MyHealthTag

Daniela Connelly, MD, MPH, Executive Medical Officer, daniela.connelly@wonderfulwellness.com
Wonderful Health and Wellness – The Wonderful Company, Lost Hills and Delano CA,
www.wonderful.com/social-responsibility/community.html

Project Description

My aim is to address a health literacy gap by creating a simple portable tool that helps patients with A1c and BP goal awareness because this improves metabolic outcomes.

Problem Statement:

Diabetes disproportionately affects our community, which has a diabetes rate of approximately 12%, 4% higher than the national average. We found that patients couldn't remember their A1c and BP goals and this affects metabolic outcomes. We developed a portable tool – a wallet card - that reminded patients of their current and metabolic goals (HA1c and BP).

Discovery:

1. I explored with patients what some of their self care barriers were.

2. Many patients didn't know how to explain how well (or not) they were doing in terms of their diabetes to themselves or their family members.

3. I was surprised how important family participation and awareness was to each patient and that patients found it hard to communicate the status of their diabetes with family members.

4. We developed a bilingual, simple wallet sized card (see below) with both their last BP and A1c as well as their goal for each, which was given out at each patient visit.

5. We hoped this would help patient self efficacy and recall (a factor in improved metabolic outcomes).

Goal: Our goal is to improve metabolic outcomes in our patient population through increased HA1c and BP goal awareness by using a simple take-home tool.

Outcome-oriented Objective:

1. Administer at least 2 MyHealthTags to 75% of patients with diabetes from January – July 2018
2. 50% of these patients with diabetes will have improved A1c and BP goal **recall** from baseline
3. Track A1c and BP outcomes for participating patients

Results

Data: January – July 2018

1. # of patients who got MyHealthTags: 177/ 258 total patients. 68%
2. Average # MyHealthTags per patient: 1.86 (329 total); 27% got 2 MHTs
3. BASELINE 14% of patients who received tags were aware of their A1c goal when they were given their first card
4. DELTA: 44% of patients who received tags were aware of their A1c goal at their last visit date
5. DELTA: a1c goal aware: 0.52% decrease in average A1c n=51; a1c goal unaware: average 0.36% decrease, n=101
6. BP BASELINE: 26% of patients who received tags were aware of their BP goal when they were given their first card
7. DELTA: 14% of tag holders were aware of their BP levels at their last encounter, a 12% decrease. All were "originally aware"
8. Of all patients who received health tags, 4% had improved their BP levels since program inception
9. Breakdown of improved population by # of heath tags the patient received:
   1 tag = 4 improved
   2 tags = 1 improved
   3+ tags = 2 improved

Patient Testimonial

" I keep it in my wallet doc. I showed it to my supervisor and people at work. They were happy for me. "
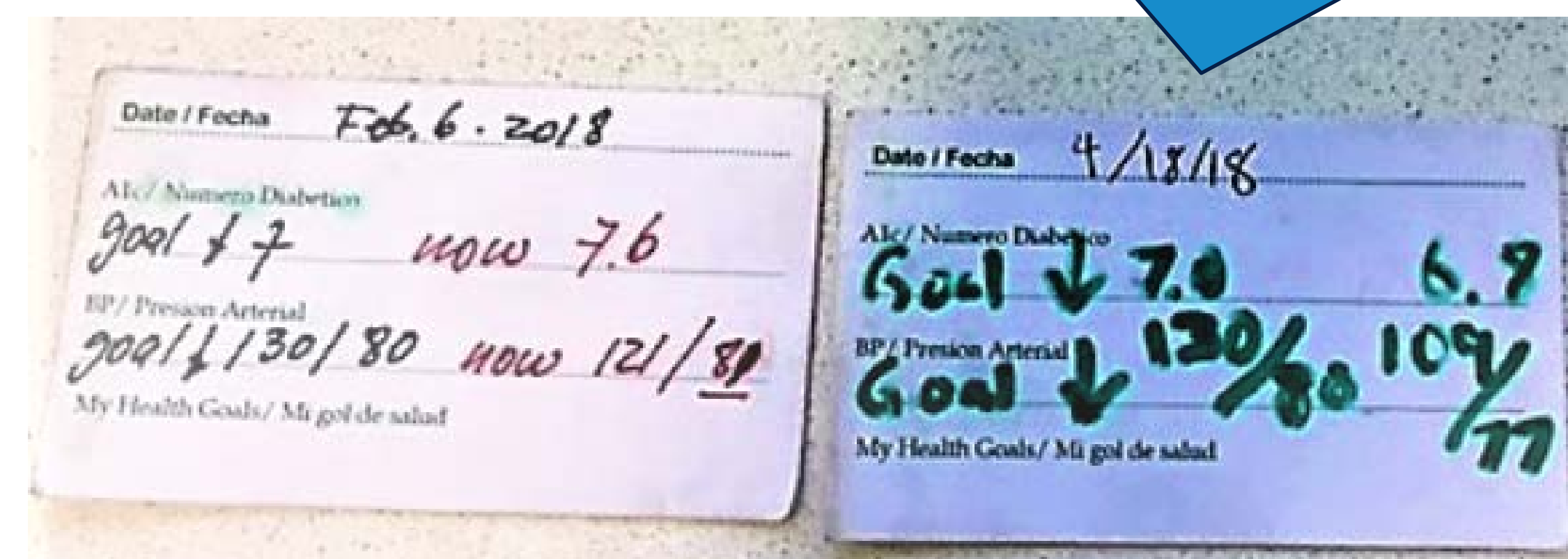
Lessons Learned

