



Goal Getter!

The Baton Rouge Clinic, AMC

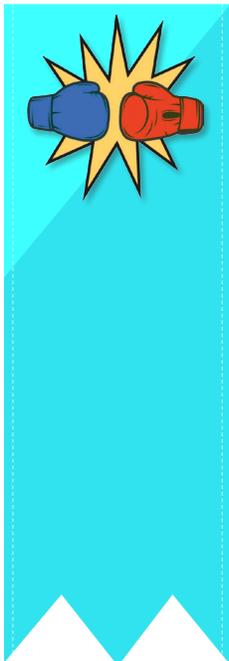
Keeping Eyes on the Prize with EHR Alerts



Team Stats

The Baton Rouge Clinic is a multispecialty medical group that:

- ✓ Cares for more than 250,000 patients throughout Baton Rouge, Louisiana and the surrounding region—over 30% of the area's population
- ✓ Is home to one of the area's largest internal medicine departments and boasts the largest number of endocrinologists in the area
- ✓ Serves more than 7,000 people living with Type 2 diabetes



Challenge

As a participant in the Diabetes: Together 2 Goal® campaign, The Baton Rouge Clinic realized a major gap in capturing eye exams in its electronic health record (EHR) for these patients upon review of their internal data.

The Baton Rouge Clinic was well aware of the critical role of documented annual diabetic eye exams in identifying and addressing the many complications of diabetes—as well as implications for treatment intensity and goal setting—and decided to prioritize this as part of campaign implementation.

Vision-related diabetes complications include:

- ✓ People with diabetes are 40% more likely to have glaucoma and 60% more likely to develop cataracts than people without diabetes
- ✓ Approximately one-third of people with diabetes worldwide have signs of diabetic retinopathy, the most common cause of vision loss for those with diabetes

Like many AMGA members, The Baton Rouge Clinic does not employ its own optometrists or ophthalmologists, which requires close collaboration and communication with external providers in the community. In fact, Dr. Harold Brandt, who leads Together 2 Goal® efforts at The Baton Rouge Clinic, described diabetic eye exams as the “hardest metric to achieve because of the need for integrated care with eye physicians.”



Game Plan

To address these issues and emphasize the importance of closing gaps in eye exams, The Baton Rouge Clinic leveraged their EHR and:

- ✓ Incorporated best practice advisories for diabetic eye exams in the EHR which shows the date the exam was last performed and displays a warning if overdue
- ✓ Embedded a workflow in the EHR that allows providers to input name of external optometrist or ophthalmologist, sends that information to a work queue, and allows clinic employee to request the eye exam results (see "Diabetic Eye Exam Sample Reporting Form" in the Playbook section) and scan into the encounter to fulfill the metric in the EHR

As The Baton Rouge Clinic focused its attention on eye exams, the organization joined forces with the Optometry Association of Louisiana, a group of state-licensed optometrists who deliver primary eye care to citizens across the state. The Baton Rouge Clinic authored educational articles about diabetes eye care recommendations and presented "The Optometrist as a Member of the Medical Care Team Breaking Down the Silos of Care" at the organization's fall meeting (see the presentation in the Playbook section).



Wins

The Baton Rouge Clinic recognized measureable improvement after implementing the aforementioned game plan. Over a five-year period, The Baton Rouge Clinic increased the number of patients with diabetes with evidence of eye exams (see scale). And, thanks to their comprehensive diabetes work including eye exams, The Baton Rouge Clinic received recognition from the National Committee for Quality Assurance (NCQA) Diabetes Recognition Program.

Patients with diabetes with evidence of eye exams	2012	2013	2014	2015	2016
	4.81%	10.51%	36.00%	43.49%	42.08%



Head Coach

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"The eyes have it"



Playbook

Diabetic Eye Exam Sample Reporting Form for External Optometrists and Ophthalmologists

"The Optometrist as a Member of the Medical Care Team – Breaking Down the Silos of Care" Presentation to the Louisiana State Optometry Association