



# OneCare Vermont Network Success Story

## Diabetic Retinal Eye Exams



Diabetic retinopathy is a highly specific vascular complication of both type 1 and type 2 diabetes. A recent study conducted by the Center's for Disease Control and Prevention identified the prevalence as one in three adults over age 40 years with diabetes, and more than one-third of African- Americans and Mexican- Americans with a diagnosis of diabetes. Male sex, higher A1C level, longer duration of diabetes, insulin use and higher systolic blood pressure were independently associated with the presence of diabetic retinopathy.

Info retrieved from [CDC.gov/visionhealth/factsheet](http://CDC.gov/visionhealth/factsheet) on 12/16

## St. Albans Primary Care: A Snapshot of Quality Measure Improvement

**Goal: To increase the % of diabetic patients with a documented retinal exam by 5% over a period of three months**

### Key Drivers of the Problem



Gaps in communication between specialists and primary care providers



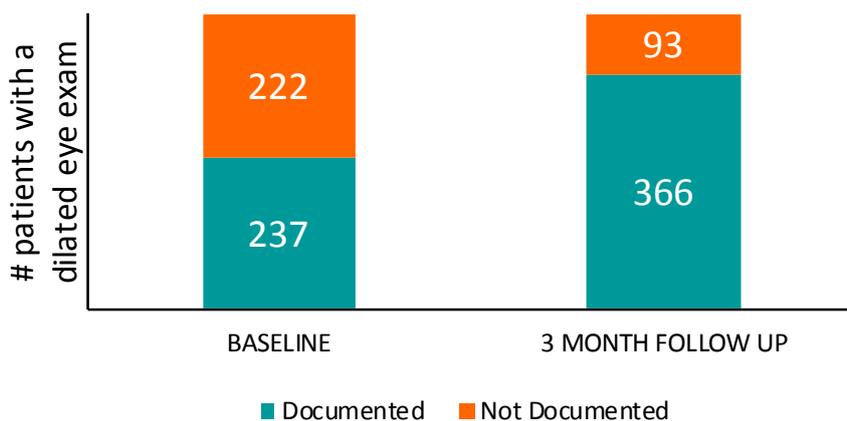
Gaps in patient understanding and knowledge about the importance of this exam and early detection of retinopathy



Workflow and electronic medical record did not support the documentation of results of the exam

### Actions Taken

- Panel management activities included identifying patients with diabetes, reviewing records for documentation of a retinal eye exam in the last 12 months, and conducting patient outreach to facilitate making appointments for patients to have a dilated eye exam.
- Flow sheets in medical record were created that contained a discrete, reportable field for this eye exam
- Letters to ophthalmology/optometry were created to encourage regular communication between specialty care and primary care practices on shared patients



### Improvement

Goal  
5%

Actual  
28%



### Lessons Learned

- ✓ St. Albans Primary Care staff found patients were able to make and keep appointments for eye exams after the staff called them to encourage this and to offer assistance
- ✓ Care team members took on panel management activities and facilitated communication between patients and the practice about this initiative
- ✓ Creating flow sheet in electronic health record containing discrete, reportable field eased the burden of documentation by all providers and staff.