Robert Wood Johnson Foundation

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DIABETES INITIATIVE
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CDE Role in Redesigning Primary Care: Training MAs in the CCM

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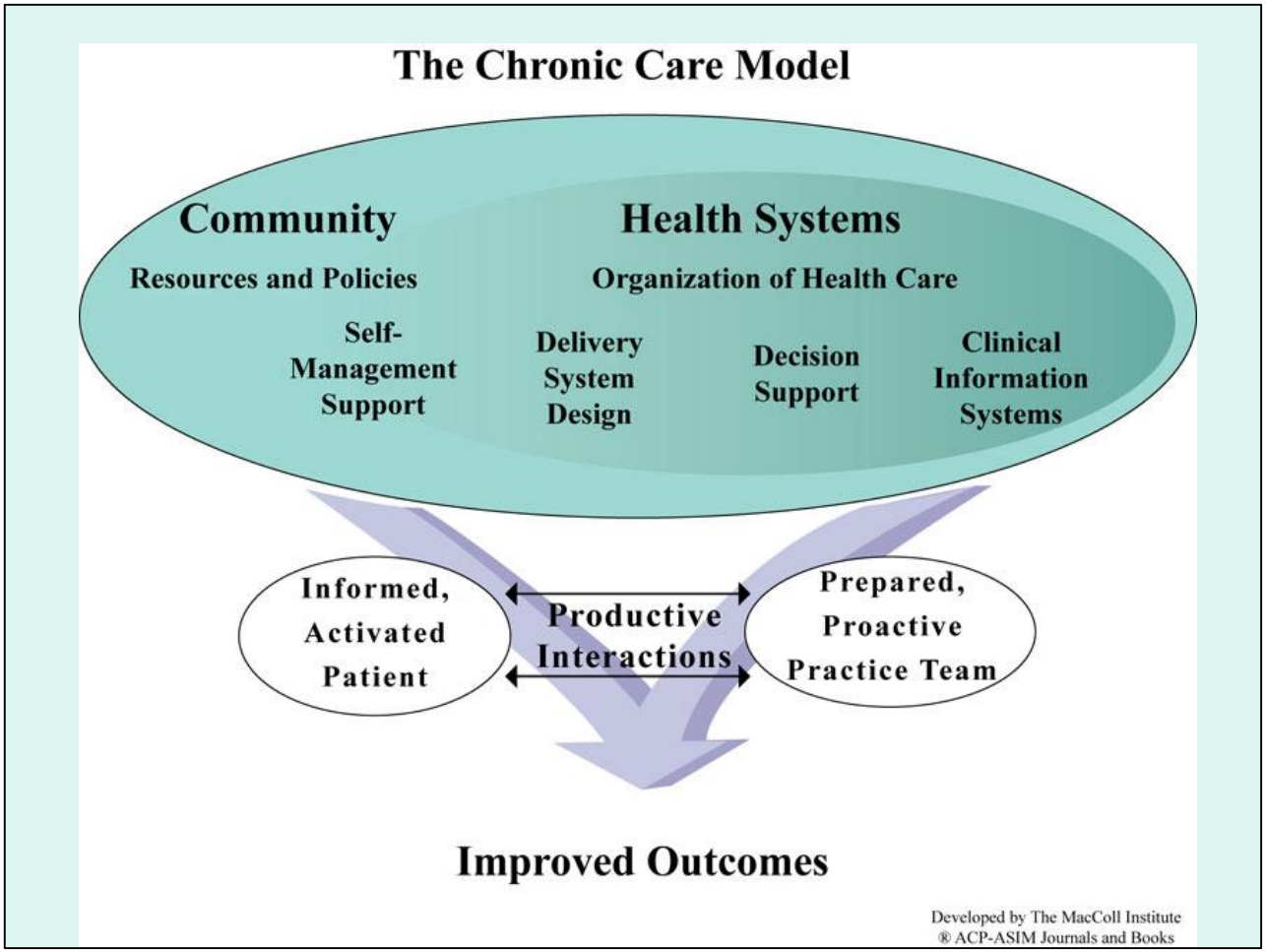
PSPH Medical Assistants & Boldt Diabetes Center

