

Glytec®

**TIME TO
TARGET**



*Uniting Around
Patient Safety*

Glycemic Management Best Practices

Jordan Messler, MD, SFHM, FACP

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ELEMENTS OF A BEST-IN-CLASS GLYCEMIC MANAGEMENT PROGRAM

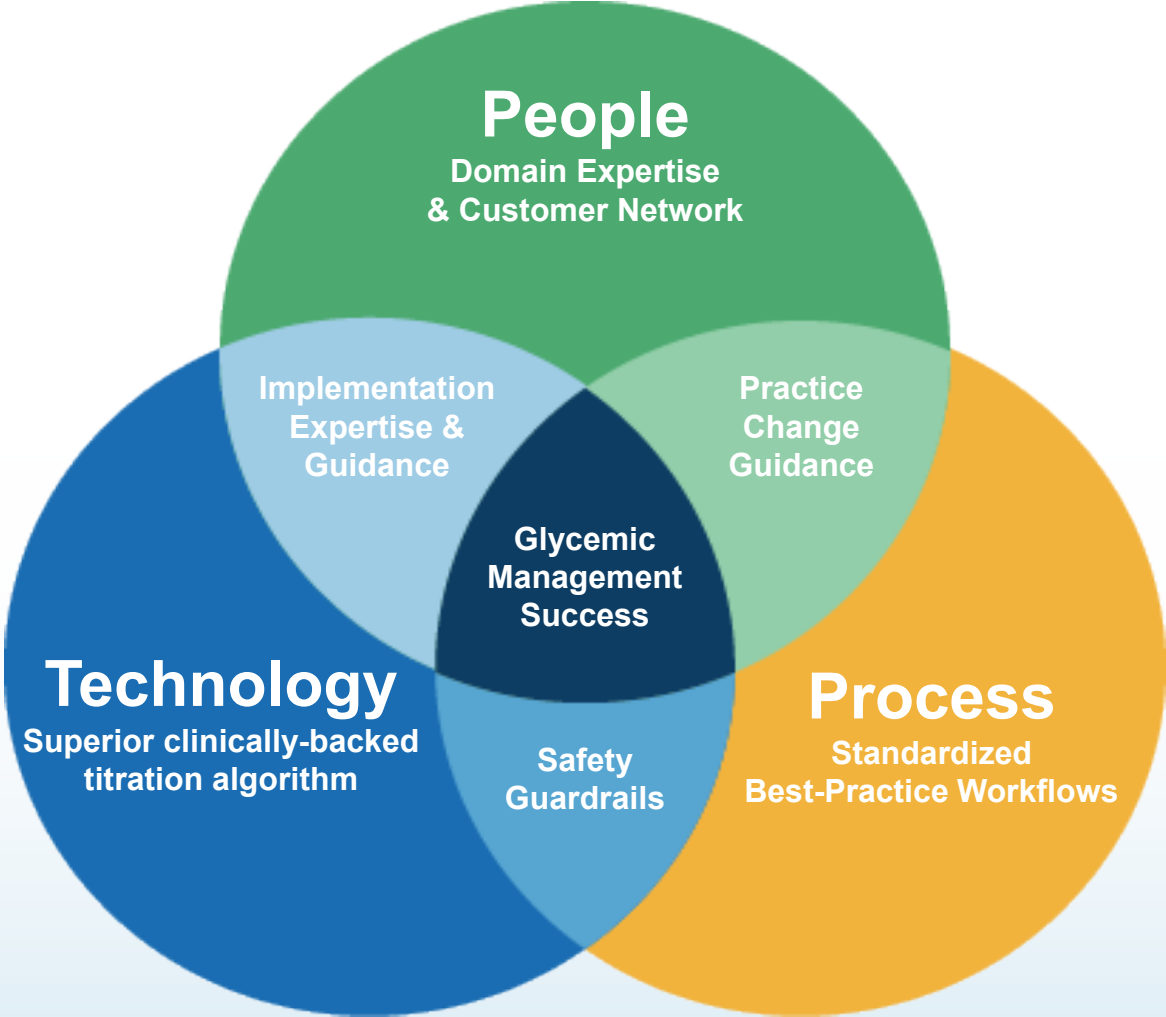
Jordan Messler, MD, SFHM, FACP



Chief Medical Officer
Glytec

Best-in-Class Glycemic Management Programs

Common Elements





People

- Patient Safety Prioritized
- Cross-Functional Teams
- Collaboration Culture
- Thought Leaders
- Strategic Partnerships



Process

- Defined Quality Improvement Process Tied to Goals
- Scaled Training
- Best Practice Treatment Protocols
- Preventative Care



