

Problem Statement and Underlying Causes

The prevalence of diabetes among adults in the United States is approximately 8% but accounts for 14% of the health care costs. It is becoming a global health concern because it is associated with major health complications. At Saban Community Clinic we provide care for over 2000 patients with diabetes with a 46% rate of HbA1c control, which is below the national level in the Medicaid population of 51%. Multidisciplinary management of diabetes has the potential to improve treatment outcome. By lowering HbA1C by just 1 point, the risk of developing eye, kidney, nerve disease is reduced by 40%.

In 2015 46% diabetics with controlled HbA1C

In 2017

Project Description

This project will create a health team of clinicians, dentists, clinical pharmacists and nutritionists that will focus on the care of a cohort of 50 uncontrolled diabetics with HbA1C 8-13, to reduce their level by at least 1 point, to improve their health outcomes.

Goal and Objectives

Goal: Improve the health outcomes of uncontrolled diabetics through a coordinated multidisciplinary approach to education and care

Output-oriented Objectives:

- 1. To provide dental therapy to 50 uncontrolled diabetic patients with HbA1C 8-13
- 2. To administer surveys to these patients to determine their disease knowledge and motivation
- 3. To achieve a reduction in HbA1C level by 1 point in 50% of the patients in the cohort

Outcome-oriented Objective:

To increase the percentage of controlled diabetics from 46% to 80% (2017 UDS goal)

California Health Improvement Project (CHIP) **Can Care Integration Improve Clinical Outcomes for Diabetics?**

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Outputs & Outcomes

Outputs Achieved





Challenges and Lessons Learned

Challenges in patients:

- High percentage did not know what HbA1C is or their HbA1C level
- are absorbing
- High no-show rate of 40%
- Socio-economic status hinders disease management

Challenges in the clinic:

- Medication formulary is limited

Lessons Learned:

- more rigorous analysis of outcome
- Community Clinic

About My Organization

Established in 1967 as a free clinic which later became a FQHC in 2012, Saban Community Clinic provides 90,000 visits of primary health, dental, and behavioral health in three urban sites.

In addition to these basic health services, the clinic provides orthopedics, cardiology, ophthalmology, optometry, rheumatology, minor surgery, acupuncture, chiropractic, and clinical pharmacy.



Contact Me

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• Limited knowledge of the HbA1C measure and impact on their health • Although providers discuss HbA1C with patients they overestimate what patients

• High staff turnover (lacking chronic disease care coordinator for a year, without a nutritionist for 5 months, missing a data analyst for 2 months) • Clinical pharmacists are rotating residents providing care one evening a week • Obtaining well controlled data to reflect the impact of intervention is difficult

• Opportunity to help diabetic population understand the disease better and the importance of regular testing through culturally sensitive education • Intensive dental intervention seem to have a positive impact but requires

Based on the HbA1C improvement in our limited pilot size, we recommend expanding multidisciplinary management to multiple sites within Saban



CHCF HEALTH CARE LEADERSHIP PROGRAM