabetes professionals are encouraged to attend. The emphasis on these 3 to 4 hour workshops will be on the role of medication and increasing literacy relative to these important treatments. Because so many other aspects are important to the success of diabetes control, they will also be incorporated. This includes a snack (with discussion) prepared by a pharmacist/chef who also has diabetes. These workshops will be offered at eight regional sites beginning in late June: the actual sites and dates are still being finalized. For further information, contact Linda Gore Martin, Pharm.D., School of Pharmacy at 307-766-6128 or [druginfo@uwyo.edu](mailto:druginfo@uwyo.edu).

#### **Notice**

#### ***Montana's Diabetes Conference***

**Date:** October 6-7, 2005

**Location:** Doubletree Inn, Missoula, MT

**Keynote Speaker:** Dr. Guenther Boden

**NEW! UPDATED!**  
**Diabetes Prevention & Control Program**  
**Web Page**

<http://wdh.state.wy.us/diabetes>

**Here's a sample of what's available on the website:**

County-specific diabetes data

- What's the diabetes prevalence where you live?
- Are people in your community aware of diabetes activities?

Diabetes Resource Directory (updated 2004)

Useful websites and resources

Upcoming conferences and continuing education



**COMING IN SEPTEMBER**  
**FOR HEALTH CARE**  
**PROFESSIONALS!**

**ANNUAL WYOMING**  
**DIABETES CONFERENCE**

**Diabetes: Beyond the Basics**

**September 14-16, 2005**

**in beautiful**  
**Sheridan WY**

**CMEs and CEUs will be provided**

**Immunizations: It's Never Too Early To Start Planning**

No matter whether there is a shortage of flu vaccine or an abundance, people with diabetes are in the high-risk category and should always receive their flu shot. This can be especially challenging for the indigent population who have diabetes. Preliminary planning is underway between the Wyoming Department of Health Diabetes Prevention and Control Program and the Immunization Program to address this problem. Please start thinking about the 2005 immunization season and how you can assist every one of your diabetes patients in receiving their flu and PPV vaccines. Wanda Webb can show you how to use your DQCMS software to:

- Identify the immunization status of all patients with diabetes
- Identify your diabetes patients who are not current on their immunizations
- Identify your diabetes patients who are uninsured or indigent

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