

# Yakama Healthy Heart Program

Robin John, RPh, CDE, Program Coordinator 509-865-1715 Robin.John@ihs.gov

# Sharing Ideas

Describe examples of successful clinical case management activities in innovative patient care scenarios.

Explain how a SDPI Healthy Heart programs overcame challenges to deliver care in interdisciplinary settings such as medical homes.

Describe how SDPI C-D programs can integrate clinical patient care to expand their reach and impact on the community.



### Yakama Nation

Reservation Size:

1.1 million acres

Population:

10,000+ enrolled

### Yakama IHS

Medical Ambulatory Clinic:

7 Medical Providers

3 Vacancies

Population Served:

19-20,000 patients

Annual Medical Visits:

15,000 visits

Prescriptions:

750-1,000 daily

# Before HEALTHY HEART

bracket ,

Patients utilizing minor acute care for chronic conditions



"Actually, there is nothing wrong with me, but by the time I see the doctor there will be."

# Before HEALTHY HEART



2.

High Pharmacist Turn Over

# Before HEALTHY HEART



3.

Overworked Medical Providers

### Identification of Improvement Needs









- 1. Clinical Diabetes Program
- 2. Pharmacist Retention
- 3. Medical Provider Workload
- 4. Patient Perceptions







- > Empanel patients with Clinical Pharmacist Case Managers
- > Provide Services through Collaborative Practice Agreements
- ➤ Serve as the Director/Coordinator of the Yakama IHS Diabetes Program



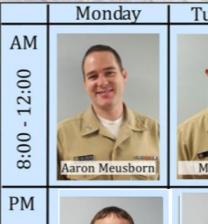
Lydia George, Data Coordinator Robin John, Program Coordinator

# Yakama

**Indian Health Service** 

For an Appointment Call

509-865-1724



Ryan Pett

1:00 - 5:00







Thursday



Friday



Monday - Friday Schedules Vary













### Treatment

Collaborative Practice
Agreements

Medication Ordering
Lab Monitoring
Self-Management

Education



### Evaluation

Blood Pressure
Weight
Foot Exams
Immunizations
JVN
Goals



### Coordination

Primary Care Provider

Purchased Referred Care

Referrals for -Dental,
Optometry, Mammograms,
Fitness, Cardiac Specialists,
Mental Health, Home Health,
Nutrition



