

# Increasing Diabetic Retinal Eye Exam Screenings

## 2017 Symposium on the Future of Complex Care Gallery of Promising Practices

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### PROMISING PRACTICE OVERVIEW

Alexander Valley Healthcare's diabetic retinal eye exam rate for QIP/HEDIS measure for the first quarter of 2017 was 23% and increased to 40% as of the third quarter of 2017. This is due to AVHC purchasing a retinal digital camera in order to do screenings in house.

At AVH, in house retinal exams were implemented in June 2017. For years, our patients faced barriers to accessing specialty optometry/ophthalmology services due to lack of transportation, cost, lack of insurance or other reasons.

Since June 2017, Alexander Valley Healthcare has increased retinal screenings for our patients due to the purchase of a retinal digital camera, (Welch Allyn RV100-B RetinaVue™ 100 Imager Non-Mydriatic Retinal Camera). This made it possible to have patients have their retinal screening performed the same day they see their PCP.

### AIM

To improve access to obtaining diabetic retinal screenings for Alexander Valley Healthcare's diabetic patients.

### MEASURES

**Measure:** Diabetic Retinal Eye Exam and Follow up

**Numerator:** An eye screening for diabetic retinal disease as identified by actual results. This includes diabetics who had one of the following.

- A retinal or dilated eye exam by an eye care professional (optometrist or ophthalmologist or teleoptometry service such as EyePACs) in the measurement year.

OR

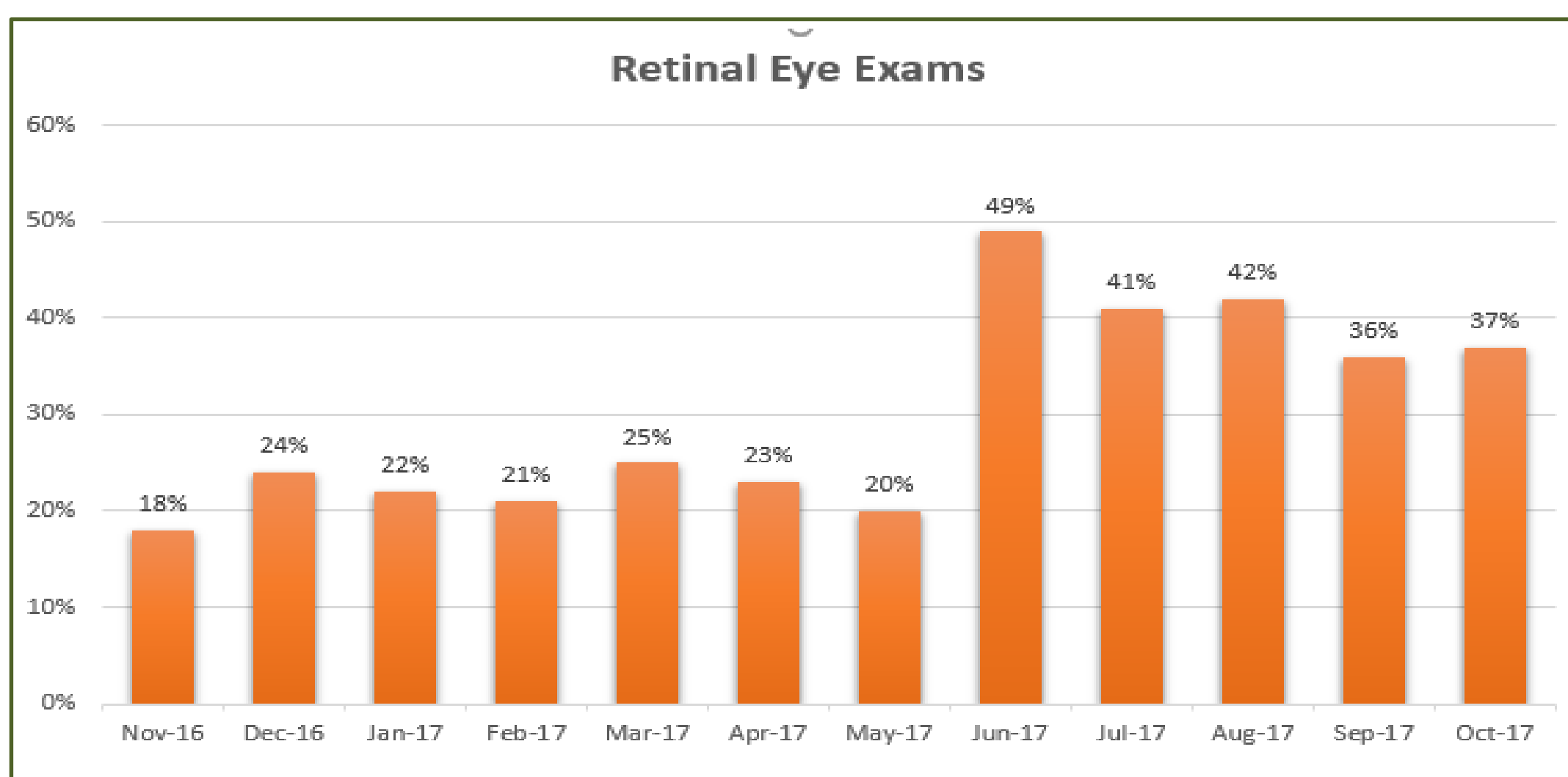
- A negative retinal or dilated eye exam (negative for retinopathy) by an eye care professional in the year prior to the measurement year.

