

IMPROVING DIABETES CARE TOGETHER BUILDING A HEALTHIER FUTURE IN IOWA

Diabetes mellitus is a significant problem in the U.S., and in Iowa 9.3% of the adult population have an official diagnosis, with an additional 70,000 Iowa adults living with diabetes who don't know it. Diabetes-related costs in Iowa are estimated at \$2.6 billion dollars, and those with diabetes can experience many negative health effects and complications including heart attack, stroke, kidney failure, vision loss, amputations and a shortened life expectancy.¹ Telligen works in Iowa to improve diabetes care through evidence-based interventions and providing one-on-one enhanced technical assistance, including training and support, on-site and virtual observational assessments, data analysis, coalition building and assistance with addressing the social determinants of health.



Nearly 1 in 5 adults in Iowa ages 65+ have been diagnosed with diabetes²

Telligen's Enhanced Technical Assistance Helped an ACO Surpass Goals for A1c Measure Improvement

Since January 2023, Telligen has provided enhanced technical assistance (TA) to an organization within an Accountable Care Organization (ACO) on their Quality Payment Program (QPP) diabetes measure. This is one of nine organizations within the ACO, of which Telligen is assisting their five lower-performing hospitals.

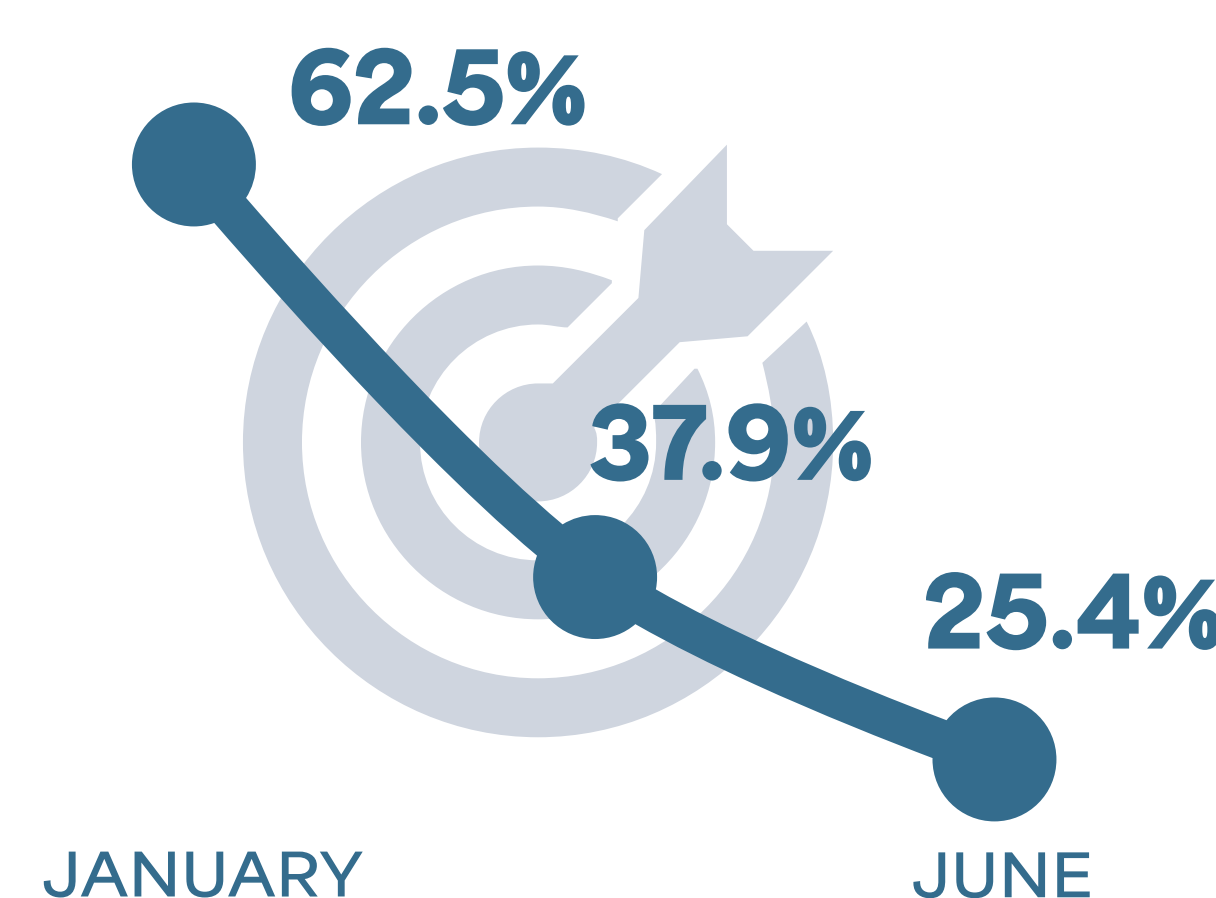
Telligen's Response

- ✓ Collaborated with the organization to perform a root cause analysis (RCA) and design and implement a Plan-Do-Study-Act (PDSA) cycle
- ✓ Assisted in creating processes and policy for quarterly all-staff educational meetings to review measures, show physician-level data and educate on expectations
- ✓ Coordinated and connected the hospital with a local diagnostic lab to integrate their lab results into the electronic health record (EHR)
- ✓ Addressed workforce concerns by identifying opportunities to cross-train staff; assisted with capacity building within each clinic and the larger hospital

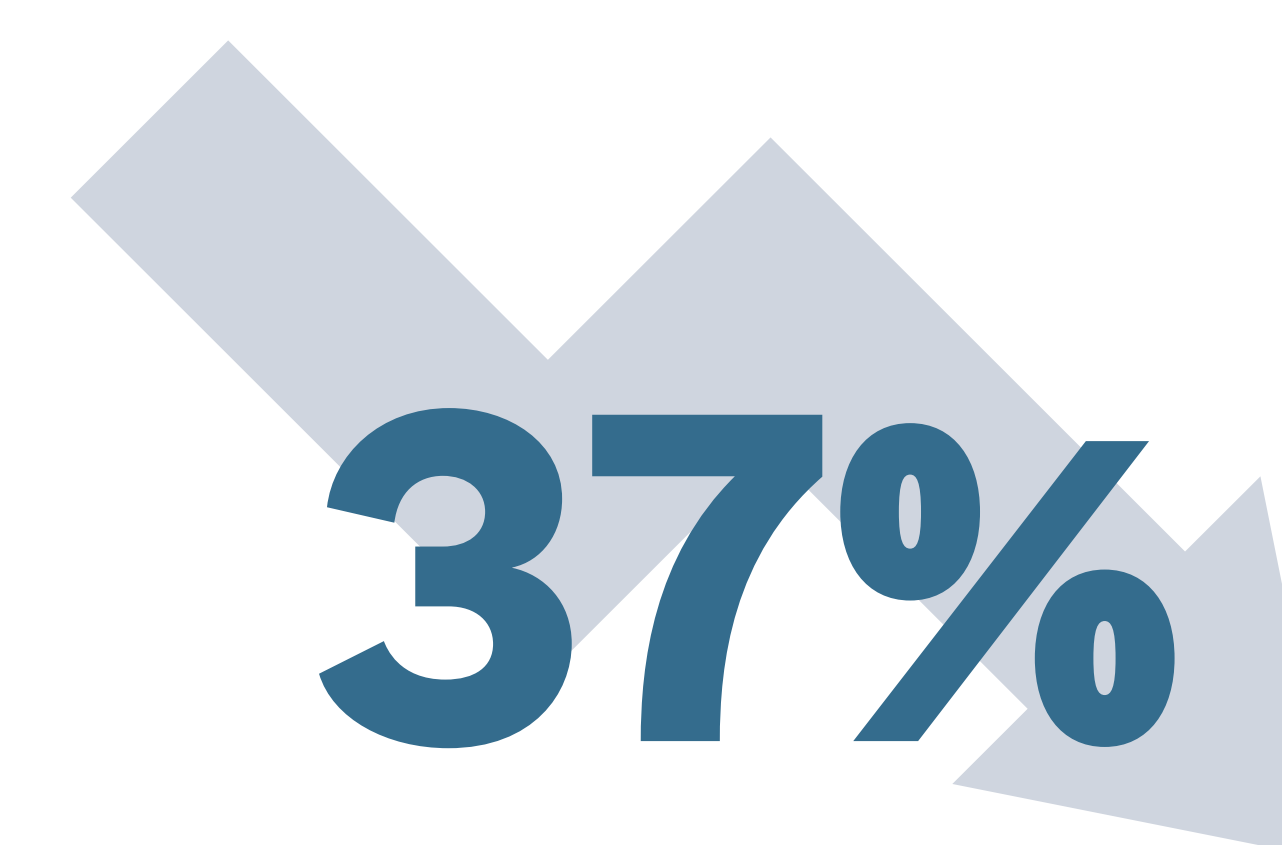
Telligen's Impact

"Telligen has been able to narrow our markets' quality focus and has provided creative and practical recommendations for improvement, which have resulted in real results."