# Yakama IHS

1, 250+ Type 2 Diabetes

Baseline Healthy Heart

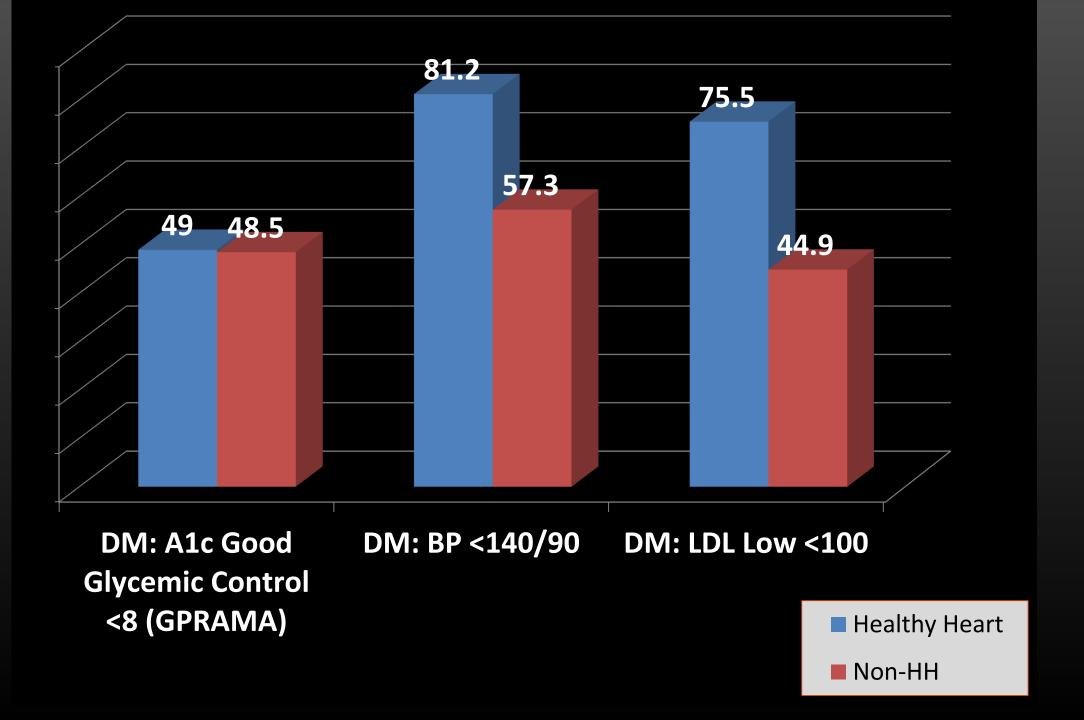
475+ Active Healthy Heart

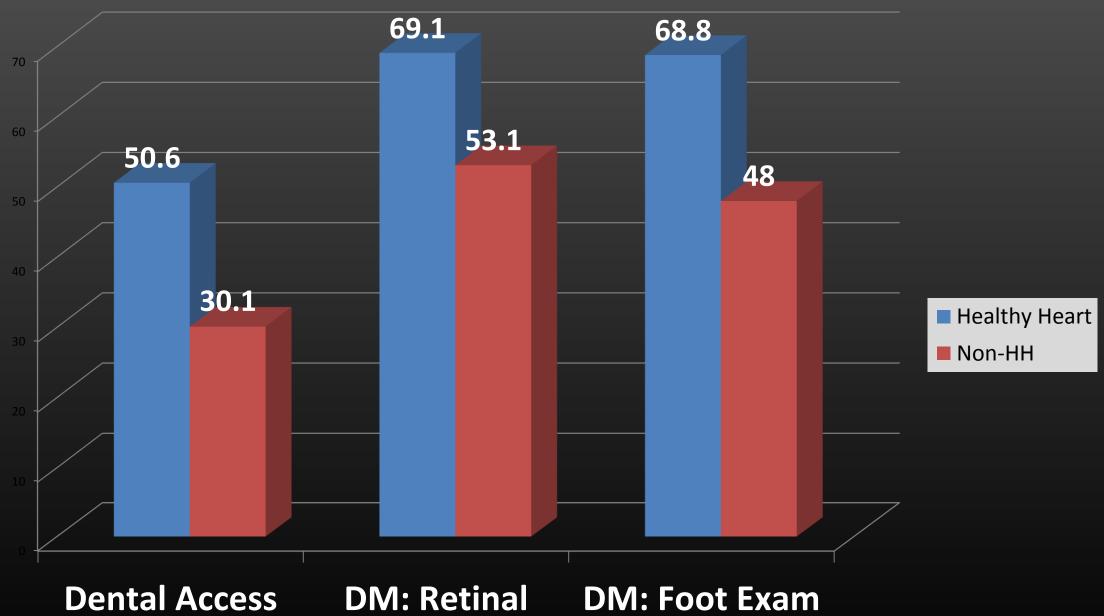
- Gate Keepers
- Motivated & Compliant
- Community Leaders
- Provider Recommended



