



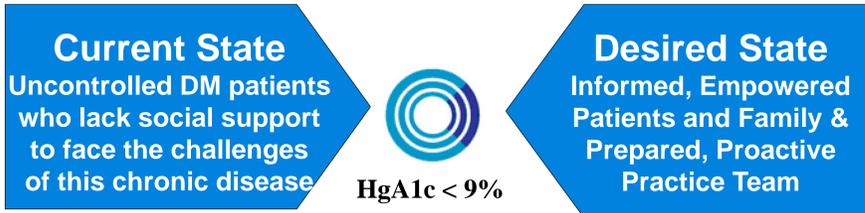
California Health Improvement Project (CHIP)

Empowering High Risk American Indian Diabetic Patients through Individualized Case Management Conducted by Trained Medical Assistants/Health Coaches.

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Problem Statement and Underlying Causes

48% of our Native American Diabetic patients have uncontrolled diabetes with hemoglobin A1c more than 9%. Many of them suffer from multiple comorbidities and are victims of historical trauma. Moreover, sense of resignation amongst this population in general is common.



Project Description

This project will focus on the uncontrolled Native American Diabetic patients, and how a team based approach at the Indian Health Center of Santa Clara Valley has a positive impact on the disease control process. The project has as main intervention the developing of individualized care plans utilizing Medical Assistants and Health Coaches.

Goal and Objectives

Goal: Improve glycemic control of American Indian Diabetic patients of our health center and thereby reducing associated mortality and morbidity

Output-oriented Objective:

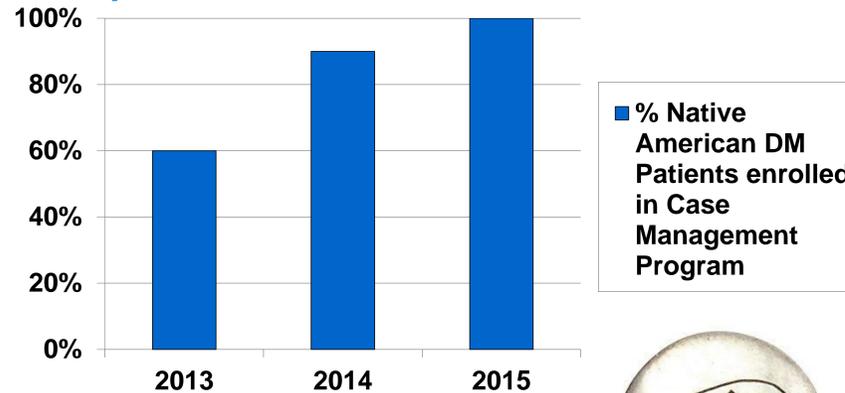
- All the IHC MAs will be trained on motivational interviewing techniques and cultural competency by December 31st 2014,
- The IHC DM team will enroll at least 80% of American Indian Diabetic patients in the IHC case management program by June 30th 2015,
- The IHC DM team composed of Medical Assistants/ Health coaches will conduct medication reconciliation, blood sugar monitoring, and dietary education to 75% of Native American DM patients enrolled in the case management program by June 30th 2015,

Outcome-oriented Objective:

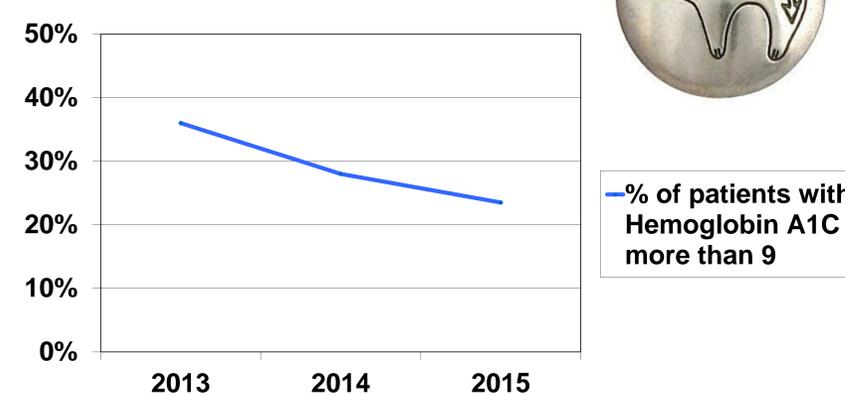
- A 35% of the Native American DM patients will achieve a hemoglobin A1c value below 9%.

Outputs & Outcomes

Outputs Achieved



Outcomes Achieved



Outcomes details:

- Increased knowledge and capacity of frontline staff and providers to conduct case management activities.
- Staff reported being able to engage patients utilizing **MI techniques** to motivate and actively involve patients in their own care.
- Staff increased their confidence in understanding the **Native American culture** and using these traits to further engage patients in the decision making process related to their health.
- The IHC DM team was able to **enroll 94 DM patients** in the case management program which represents 100% of the total Native American DM patients.
- Based on report, 100% Native American DM patients now have documented **med reconciliation, blood sugar monitoring, and dietary education in their electronic health records.**

Lessons Learned

Glycemic control considerably improves with a combined care team approach, and including Behavioral Health staff would make this approach even more integrated

Native American patients need a more intense case management approach which must be culturally appropriate. A one-stop shop care is strongly advised

Although the project was successful in achieving the goals and objectives, we are struggling to ensure financial sustainability to continue these efforts



About My Organization

The Indian Health Center of Santa Clara Valley(IHC) is located in **San Jose, California**. The IHC is a **501(c)3, non-profit, Urban Indian Health Center** funded by the Indian Health Service and a 330 Federally Qualified Health Center funded by the Bureau of Primary Health Care. IHC provides high quality, culturally competent medical and wellness services to **American Indians/Alaska Natives** and people from all walks of life, regardless of race, ethnicity, religion, gender, sexual orientation, or disability. The Medical Department is the largest department at the IHC, operating from three different sites. A new Medical site started operations in East San Jose, May 2013. Also the Family Residency Program Clinic at O'Connor/ Stanford transferred ownership to IHC June 2013. The Medical Department has undergone two major renovation projects in the last eight years to accommodate its exponential growth at its main Meridian site. The other departments providing integrated services are Dental, Community Wellness and Outreach, Counseling, and WIC (Women, Infants and Children)

Contact Me

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CHCF HEALTH CARE LEADERSHIP PROGRAM

To learn more about CHCF go to:
<http://futurehealth.ucsf.edu/>