



Quality Improvement Storyboard

Mendocino Community Health Center Comprehensive Diabetes Care: Annual Retinal Eye Examinations

Plan

Background Synopsis: Screening our patients with diabetes for retinopathy was a challenge as there are insufficient eye care providers in Mendocino and Lake counties who are able to meet the demand for routine retinal eye screening. MCHC Health introduced the Eyepacs retinal camera in 2014 with intent of completing 40 retinal eye scans per month. Initially the camera was used at Hillside Clinic. As more MAs were trained the camera was shared between two other clinics. This involved moving the camera including the support table from site to site.

Aim: MCHC Health sites each will achieve the Partnership HealthPlan HEDIS High Performance Level (90th percentile) target of 67.86% for the Comprehensive Diabetes Care-Eye Exam measure.

Measures:

- % of Partnership HealthPlan members with diabetes who received their annual retinal eye exam.
- Number of screenings that require follow-up.
- Number of retinal eye exams completed at each clinic site by month.

Changes Being Tested:

Do

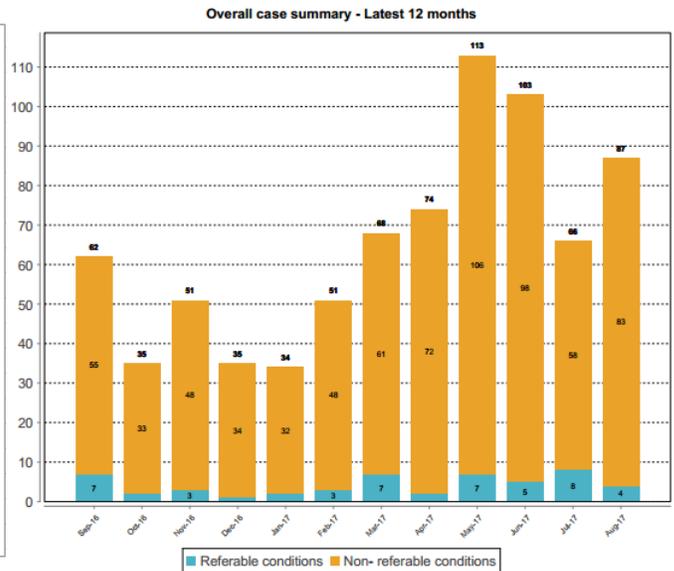
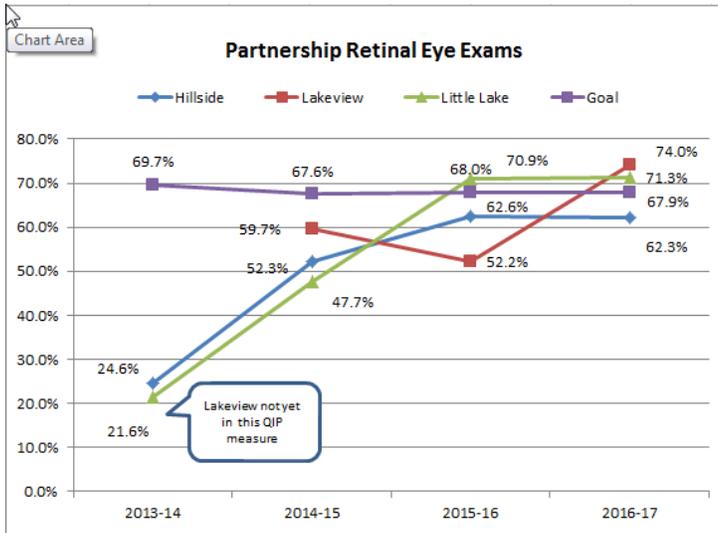
- The annual retinal eye screening was added to the i2i morning Huddle report (Summer 2015).
- Booking of the camera was made more flexible. Health centers could reserve the camera in Outlook Express in between the fixed days the camera was allocated to the site (February 2016).
- A monthly email goes out to all PCP providers and their teams regarding the number of retinal scans done at each site the previous month.
- Little Lake Health Center started sharing a retinal camera with Baechtel Creek Medical Clinic in Willits, which they got on loan from Partnership HealthPlan. MCHC acquired the base and accessories so only the camera needs to be transported (March 2017).

Quality Improvement Storyboard

Study

Results:

- Two of three clinic sites have achieved eye exam screening rates that exceed the goal of 67.9%.
- Baseline performance on the measure was 24.6% for Hillside and 21.6% for Little Lake (Lakeview did not have a baseline from 2013-14 QIP). Performance increased to 62.3% for Hillside (just below goal), 71.3% for Hillside, and 75.0% for Lakeview.
- The number of screens conducted that require follow-up (in teal of bar chart below) from 1-8 per month.



Future Plans:

- Moving just the camera (and not all of the base table and related equipment) has made sharing it much easier. Now the other two clinics share the MCHC camera rotating it every two weeks.
- Not having a camera permanently at each site still creates lost opportunities so MCHC is planning to acquire another camera this year.

Act