

Care Coordination for Diabetes Management

Waimanalo Health Center

Care Coordination Overview

Care coordination is identified by the Institute of Medicine as a key strategy that has the potential to improve the effectiveness, safety, efficiency and outcomes for everyone: patients, providers and payers. The Agency for Healthcare Research and Quality defines care coordination in primary care as deliberately organizing patient care activities based on the patient's needs and preferences and sharing information among all of the participants concerned with a patient's care.

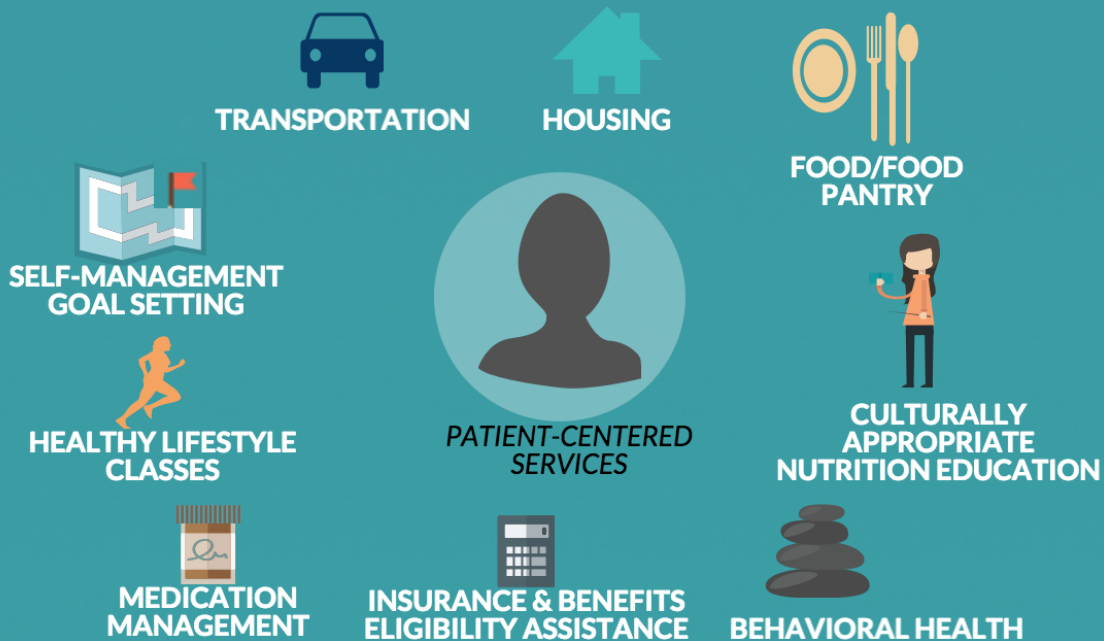


Waimanalo's Care Coordination Program

Diabetic patients with an HbA1c level greater than 8 are referred to the care coordination program. Assigned care coordinators provide health and wellness support for these patients to help manage their illness and improve their outcomes.



Care Coordinators provide & connect patients to needed services and resources including:



Studies show that for every

1 point drop in HBA1C,

the RISK of developing diabetes-related EYE and KIDNEY DISEASE is

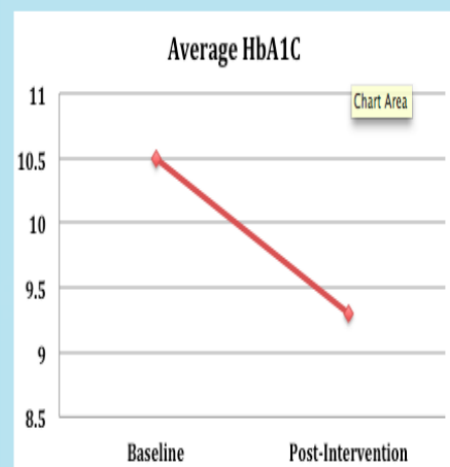
reduced by 40%

while the RISK of HEART ATTACK is

reduced by 14%



Care Coordination Patient Outcomes



Success Story

One patient, a 53-year-old Hawaiian male had uncontrolled diabetes, Hepatitis C, depression, homelessness, sleep apnea, chronic pain, hypertension and neuropathy of hands and feet. He felt hopeless and was not empowered to take care of himself. After over a year in Care Coordination he now has a home, his A1c level dropped from 12.6 to 7.4, and he prepares and eats healthy meals. He is a reminder that teamwork can inspire a paradigm shift. Although building rapport and trust, and getting him connected to the appropriate resources took time, it has made a world of difference!

* Data Source: Waimanalo Health Center (WHC), 2014. WHC is a federally qualified health center that provides comprehensive medical, dental, vision and behavioral health services to medically underserved Asian Americans, Native Hawaiians and other Pacific Islanders in Waimanalo, Hawaii.