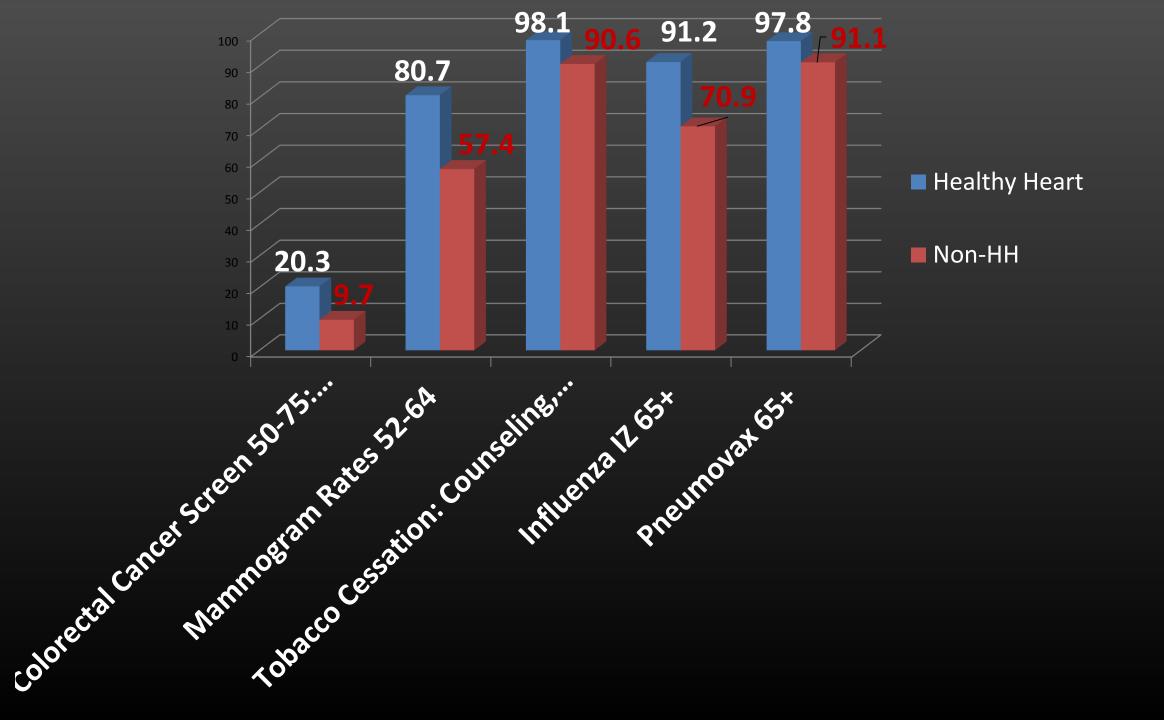




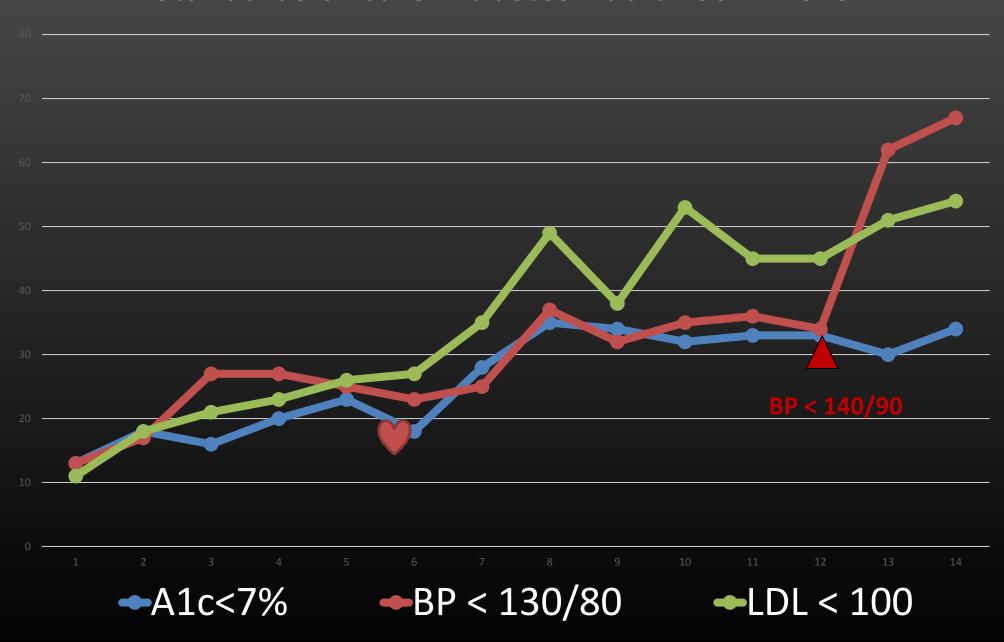




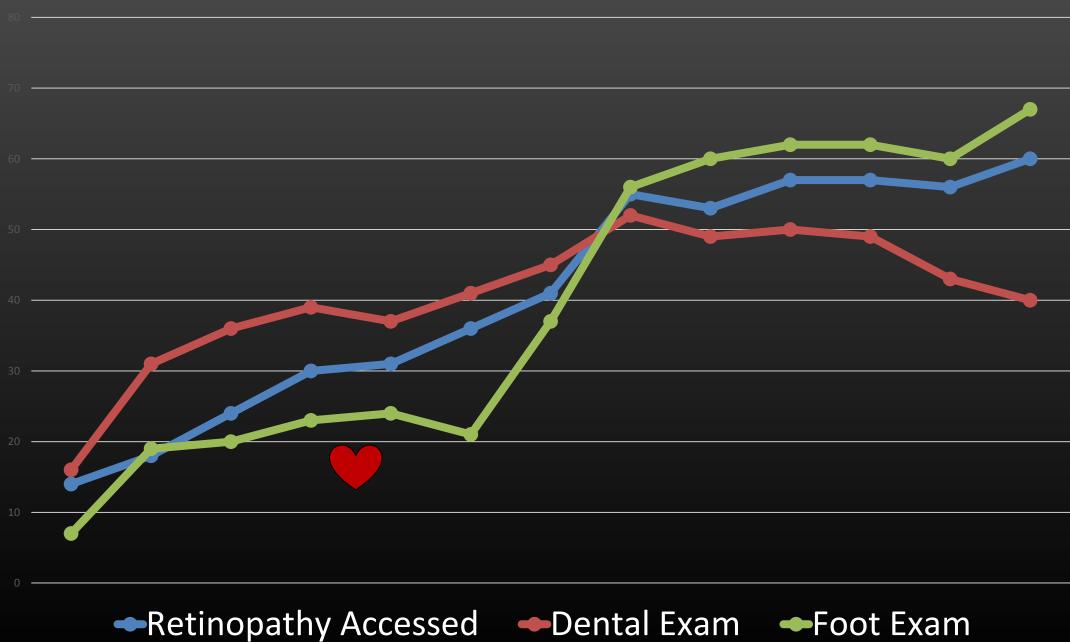
DM: Retinal Evaluation

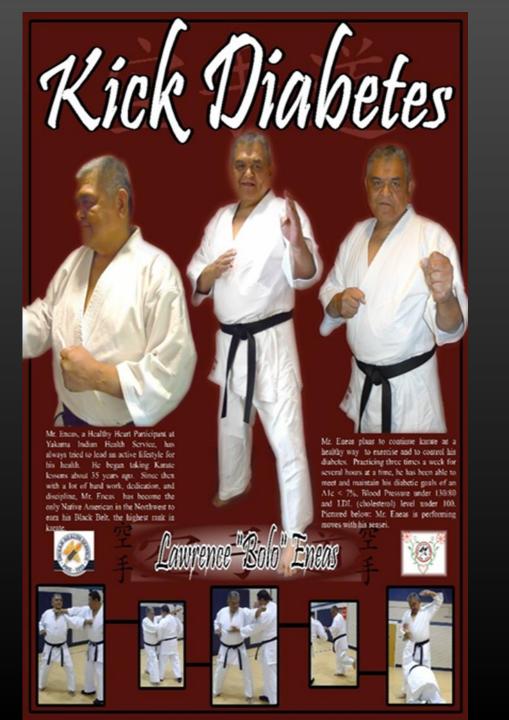


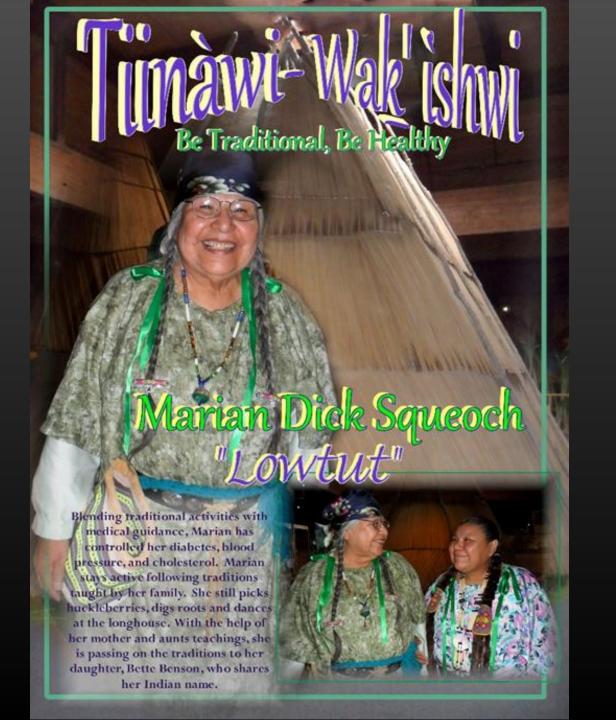
### **Standards of Care Diabetes Audit 2002 - 2015**



### Standard of Care Exam Rates 2002 - 2015











### RAY JAMES

As a young man in the United States Marine (orp, Ray James never thought he would need to exercise for the rest of his life. But now he realizes that his continued health depends on routine exercise. Mr. James utilizes the Yakama Nation Diabetes Center fitness room three times weekly for at least an hour each time. He also enjoys walks outside as the weather permits. He understands that one of the best ways to control his diabetes is routine exercise with both a carrieo workput and strength training. With increased exercise he has had to make adjustments in his insulin dose to avoid hypoglycemia (low blood sugar), but as a participant in the Healthy Heart Program he was able to work with his case manager to ease the process.



