

# **New York City A1C Registry**

**Improving Diabetes Care  
in New York City**

**NYC Department of Health & Mental Hygiene**

# Outline

- **Rationale for A1C Registry**
- **Implementation of A1C Registry**
- **Facility & Provider Reports**
- **Patient Letter Service**
- **Privacy & Confidentiality**
- **Evaluation**

# Rationale for the A1C Registry

- **High prevalence of diabetes in NYC**
  - Nearly 1 in 10 adults have diagnosed diabetes<sup>1</sup>
- **Control of A1C and other risk factors for complications inadequate**
  - 10% of people with diagnosed diabetes have blood sugar, blood pressure, and cholesterol controlled<sup>2</sup>
- **Registries have been shown to facilitate quality improvement activities for diabetes<sup>3</sup>**
- **Few NYC providers with registries in 2005**

<sup>1</sup> NYC Community Health Survey 2008. <sup>2</sup> Thorpe et al. *Diabetes Care* 2009;32(1):57-62.

<sup>3</sup> Bodenheimer T. et al. *JAMA* 2002;14:1775-9; Bodenheimer T. et al. *JAMA* 2002;15:1909-14; Kupersmith et al. *Health Affairs (Millwood)* 2007; 26:w156–68; Larsen et al. *Journal of Managed Care Pharmacy* 9(6):552-8.

# How do we prevent complications?

- Know the ABCS:

- **A**1C (<7% for most)
- **B**lood pressure (<130/80)
- **C**holesterol (LDL<100)
- **S**moking (Quit)

- Control the ABCS:

- 1% drop A1C = 37% reduction in eye, kidney, or nerve disease<sup>1</sup>
- Good control of A1C, blood pressure, and cholesterol = 50% reduction in cardiovascular events<sup>2</sup>

## PATIENT GOALS

### Knowledge & Action

- Healthy diet
- Healthy weight
- Physical activity
- Quit smoking
- Take medications

## PROVIDER GOALS

### Knowledge & Action

- Organized health records
- Practice of evidence-based medicine
- Provide patient self-management support
- Quality improvement

# How a Registry Can Improve Care: Activities of the A1C Registry

- **Feedback to Patients**
  - Letters mailed to adult patients with high A1C test results (>9%) and/or who are overdue for testing
- **Tools for facilities and providers**
  - Quarterly facility & provider reports to assist in identifying patients at higher risk for diabetes-related complications
  - Reports include a performance summary of glycemic control among patients with diabetes in comparison to a NYC Benchmark
- **Deliver and link available resources to providers and patients**
  - Medications and supplies, recreation center memberships, lifestyle support, etc.
- **Surveillance and epidemiology**
  - Track trends on the population level

# Development of the A1C Registry

- **January 2006 amendment to Article 13 of the NYC Health Code**
- **Laboratories report A1C test results for NYC residents to Health Department**
- **Similar to reporting systems for communicable diseases (HIV/STI, TB) and lead poisoning**