Technology

- EMR-Integrated Decision Support
- Patient Safety-Focused Technology
- Data & Analytics: Accessible, Actionable
- Configure Existing Solutions



People

Cross-Functional Teams

Glycemic Management Committee

- Multi-disciplinary:
 - At minimum:
 - Providers
 - Nurses
 - Pharmacy
 - Great additions:
 - Quality teams
 - Specialists
 - Hospital leaders
 - IT/Informatics



Process

Best Practice Treatment Protocols

- Standardized Insulin Dosing Protocols
- All insulin dosing protocols are evidence-based and standard-of-care
- Personalized, allow for predefined adjustments based on real-time data
- Standardized across the hospital/health system

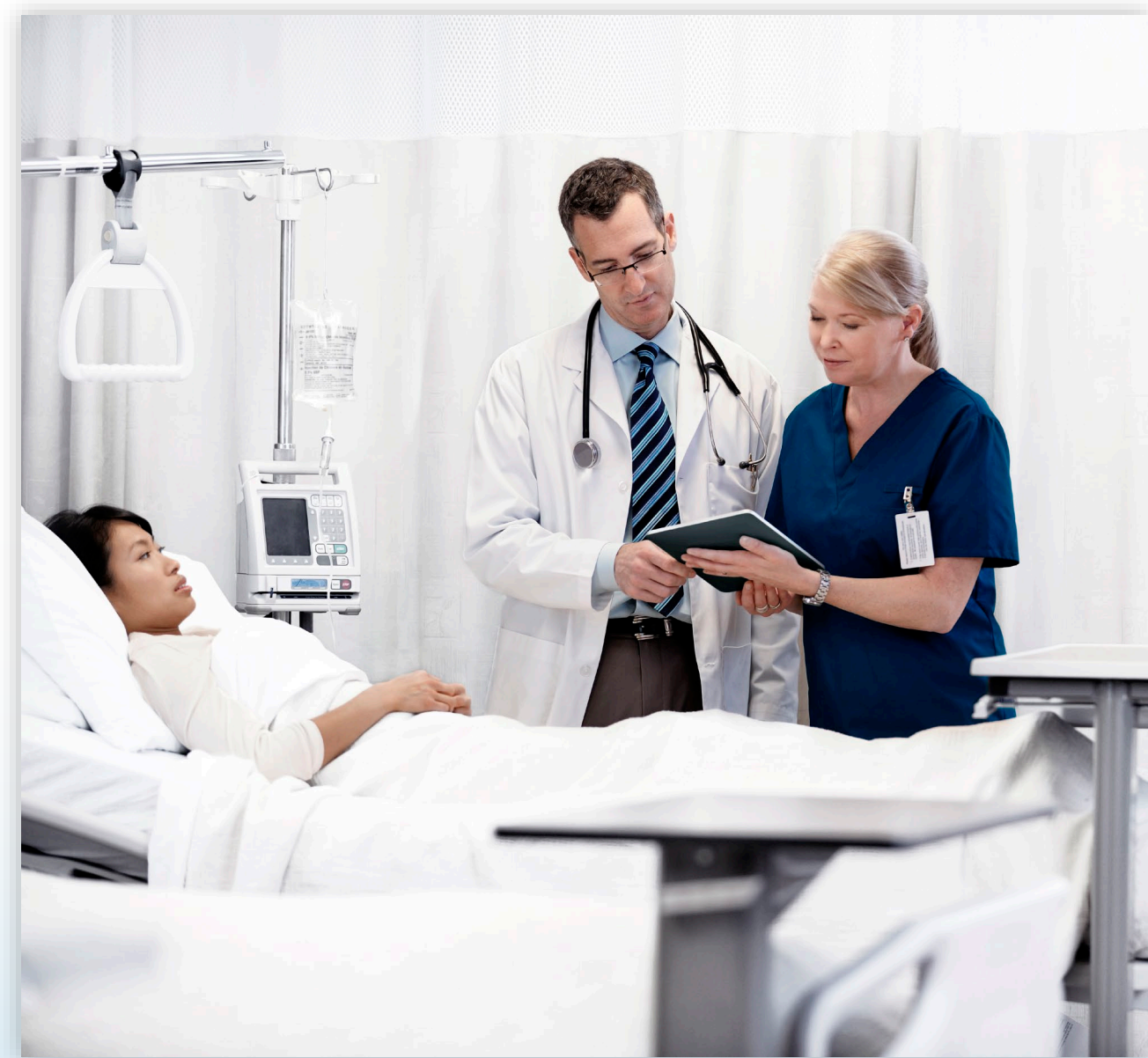




Technology

Patient Safety-Focused Technology

- Guardrails to prevent user error
- Alerts for safety concerns
- Automated reminders to prioritize timely treatment
- Decision support that leverages relevant data
- Workflows that guide best practice & coordinate care





