

MAKING THE RIGHT CONNECTIONS LEADS TO SUCCESS FOR OKLAHOMA ACO

Telligen's Enhanced Technical Assistance Helped an ACO Surpass Goals for A1c Measure Improvement

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Overview

According to the American Diabetes Association, people with diabetes have medical expenses approximately 2.3 times higher than those who do not have diabetes.¹ In Oklahoma, 2.8 billion dollars per year in direct medical costs can be attributed to diabetes.²

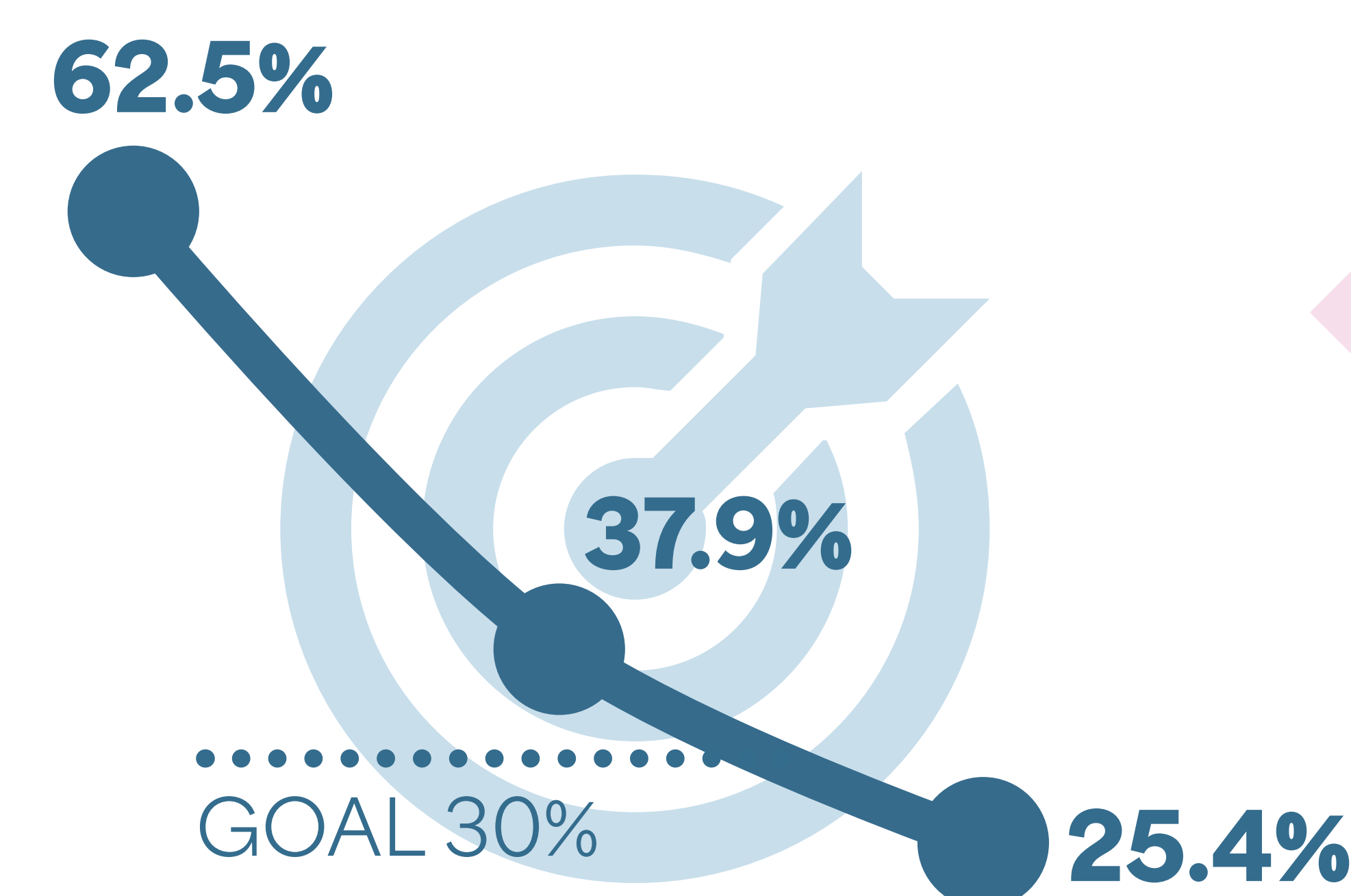
Since January 2023, Telligen has provided enhanced technical assistance (TA) to an organization within an Accountable Care Organization (ACO) in Oklahoma on their Quality Payment Program (QPP) diabetes measure. This is one of nine organizations within the ACO, of which Telligen is assisting their five lower-performing hospitals.

