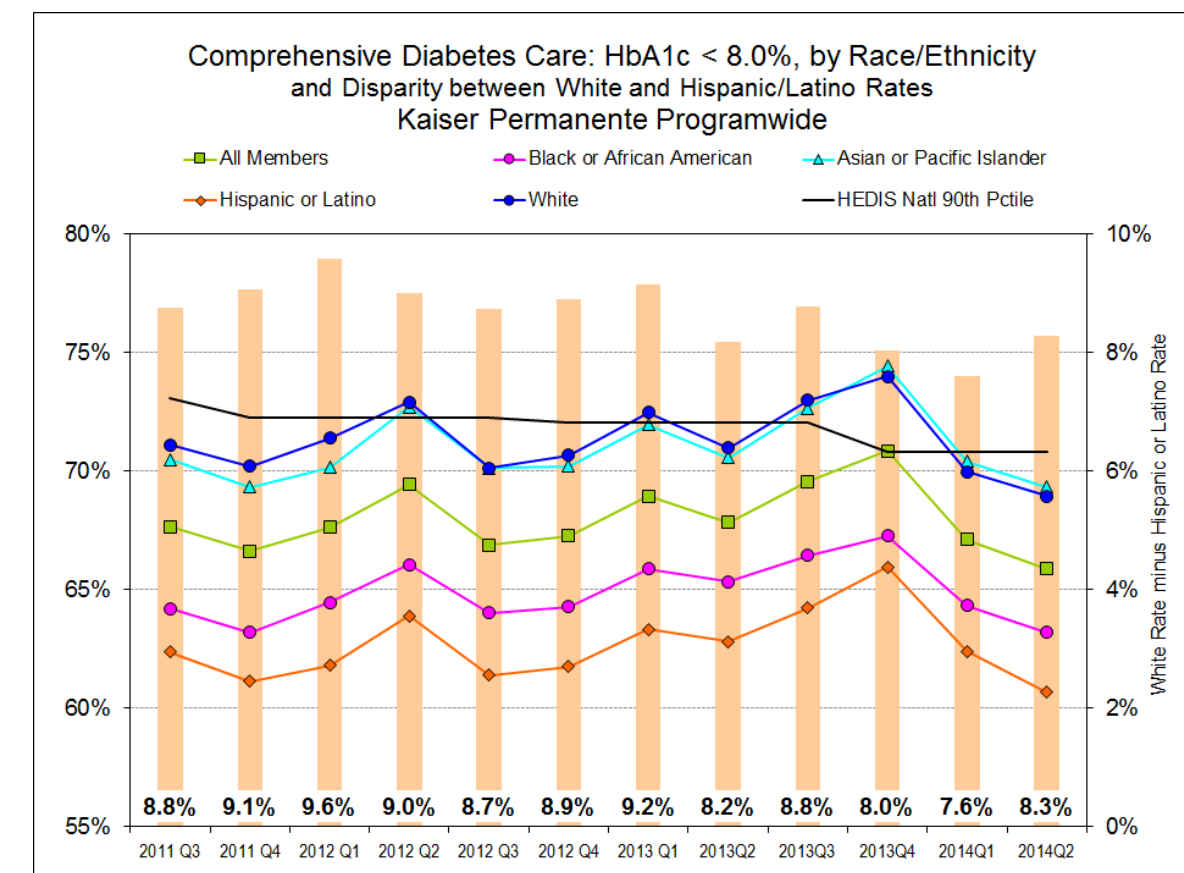




**Five Core Strategies to Reduce Disparities in Glycemic Control
for Hispanic or Latino Members with Diabetes**

Strategy 1: Collect and Leverage Data

The glycemic control rate for White members is 8 percentage points higher than the rate for Hispanic or Latino members



Strategy 2: Build Trust

Build connections with culturally-tailored communication practices

Four Habits of Service

- 1** Invest in the Beginning
- 2** Elicit the Patient's Perspective
- 3** Demonstrate Empathy
- 4** Invest in the End

AIDET® Five Fundamentals of Service

- A** Acknowledge
- I** Introduce
- D** Duration
- E** Explanation
- T** Thank You

Latino Cultural Values

- Formal friendliness (personalismo)
- Family (familismo)
- Trust (confianza)
- Respect (respeto)
- Spirit (espíritu)
- Fatalism (fatalismo)
- Hierarchy (based on age and gender)
- Agreement and harmony (simpatía)

Strategy 3: Evidence-Based Medicine

Treatment Intensification

- Initiate oral medication
- Max out on oral meds
- Initiate insulin
- Test—Treat—Test

Target	Step 1	Step 2	Step 3
Self-monitor blood glucose pre-meal bid; glucose target 70-120 mg/dl	Metformin 500 mg*	Optional: add Glipizide 5 mg*	Add bedtime NPH insulin