- Use MyHealthTag in your setting. It's simple, inexpensive and facilitates health literacy and can impact outcomes. It's patient centered. A tangible, personal diabetes update they can understand and share with family.

- With hindsight, data collection should have been planned better. Handing out the cards was simple but tracking was cumbersome.

- There is a wide gap between the information clinicians offer and what patients recall/ understand. This was made evident to me through this process and was frankly, quite humbling.

- It's hard to initiate a new project that uses up clinical visit time. Culture change is slow, steady work and you must galvanize energy to support sustained efforts over time. Share your passion – it works.

- I'm feeling proud that I could –start to finish- create a brand new scheme with positive outcomes. From a leadership perspective, this has opened my eyes to a new, more confident self.

Next Steps:

- Continue to offer "MyHealthTag" but EMR tracking must be made more efficient.

- Nest steps include a "MyHealthTag" for BMI, Lipids and other metabolic goals.

Mission Model Canvas

Key Partners	Key Activities	Value Propositions	Buy-in & Support	Beneficiaries
• All health care staff • Administrators	75% of patients with diabetes that visit the clinic will receive a MyHealthTag	1. Administer at least 2 MyHealthTags to 75% of patients with diabetes from May – September 2018 2. 50% of these patients with diabetes will have improved A1c and BP goal **recall** from baseline 3. Track A1c and BP outcomes for participating patients	• Clinicians • Health coaches • Patients	• Patients with diabetes
	Key Resources • Clinicians • Health coaches • Administrators		**Deployment** Administer MyHealthTag at every diabetes related health visit over 6 months	

Mission Budget/Cost	Mission Achievement/Impact Factors
• Cost of printing cards and colored pens: approx. 200USD	By administering a simple take home tool (MyHealthTag) we will increase A1c and BP goal awareness in patients with diabetes/ Our goal is to improve metabolic outcomes in our patient population.

Wonderful health & wellness.

- The A1C test is used to monitor your prediabetes or diabetes treatment plan. Since the A1C test measures your average blood sugar level for the past three months instead of your blood sugar level at a specific point in time, it is a better reflection of how well your diabetes treatment plan is

- La prueba de A1c es un análisis de sangre usado para diagnosticar la diabetes o prediabetes. Como toma en cuenta el promedio de azúcar en los últimos tres meses (envés del nivel de azúcar en la sangre ahora), sirve para determinar cómo se está controlando la diabetes a largo plazo.

Date/ Fecha.......................................

A1c/ Numero Diabetico
Goal/ Su Meta < 5.7 < 6.5 < 7   today/hoy:..................................

Blood pressure/ Presión arterial
Goal/ Su Meta < 130/80   today/hoy:..................................