CDE's & Medical Assistants Work Within the CCM



Expanded Role of the Medical Assistant

- Data Registry Entry
- Goal Setting
- MA Patient Planned Visits
- Organized Patient Group Visits
- Referrals to Health Specialists (CDE's)
- Initiate Standing Orders
- Provide Follow-Up Phone Calls to Patients
- Foot Checks
- Immunizations
- DM Education Reinforcement

Dr. Devin Sawyer

Primary Care Self-Management Goal Cycle

Considerations for the MA Curriculum

- American Association of Medical Assistants
- Western Washington Area Health Education Center
- Health Care Assistant Law in the State of Washington

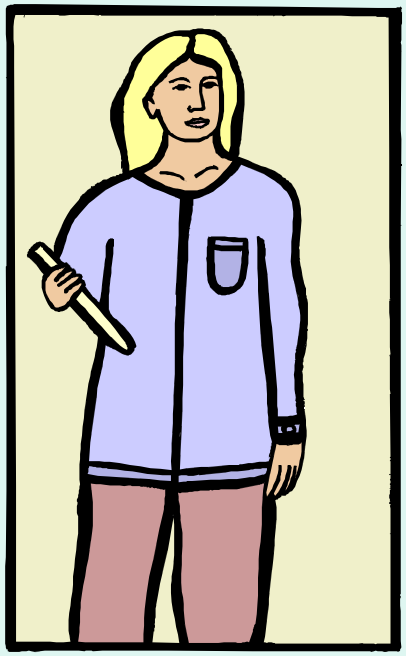
More Considerations for the MA Curriculum

- Review of MA Focus Group Results
- Review of MA Curriculums from Local Technical Community Colleges
- Literature Search on MA Training for Diabetes Care
- Review of Published Diabetes Knowledge Surveys for Patients

Medical Assistant Learner Characteristics

Characteristics of MAs in Primary Care

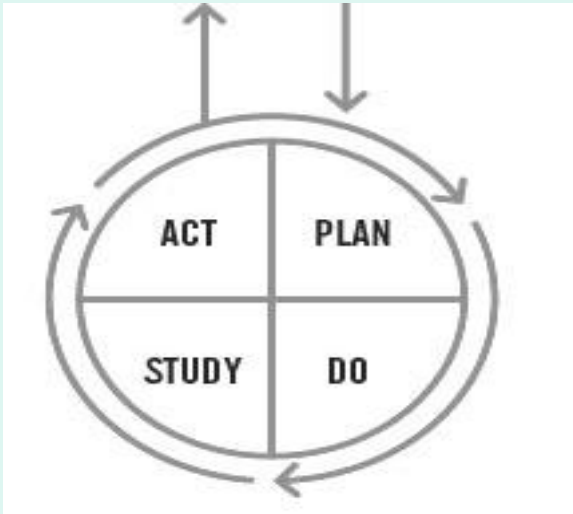
- 18 Medical Assistants
- Most Caucasian
- Trained locally
- Significant Family Responsibilities



Rapid Cycle Improvement Process

Rapid Cycle Improvement Process

- MAs attended patient DM classes.
- MAs gave feedback.
- PPT slides for MA training edited.
- Classes revised



MA Curriculum Matrix

Reporting Conditions		X	X		
Goal Setting		X	X	X	X
Long-term Complications	X		X	X	X
Acute Complications	X				
Diabetes Treatments	X	X	X	X	X
Pathophysioloy of Diabetes	X	X	X	X	X
Age, Race, Gender Awareness		X	X	X	X
	Registry Data Entry	**Telephone Follow-Up**	**Planned Visits**	**Provider Visit**	**Group Visit**

Applied Educational Theories

- Mezirow Transformational Learning
  - Experience
  - Reflection
  - Discussion
- Knowles Adult Learner
  - Independent Learner

Educational Methods

- Cognitive Methods: Lectures, Discussion, PPT slides
- Behavioral Methods: Role-Play, Phone Scripting, Computer Practice; Diaries for Food, Blood Glucose, & Exercise
- Kinetic Methods: Self-Blood Glucose Monitoring, Glucose Gel and Tablet Tasting, Injection of Normal Saline

