# A Framework for Multi-Specialty Collaboration to Improve Chronic Care Quality Performance

**Marina V. Zeltser, MD, MBA**
**Christiana Care, Wilmington, DE, USA**

### What might the attendee be able to do after being in your session?

Attendees will gain knowledge of how to design and implement a data-driven, multi-specialty performance improvement curriculum to improve chronic condition quality metrics. Christiana Care will detail key milestones and best practices that led to an overall 16% decrease in the number of poorly controlled Diabetic patients.

### Define the problem or gap here.

Need for tools and processes to proactively identify and comprehensively manage 60% of U.S. population that suffer from a chronic condition, one of the primary drivers contributing to the nation's $3.5T annual health care costs.[1]

### Methods:

To achieve the 16% decrease in the number of Diabetes patients with an A1c≥9, Christiana Care implemented the following methods: defined baseline metrics and scope, aligned incentives across specialties, developed an interprofessional team governance structure, enacted a multi-phased performance improvement curriculum and collaborated with technology vendor to deploy a chronic condition registry and optimize workflow needs.

### Results:

Christiana Care improved the accuracy of attribution in the Diabetes registry by 11%, reduced the percent of patients with an A1c above 9 overdue for labs by >50% and saw an overall 16% decrease in the number of Diabetes patients with an A1c≥9.

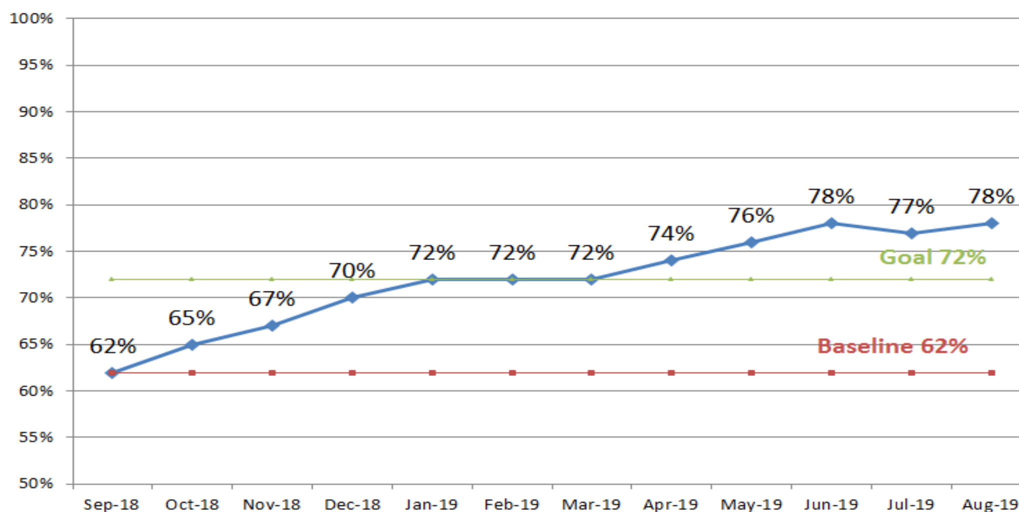

**Figure 1.** Percent of Diabetes population represented across four primary care practices with an A1C < 9 from September 2018 to August 2019.

**Discussion of Results**

The results were highly dependent on setting a clear goal to achieve, identifying a committee and governance structure, aligning incentives across multi-specialty teams, tailoring technology to complement workflow and setting realistic expectations for the scope and goals.

**Conclusion**

To overcome health care silos that impede quality performance and efficiency, organizations need to implement a comprehensive model that includes: interdisciplinary care teams, accessibility to a variety of data sources, incentive alignment and a data-driven framework. Through thoughtful implementation of such a model, Christiana Care was able to achieve a 16% decrease in the number of Diabetes patients with an A1c>9.

**Attendee's Take-away Tool**

The attendee take-away tool will consist of a framework and best practices of how to implement a data-driven, multi-specialty performance improvement curriculum to improve chronic condition quality metrics. The framework consists of: standardizing care to improve quality metrics in the primary care setting, validating and deploying a registry tool for population-based chronic condition management and building a model for primary-specialty integration through concierge partnerships.

**References**

1. Chronic Diseases in America [Internet]. CDC.gov. 2019 [cited 2 December 2019]. Available from: https://www.cdc.gov/chronicdisease/resources/infographic/chronic-diseases.htm