Telligen's Response

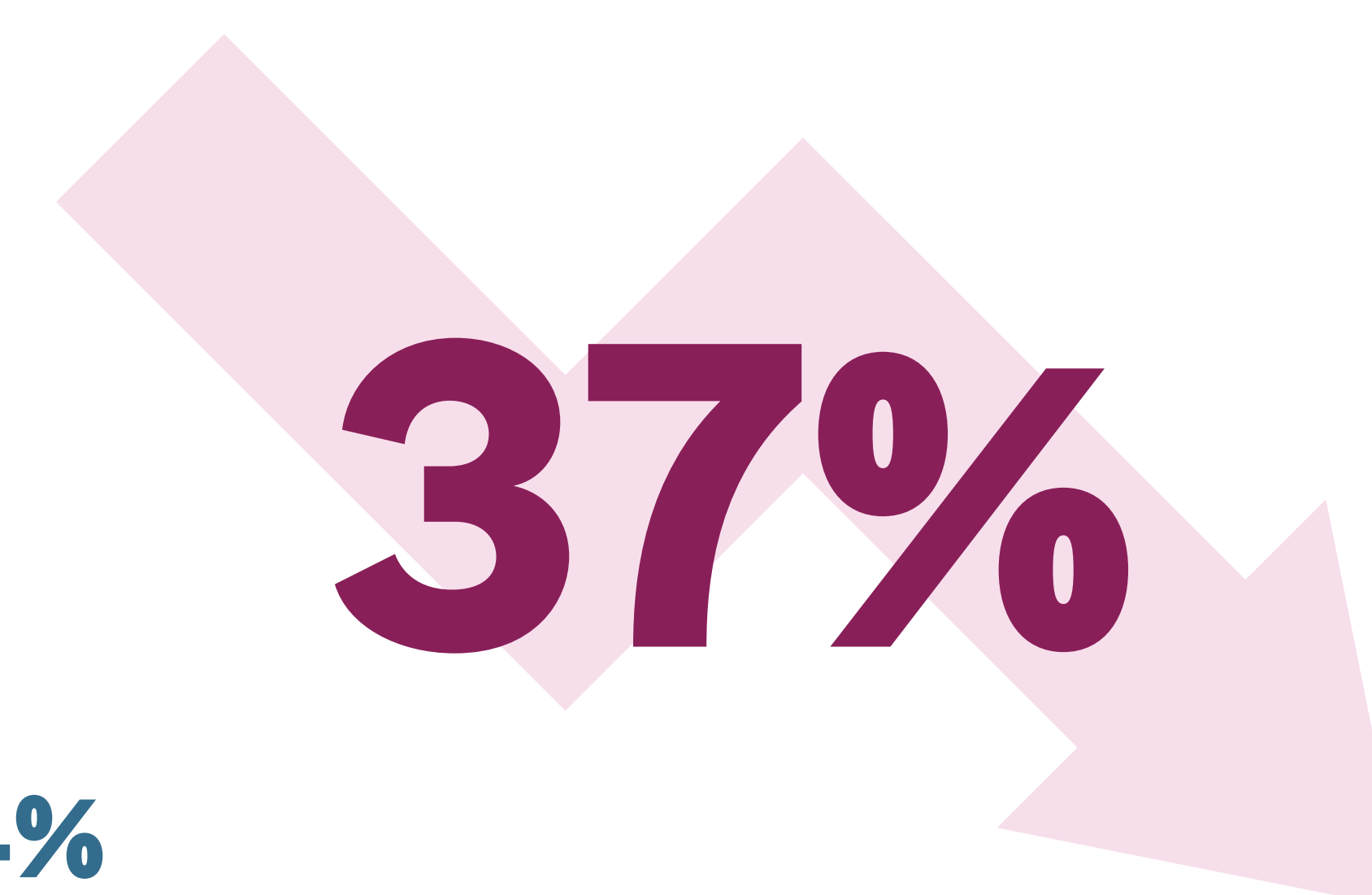
- ✓ Collaborated with the organization to perform a root cause analysis (RCA) and undergo a Plan-Do-Study-Act (PDSA) cycle
- ✓ Assessed current baseline data and processes
- ✓ Assisted in creating processes and policy for quarterly all-staff educational meetings to review measures, show physician-level data and educate on expectations
- ✓ Coordinated and connected the hospital with Diagnostic Lab of Oklahoma (DLO) to integrate their lab results into the electronic health record (EHR)
- ✓ Addressed workforce concerns by identifying opportunities to cross-train staff and for capacity building within each clinic and the larger hospital

1: <https://www.cdc.gov/diabetes/programs/stateandlocal/state-diabetes-profiles/oklahoma.html>
2: <https://diabetes.org/about-us/statistics/cost-diabetes>