### Buffalo Return to Yakama Nation

A COMPREHENSIVE TRIBAL PROJECT HELPS TO RESTORE THE SOUTH-CENTRAL WASHINGTON LANDSCAPE WHILE PROVIDING LEAN, NUTRIENT-DENSE MEAT TO TRIBAL MEMBERS





Meninick tells a wory of a buffalo in Walla Walla that was surrounded by a fence fashioned from old railroad ties. As soon as the corral was complete, one bull ran stroight though it. He continued to run through fences all the way from Walla Walla to Pendicton, the distance of about two marathons.

A few days later, the ball returned to the same apot where he had originally burst free. "That's what they say wherever they break out from the fence, leave it open for a while; they'll assually return back to that exact spot." After ten years with the stalwart creatures, Meninick has experienced many moments of foreboding. "When something is wrong, you can see it." he says.

One morning a few years ago, Meninick remembers seeing the buffalo running with nothing chasing them. "They made a great big circle around that pusture and then they started making that rinch anualler." As the buffalo were circling, they moved the moves to the censer. TRIBAL ELDER CORKY AMSROSE IS A PARTICIPANT IN THE MEALTHY HEARTS PROGRAMM INSTITUTED MANAGEMENT PLAN IS FINE TUNED BY A PREVIOUST EACH MONTH.





29 I EDIBLE PORTLAND SHENG SHIT



U.S. Public Health Service Rear Admiral Scott Giberson, RPh, PhC, NCPS-PP, MPH, is the Chief Professional Officer for the Pharmacy Category of the U.S. Public Health Service, named to that position by U.S. Surgeon General Vice Admiral Regina Benjamin.

### The Yakama Healthy Heart **Program:** Embracing Traditions to Manage Diabetes in American Indian/Alaska Natives

Scott Giberson, with Robin John and Heather Peterson

The past three issues of Diobetes Health
Pharmacist have featured articles about the US Public Health Service practice of clinical pharmacy and expanded roles in patient care. The April issue introduced one of our nationally recognized clinical pharmacy programs, the Yakama Indian Health Center Healthy Heart program. While medical goals are achieved utilizing pharmacist collaborative practice agreements for disease management of diabetes, hypertension and dyslipidemia, it is the implementation of cultural programs and activities that have engaged the community.