**Denominator:** Patients who met any of the following criteria during the measurement year or the year prior to the measurement year.

- At least 2 outpatient visits, observation visits, ED visits, or non-acute inpatient encounters, on different dates with service, with a diagnosis of diabetes. The visit types do need not be the same for the 2 visits.

- At least one acute inpatient encounter with a diagnosis of diabetes.

Percentage of Retinal Eye Exams completed for all diabetic patients for a 12 month period



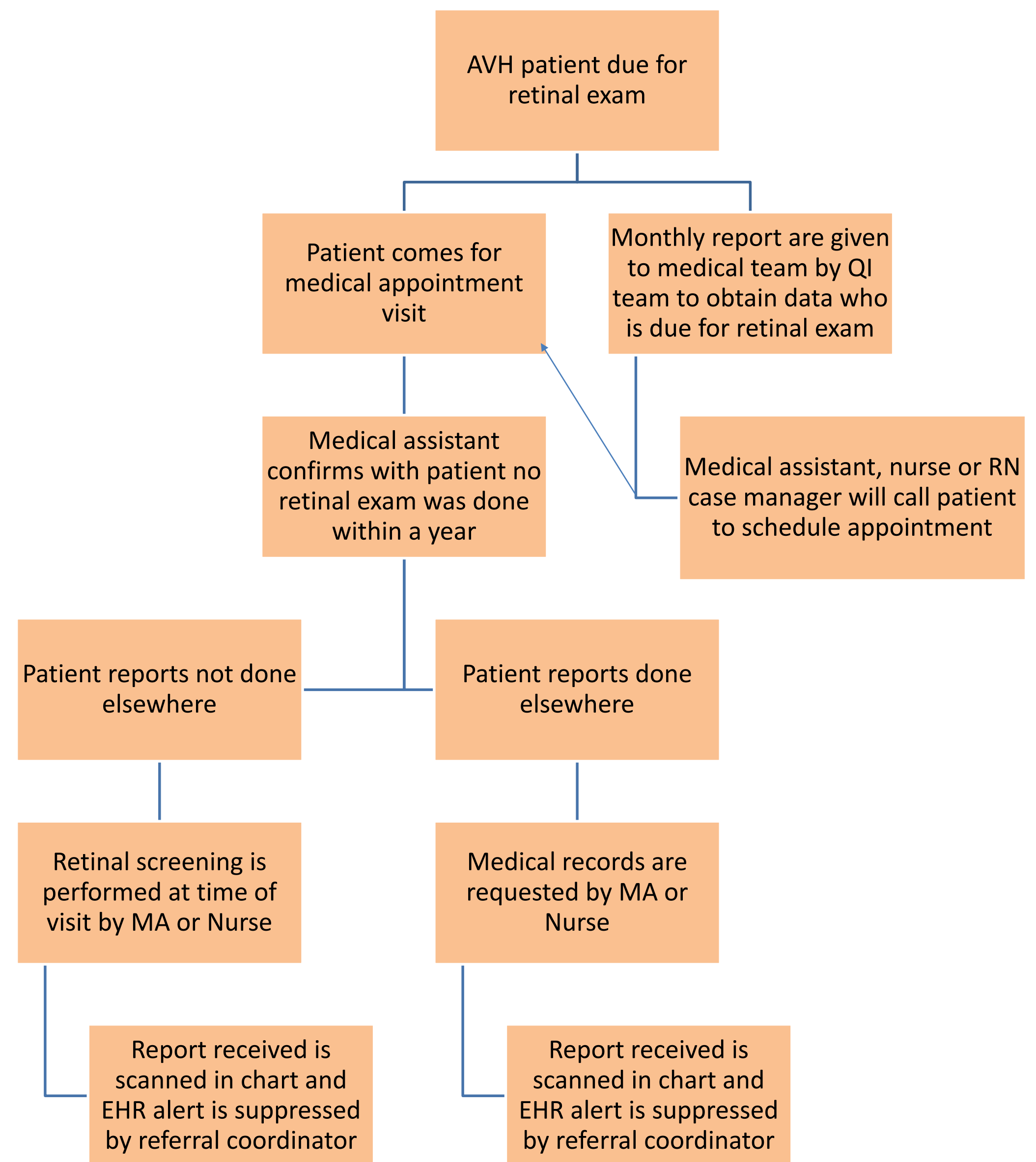
### ACTIONS TAKEN

In May 2017, AVH purchased Welch Allyn RV100-B RetinaVue™ 100 Imager Non-Mydriatic Retinal Camera.

Staff training began in June, first beginning with the team nurses, then the medical assistants. We wanted to reduce as many barriers as possible, to getting the screening completed.

Staff were able to screen patients more routinely, in clinic, which increased the amount of screenings completed.

### WORKFLOW



### RESULTS TO DATE

AVH's diabetic retinal eye exam rate for QIP/HEDIS measure for the first quarter of 2017 was 23% and increased to 40% as of the third quarter of 2017.

### LESSONS LEARNED

In the past, patients were referred to outside specialty care diabetic retinal exams; however, patients had many barriers to go to these appointments. Since June 2017, when retinal exams were implemented at Alexander Valley Healthcare, screenings have increased by 20% because of the ease of getting the scan completed here at the clinic.