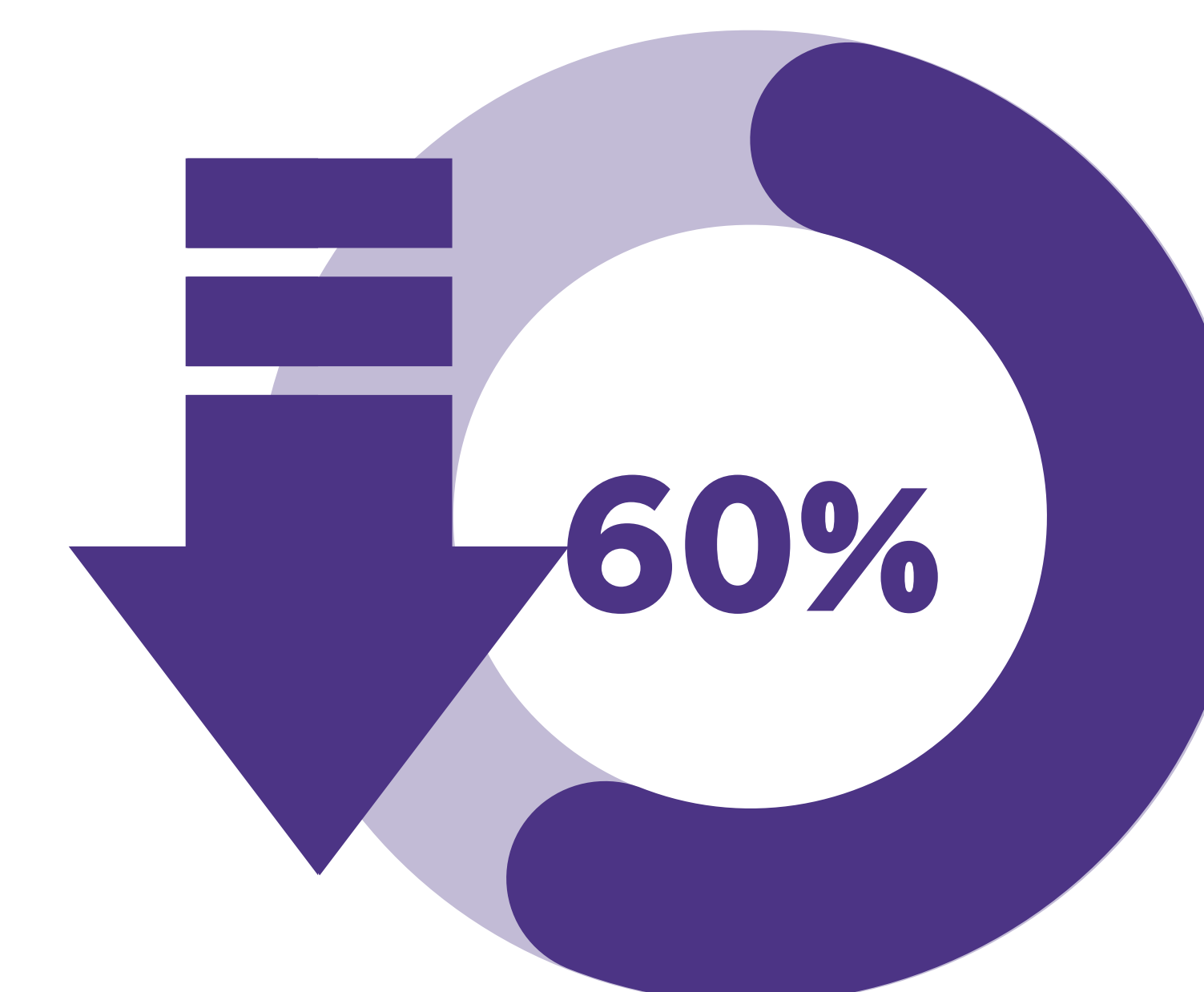
Telligen's Impact



In less than six months, Telligen helped this organization **surpass the goal of 30%** or less of patients with uncontrolled A1c.



Telligen's assistance led to a **37% decrease** in patients with uncontrolled A1c from 62.5% to 25.4%.



There has been a **60% decrease** in overall missing or uncontrolled A1c levels since Telligen's intervention.

Lessons Learned & Best Practices

Based on the RCA, the organization identified a care gap where lab results are often missing from the EHR if they are performed at an external facility. Labs were often completed but missing or charted incorrectly.

Telligen provided TA to connect the organization with DLO to collaborate on ways to improve their process for uploading lab results to the EHR, so they are counted. This involved working with IT departments to correct existing data pathways and install a plug-in to create a new direct pathway for uploading results from the lab to the organization's system.

Integrating outside lab sources into the organization's EHR is critical for sustainable success. Telligen helped to close the care gap by improving the communication between the different care providers.

Partner Feedback

"Brittany (Telligen) has been an integral part of the work with several of our ACO markets on quality improvement initiatives. She has been able to narrow our markets' quality focus and has provided creative and practical recommendations for improvement, which have resulted in real results. For one of our markets, we have seen a 16% improvement in A1c compliance. In addition to Brittany's clinical skills, she possesses a thorough understanding and acumen of quality improvement in ACOs. Her encouraging attitude, realistic approach, and willingness to partner with us has been refreshing. Partnering with Brittany and the Telligen team has been a pleasure."