**Health Center Healthy** in 2004 by a Special Diabetes Program for was developed and influenced through and Bands of the

The Yakama Indian The Yakama Indian Health Center Healthy Heart program, created in 2004 by a Special Diabetes Program Heart program, created for Indians (SDPI) grant, was developed and influenced through the vision of Dr. Rex Quaempts, who is a physician, current clinical director at Yakama IHS. Indians (SDPI) grant, and a member of the Confederated Tribes and Bands of the Yakama Nation. Dr. Quaempts recognized that patient medication compliance and the vision of Dr. Rex understanding was a major obstacle Quaempts, who is a in achieving target clinical goals in the prevention and treatment of physician, current cardiovascular disease. Acknowledging clinical director at this quandary, pharmacists were the Yakama IHS, and preferred medical professional to launch the Yakama Healthy Heart program, which a member of the is the only program amongst the other Confederated Tribes 30 SDPI Healthy Heart grantees to solely utilize pharmacists to provide chronic care management. With the program Yakama Nation. addressing the clinical issues, community



member buy in was essential to its future success.

Medical provider support and promotion was an indispensable component that has led to success of the Yakama Healthy Heart Program. The pharmacist clinical practice was enhanced by the introduction of activities based upon the first foods and traditions of the Yakama people. With over 350 diabetic patients enrolled in the Yakama Healthy Heart Program, participants are selected to play leading roles in the production of traditional activities such as root digging. huckleberry picking, and traditional dancing.

A key component to implementing cultural activities was the employment of Yakama or Yakama descendants with a history of cultural activities and family structures. Under the direction of Dr. Rex Quaempts, Lydia George-Maestas, Data Coordinator, Cynthia Harris, first Data Coordinator, Robin John, RPh, CDE,



### Public Health Practice Stories from the Field

#### 2.3

Al/ANs are 2.3 times more likely than non-Hispanic whites to have type 2 diabetes

#### 1/3

One-third of Yakama Nation patients with diabetes take part in the pharmacy case management program

#### 30%

Controlled glucose levels rose from 17% in 2004 to 30% in 2014

#### 99%

Of enrolled patients, 99% had their A1c tested, compared with 85% of nonenrolled patients

#### Pharmacists Help Improve Health of Yakama Indians Living with Diabetes

Diabetes is a manageable disease, and with proper medication and monitoring, patients can avoid expensive, painful, and fatal complications. American Indian and Alaska Native (AI/AN) teens and preteens have the highest rate of newly diagnosed diabetes among youth of all races and are more likely to have complications or die from the disease. AI/AN adults are 2.3 times as likely as non-Hispanic whites to develop diabetes. The type 2 diabetes rate among adults on the Yakama Nation Reservation in Washington is double that of the rest of the state (14.8% versus 7.7%). 3.4

Since 2004, the Indian Health Service (IHS) Special Diabetes Program for Indians has continuously funded 32 Healthy Heart demonstration projects to reduce cardiovascular disease risk in patients with diabetes. The Yakama Indian Health Service used its funding to create the Yakama Healthy Heart Program (YHHP), the only demonstration project to rely on clinical pharmacists. In YHHP, patients are scheduled for pharmacist appointments coinciding with medication refill due dates. The program has established collaborative practice agreements with medical providers for pharmacists to

- Prescribe and adjust medication for treatment of diabetes, hypertension, and hyperlipidemia
- Order and interpret laboratory results
- Perform brief physicals and foot exams
- Give immunizations
- Educate patients about cardiovascular disease risks
- Refer patients to specialists

The information in Public Health Practice Stories from the Field was provided by organizations external to CDC. Provision of this information by CDC is for informational purposes only and does not constitute an endorsement or recommendation by the US government or CDC.