Shari Gioimo, Medical Assistant

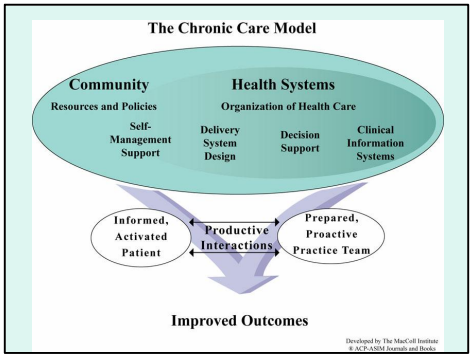
- Active Participant in the Diabetes Initiative
- National Consultant to Clinics Expanding the MA Role
- Certified Trainer in Chronic Disease Self-Management

Clinical Life before the MA Expanded Role

- The MA traditionally "roomed" and "vitaled" the patient prior to the PCP visit
- The MA was dependent on the PCP direction
- The MA-Patient Relationship was not well developed
- The MA role was to perform tasks and keep the office flow moving

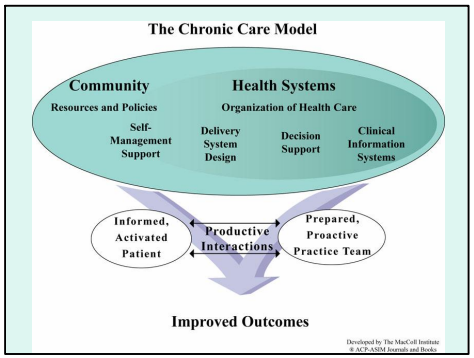
Delivery System Design

- Individual "Planned Visits" with MA and Patients
- MA Organized Group Visits with PCP and Patients



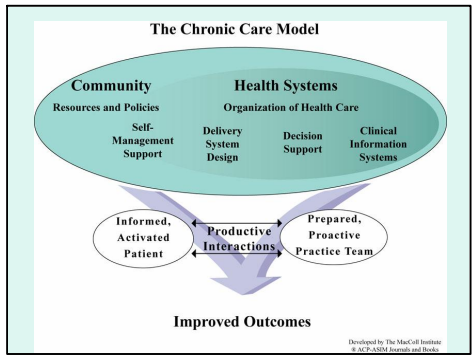
Decision Support

- Standing Orders:
  - **Introduce the Idea of Self-Management**
  - Laboratory (Tests A1c, etc.)
  - Immunizations
  - Foot Checks
  - Referral to CDEs and specialists



Self-Management Support

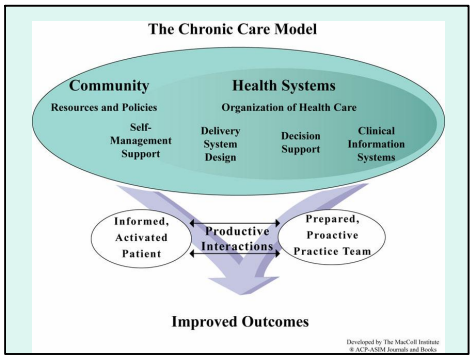
- Goal setting using the Transtheoretical Model
- Follow-up phone calls to "check-in"
- Goal Trotter's Walking Club
- Newsletters



Clinical Information Systems

Data Input into CDEMS Registry

- **Self-Management Goals**
- A1c
- Lab Results
- Immunizations
- Eye Exams
- Smoking Cessations
- Medications
- Vital Signs



Interaction with the Community

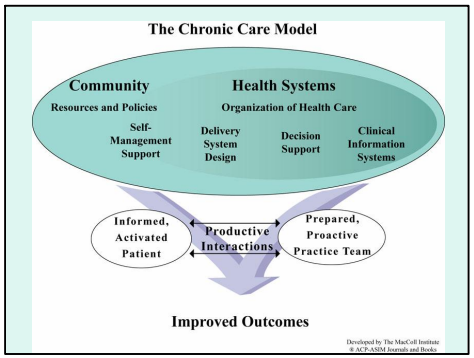
- Consult with local CDE's regarding questions on diabetes.