*If HbA1c > 8.5%, consider starting Glipizide/Metformin 5/500 together

Strategy 4: Promote Health

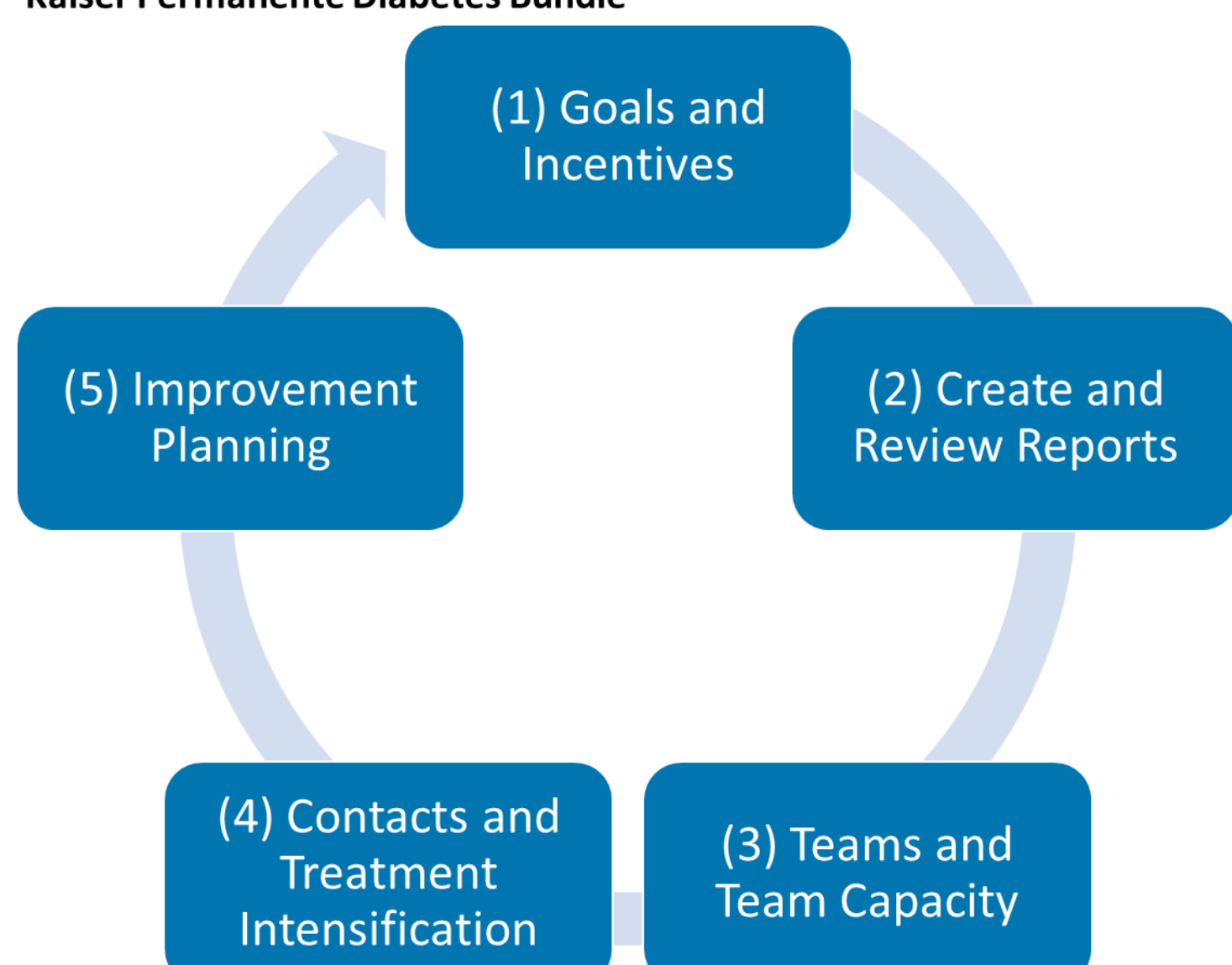
Increase contacts with bilingual staff to intensify treatment as needed



7-11 in 3
7 to 11 member contacts within 3 months

Strategy 5: Put Innovative Ideas Into Action

Kaiser Permanente Diabetes Bundle



- Goals and Incentives**
 - Set Leadership and Primary Care goals and set monthly HbA1c targets per provider
 - Cascade goals/targets to the care team with agreements and responsibility at all levels
 - Incentives for all levels for achieving HbA1c targets
- Create and Review Reports**
 - Create and provide to the team un-blinded monthly data reports
 - Review and assess every patient not at HbA1c target monthly
 - Do they need contacts/med intensification/labs?
- Teams and Team Capacity**
 - Provide physician support with appropriate ratio of licensed staff [PharmD/RN/NP/PA] (1:6-12 physician panels), LVNs and MAs, so entire team is elevated to top of license or scope of employment
 - Train and engage staff in population management, behavior change management, and motivational interviewing
 - Increase staff capacity with secure messaging via kp.org, text messaging, and automatic uploads of blood glucose readings
- Contacts and Treatment Intensification**
 - Physician establishes contact and formulates plan with patient
 - Team follows up with weekly contacts and intensification of medication
 - 7-11 contacts in a 3-month period; weekly contacts are ideal
- Improvement Planning**
 - Create and implement improvement plan for low-performing physician panels