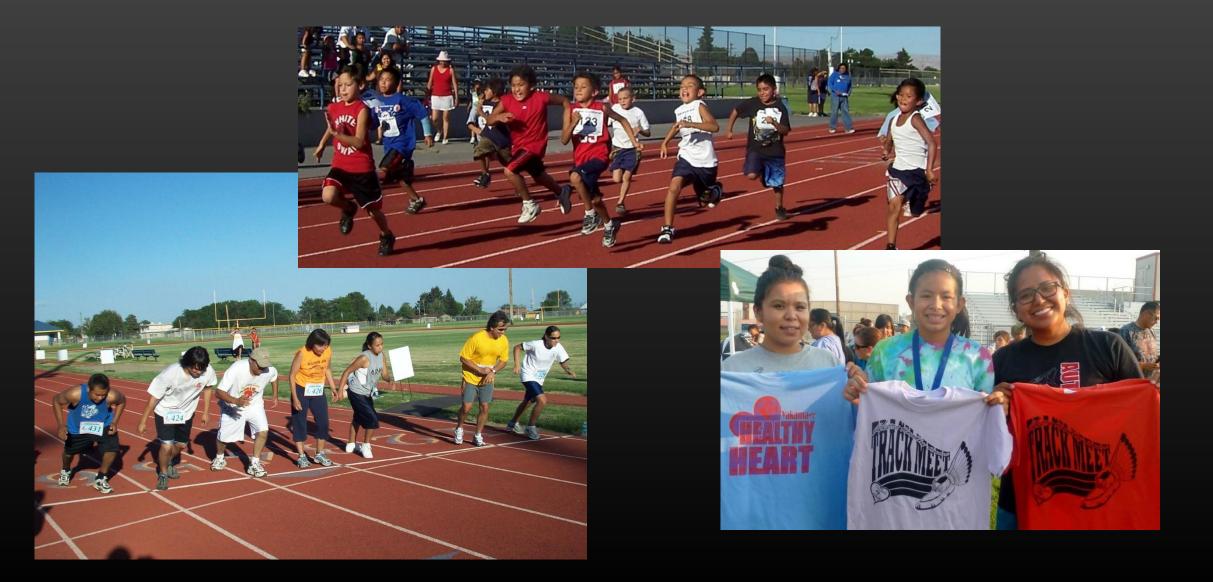
<sup>&</sup>lt;sup>1</sup> CDC. National Diabetes Fact Sheet, 2011.

<sup>&</sup>lt;sup>2</sup> IHS. Diabetes in American Indians and Alaska Natives Facts At-a-Glance. 2012.

<sup>&</sup>lt;sup>1</sup> National Indian Health Board. <u>The Special Diabetes Program for Indians (SDPI)</u>: <u>Saving Lives in Washington and Providing a Strong Return on the Federal Investment</u>, (n.d.).

<sup>&</sup>lt;sup>4</sup> O'Connell J, Rockell J, Gutilla M, Ouellet J. Cost Analysis Project: Healthy Heart Project Results. Report presented at SDPI Initiatives—Year 2, Meeting 3, Albuquerque, NM. 2012.