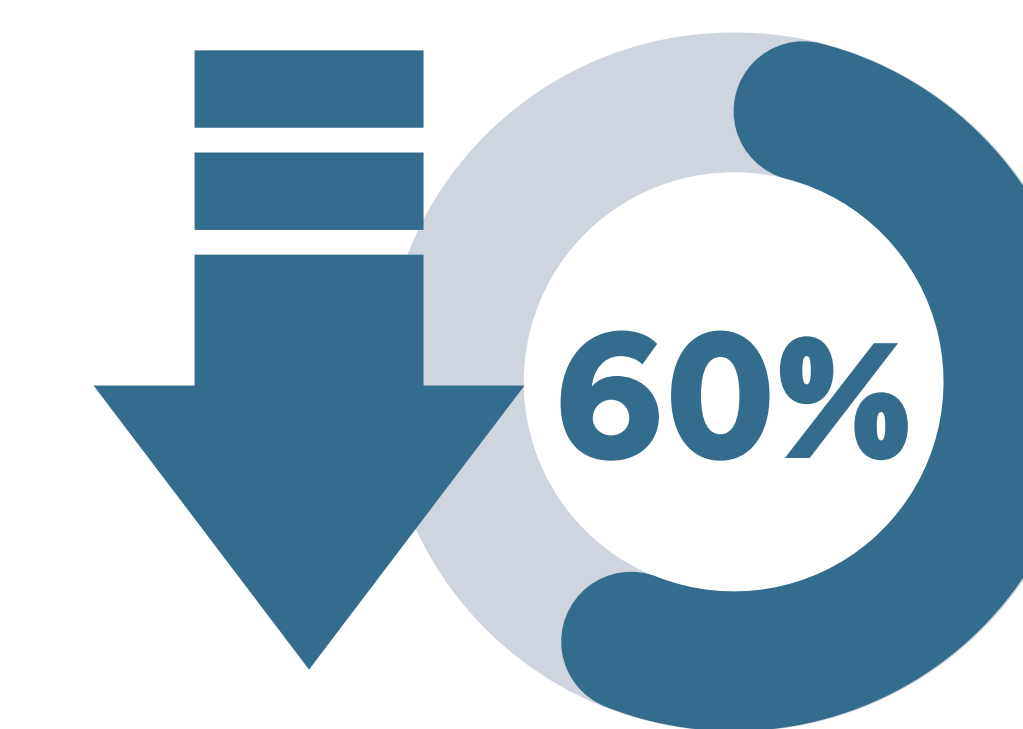
- ACO Partner



In less than six months, Telligen helped this organization **surpass the goal of 30%** or less of patients with uncontrolled A1c.



Telligen's assistance led to a **37% decrease** in patients with uncontrolled A1c from 62.5% to 25.4%.



There has been a **60% decrease** in overall missing or uncontrolled A1c levels since Telligen's intervention.

How the Telligen Team Can Assist You at No-cost!

- Facilitate implementation of evidence-based interventions:
 - ▶ Diabetes Prevention and Management Change Package[®]
 - ▶ Standards of Care in Diabetes - 2023
- Provide expertise to support your participation in the CMS Quality Payment Program (QPP)
- Collect and analyze data, identifying healthcare disparities
- Train your team to conduct a Root Cause Analysis (RCA) and guide them in the development of SMART goals and work through Plan, Do, Study, Act (PDSA) cycles

¹ ADV_2023_State_Fact_sheets_all_rev_1A.pdf (diabetes.org)
² Percentage of Adults with Diagnosed Diabetes by Age Group: <https://www.kff.org/other/state-indicator/adults-with-diabetes-by-age/>