NOVANT CLINICAL LEADERSHIP PERSPECTIVE: CULTURE, COLLABORATION, SCALING

Catherine Rolih, MD



Clinical Physician Executive, Diabetes Center of Excellence, Co-Chair, Diabetes Best Practice Exchange Team

Novant Health

Dr. Rolih is an endocrinologist with more than 25 years of experience in caring for people with diabetes. In her role as director of the Diabetes Center of Excellence, she leads a system-wide focus on quality, safety, access, and equity in diabetes care across a 16-hospital integrated health system.

Novant Health



LARGE INTEGRATED HEALTHCARE SYSTEM

- A large and growing system:
 - 16 hospitals
 - > 600 practices
 - >160,000 admissions in 2020
- About 25% of inpatients are living with diabetes
 - >> 40,000 admissions

16 Hospitals Across North Carolina



Clinical Leadership Strategy for a Large System



Clinical Practice Goals

- Patient Safety & Quality
- Reduce Clinical Variation
- Promote Best Practice
- Efficiencies across system: scale!



Strategically Leverage People

- Identify and engage stakeholders
- Create multi-disciplinary teams
- Create new teams of experts to meet evolving needs

Collaborating on Best Practices:

Novant's Diabetes BPET: Best Practice Exchange Team

- Multidisciplinary team launched in 2016
- System-wide, hospital focus
- Promotes safety, quality, adopting best practices, and reducing clinical variation
- Collects, analyzes and shares acute care data at system and facility level
- Meets monthly to identify opportunities, provide advice, and drive change
- Very fluid and dynamic, adapts as needs evolve



Key Takeaways



Culture

- Patient centric
- Collaborative
- Problem solving
- Strive for excellence



Teams

- People are important
- Optimize existing teams
- Agility: create new teams of experts to meet evolving needs



Passion

- Highly passionate individuals able and willing to work above and beyond their traditional job descriptions is critical



NOVANT HOSPITALIST PERSPECTIVE: ROLE OF GLUCOMMANDER CHAMPION

Aman Amin, MD



Hospitalist Clinical Lead and Glucommander Physician Champion Lead

Novant Health

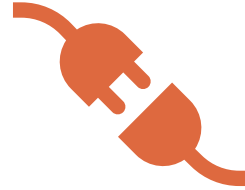
Dr. Amin is a hospitalist with 13 years of experience and is clinical lead at Huntersville Medical Center. He leads the Glucommander physician champion program for the Novant Health System.

Key Stakeholder Engagement for Continuous Improvement



Providers

- Provider adoption drives Glucommander utilization



IT

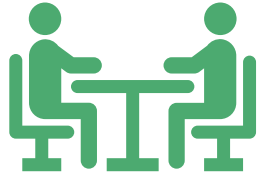
- Continuous engagement with IT to enable success
 - Dimensions team responds to user input
 - Bi-directional communication
- Designated Dimensions point person



Nurses

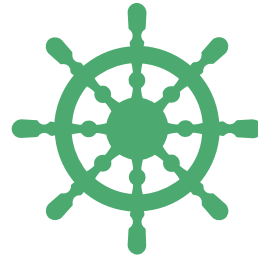
- Understanding end-user utilization by RNs allows providers to better answer questions and challenges that arise

Role of the Glucommander Champion



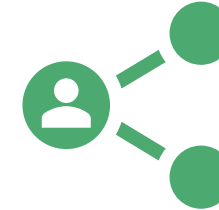
Engage IT

- Partner with IT, build a relationship
- Continuous: not just implementation



Consistency & Ownership

- Source of knowledge, expertise
- Project management ownership



Collaboration & Communication

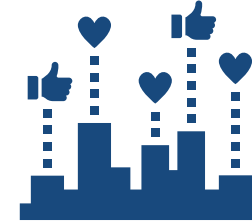
- Liaison between end users and leadership team
- Advocate for user needs
 - Share user experience and learnings
 - Iterate with users
- Bring the “why”

Key Takeaways



Engagement & Provider Buy-In Critical

- Glucommander Champions Program
 - Providers as champions drive consistency for care team



Aligning Policies, Practices, Technology

- Translate into Clinical Practice
- Impact Workflow
- Develop Relationships

Thank you!



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