# Cultural & Community Events

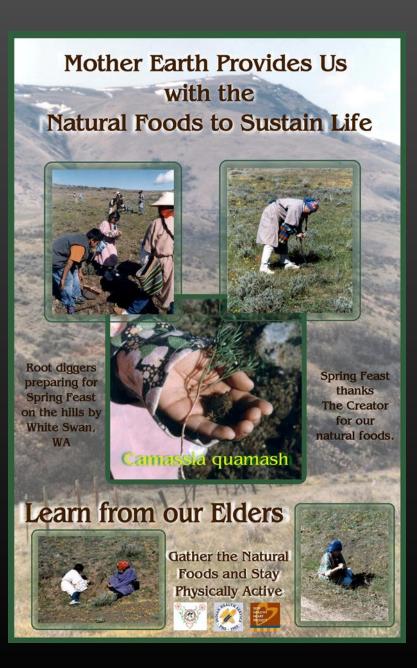


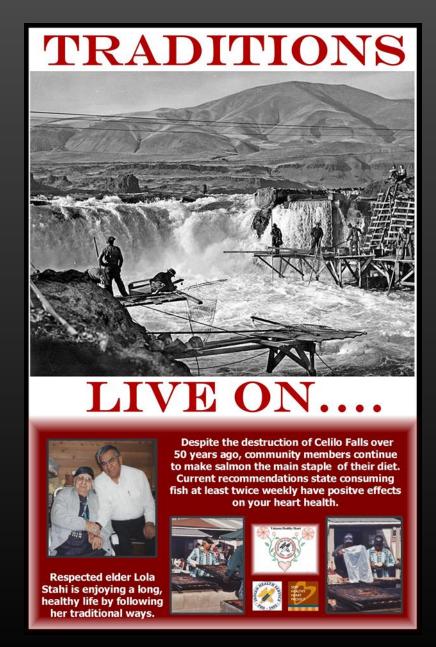


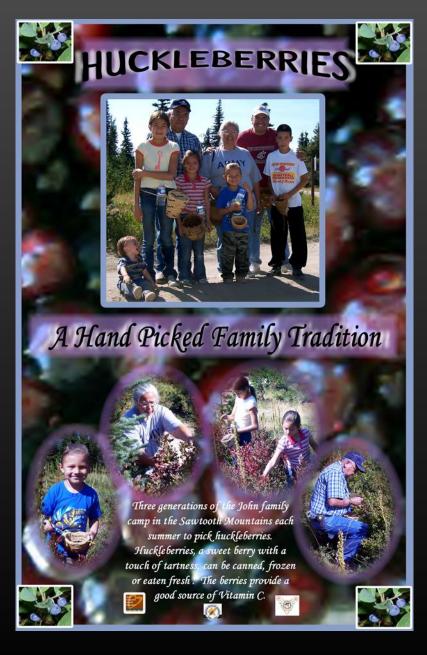
















# Dance Away Diabetes





# Since Healthy Heart



Pharmacist Retention

Recruitment

Job Satisfaction

Improved Patient
Outcomes

# Since Healthy Heart

**Provider Approval** 

**Increased Referrals** 

Expanding CPA's

Workload Decreased

Fewer Gaps in Patient Care



### Since Health Heart

Patient Response

Increased Involvement

Improved Coordination of Care

Ease of Access to Medical Home



## Now the BIG Question

How do you continue the program?

## Elements of Sustainability

### Training

- Staff
- Continuing Education

### Communication

- Team Meetings Monthly
- Advisory Board
- Reports to Stakeholders

### Quality Improvement

- Monthly Chart Review
- Peer Review
- Productivity Reports
- CQI Projects



### Sustaining Program

### Bill for Services

- Accreditation
- Incident to
- Utilize Recognized Providers
- AdvocateWA law



Landmark Legislation Paves Way for Pharmacists to Improve Patient Care (May 11, 2015)

# SDPI C-D Integration



Making a Difference Across the Country

#### SDPI Diabetes Best Practices

- Aspirin or Other Antiplatelet Therapy in Cardiovascular Disease
- Blood Pressure Control
- Chronic Kidney Disease Screening and Monitoring
- Dental Exam
- Depression Screening
- Diabetes-related Education
- Eye Exam Retinopathy Screening
- Foot Exam
- Glycemic Control

- ) Immunizations: Hepatitis B
- >> Immunizations: Influenza
- Immunizations: Pneumococcal
- ) Immunizations: Tetanus/Diphtheria
- Lipid Management in Cardiovascular Disease
- Nutrition Education
- Physical Activity Education
- Tobacco Use Screening
- Tuberculosis Screening





### Summary

- Integrate program within medical home using team approach
- Build support for your program through participants and stakeholders
- Bill for services
- Develop partnerships with multiple entities
- Provide support and expertise to providers and community
- Be flexible and creative so you can adapt to changes
- Continuous Improvement

# Questions?