- Consult with other community agencies and programs such as the

  Food Bank,

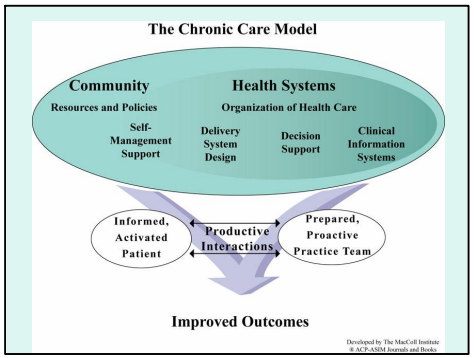
  YMCA, and

  Senior Centers.



Health Systems Support

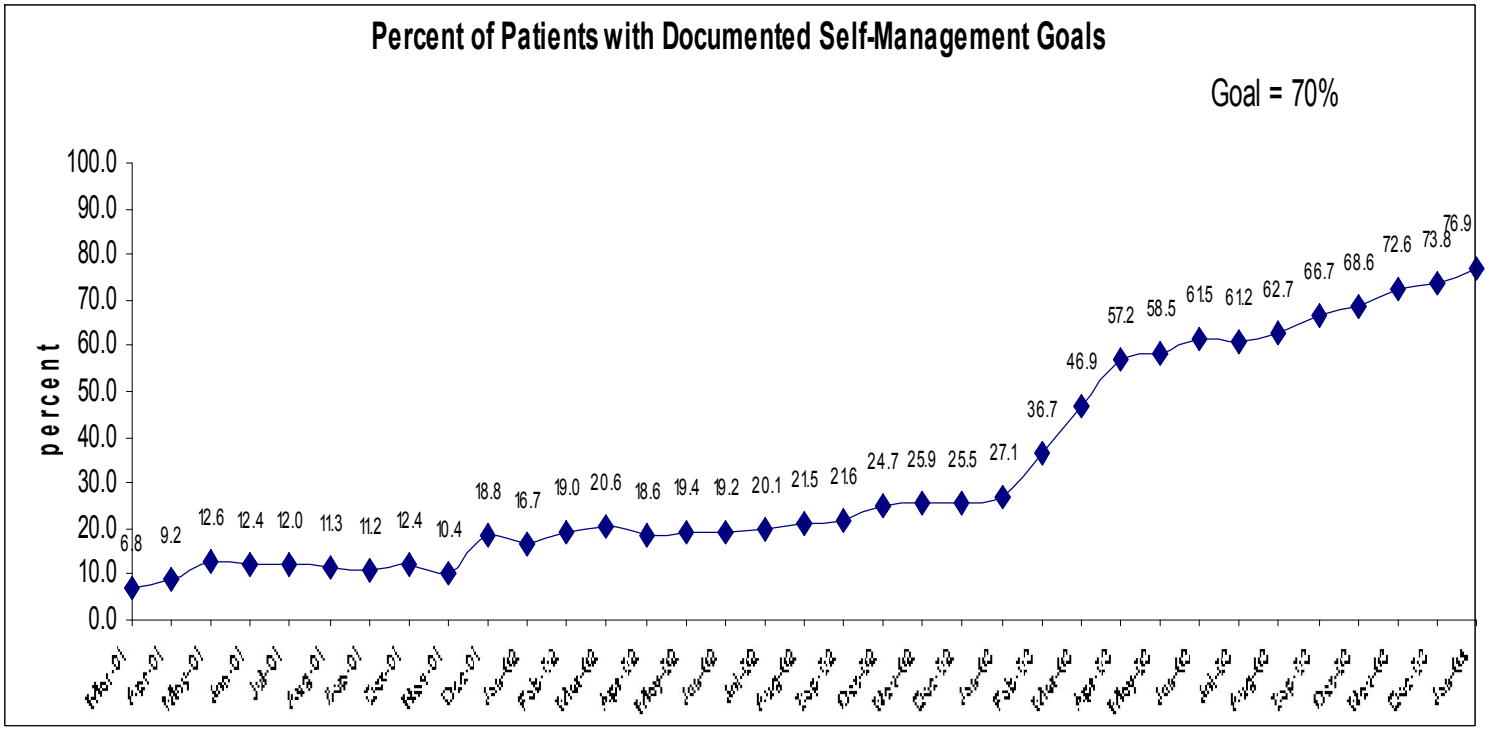
- MAs give administrative leaders and doctors feedback.



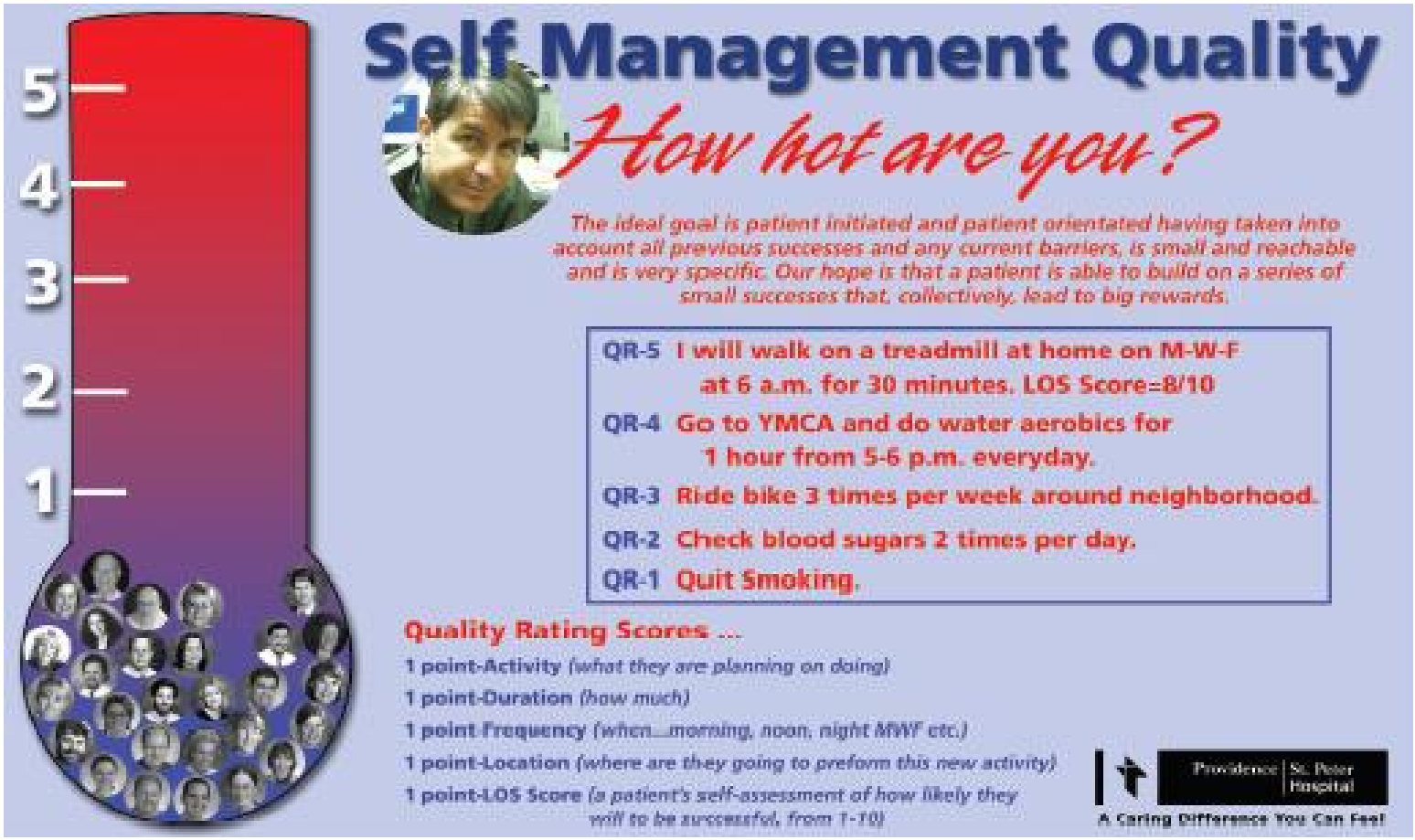
Clinical Life After the MA Training

- MA-Patient relationship is better.
- MA patient care is more organized.
- MAs receive more respect from team members.
- MAs reinforce patient education.
- MA retention rate is higher.

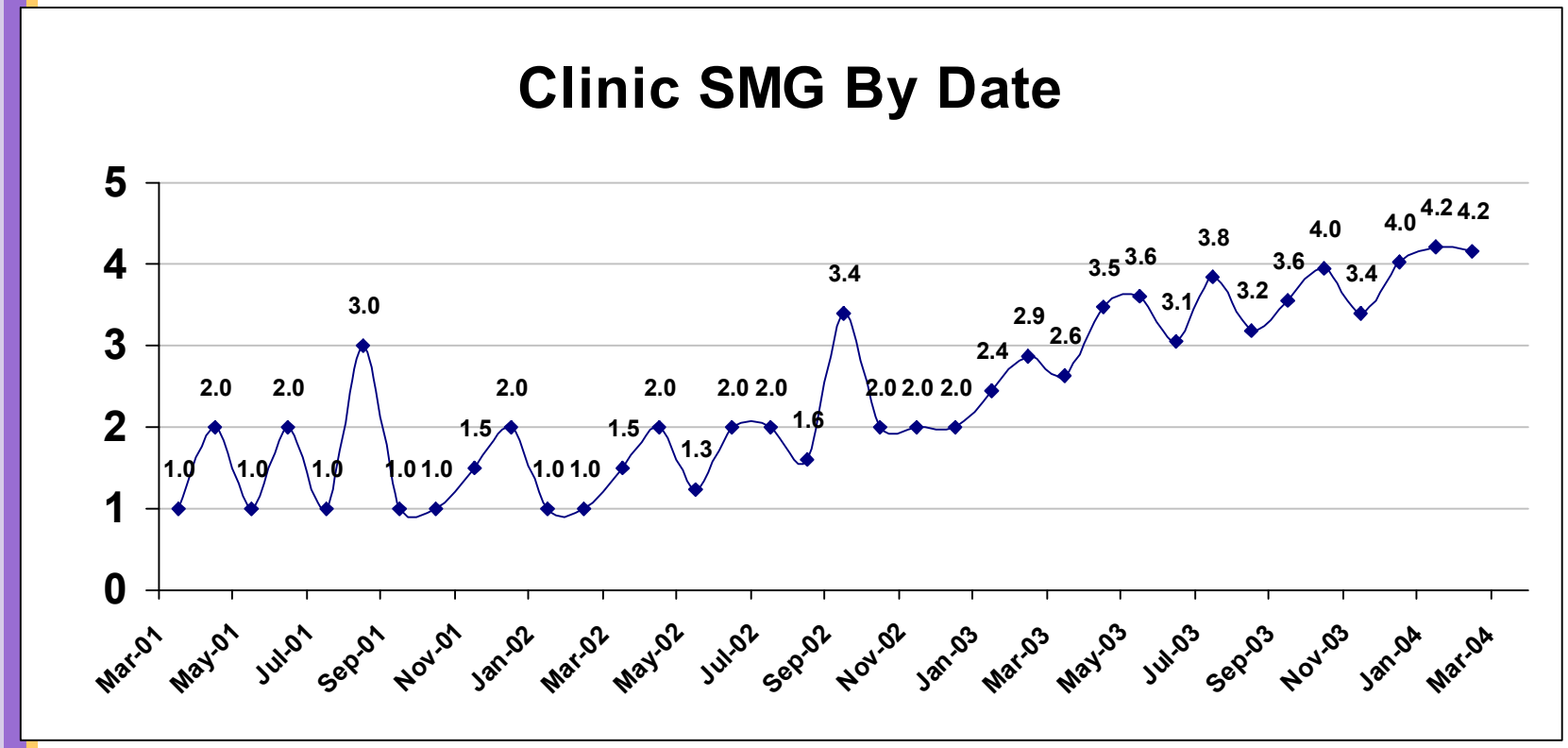
Percent of Patients with Self-Management Goals



Quality of Patient Self-Management Goals



Quality of Self-Management Goals Over Time



Opportunities

- The MA Curriculum *A Work in Process*
- CDE's deliver MA training in local settings.
- Business expansion with referrals.
- Expand resource base for the CDE*'s* and the Family Medicine Teams.

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