# What Information is in the A1C Registry?

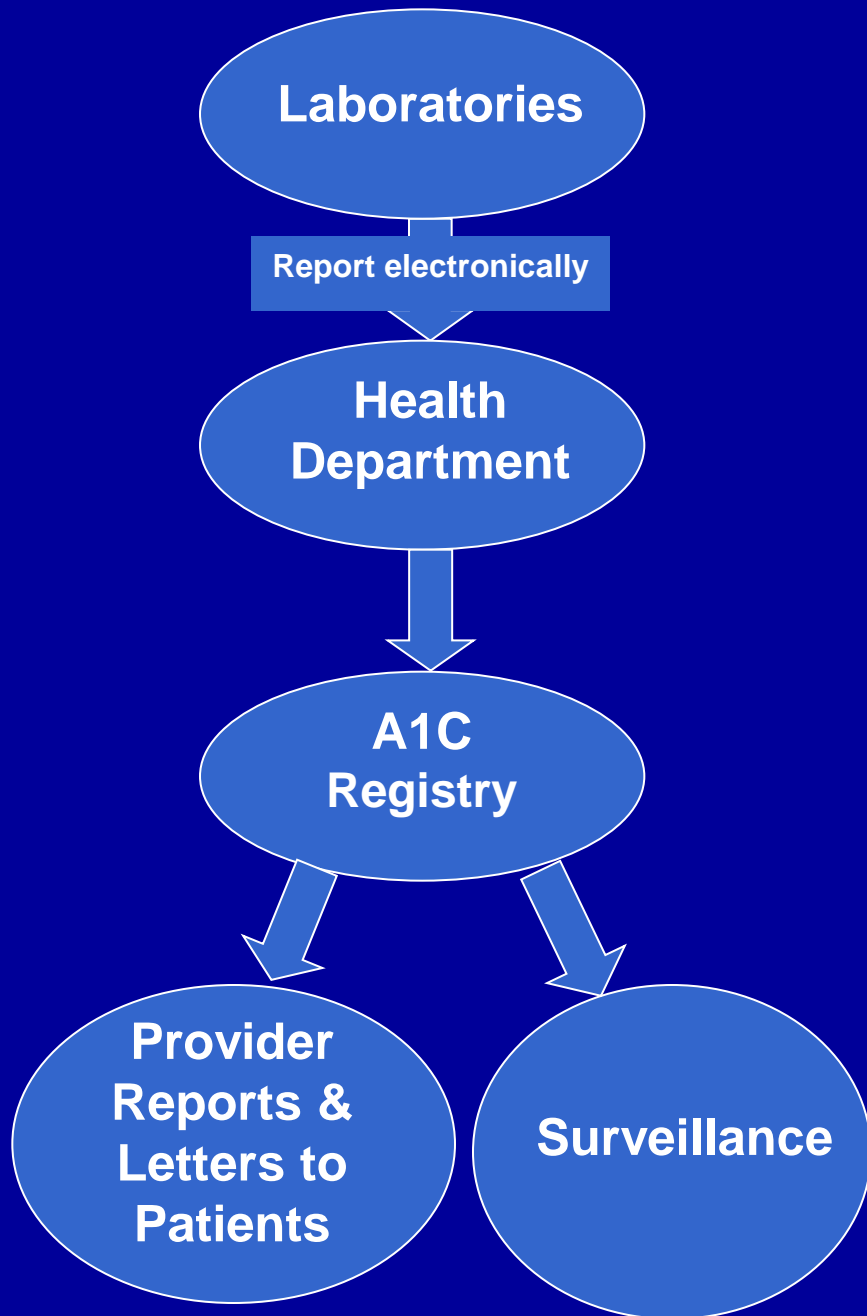
## Patient Information

- Name
- Date of birth
- Sex
- Address
- Phone number
- A1C test result and date

## Provider Information

- Ordering provider name
- Ordering provider address
- Facility name
- Facility address

# A1C Information Flow



Laboratory obtains order for A1C test from provider; processes specimen



Results sent electronically to Health Department



Health Department matches test to patient and creates unique record for patient



Produce facility/provider reports and patient letters

# Laboratory Reporting

**As of 9/30/11:**

- **Nearly 9.4 million tests on over 3.4 million people**
  - **1 million considered likely to have diabetes (ever had an A1C  $\geq$  6.5%)**
- **~175,000 test results/month**

# A1C Registry Implementation Timeline

- January 2006:
  - Mandate for lab reporting of A1C
- 2006-07:
  - Field tested provider and patient materials at 7 practices
- 2007-08:
  - Piloted Registry services to 69 facilities serving the South Bronx
- December 2008-present:
  - Expanding Registry services to 200 additional facilities throughout NYC

# A1C Registry Facility Report

- **Performance summary**
  - Summary of glycemic control for a facility's diabetes population as compared to the NYC Benchmark
- **Patient roster by A1C Category**
  - List of patients stratified by A1C level with key identifiers (e.g., previous A1C result, date of birth, sex, medical record number, name of ordering provider)
  - Patients are included on a facility's panel if the provider who ordered the most recent A1C test for that patient belongs to the facility
- **List of individual providers who receive a report for that quarter**
  - Applicable to providers who ordered an A1C test for  $\geq 5$  patients in previous 12 months

# Facility Report (Summary Page)

Mailed quarterly to Medical Director or delegate of enrolled sites

CONFIDENTIAL INFORMATION

## New York City A1C Registry Health Care Facility Report

Very Caring Medical Center

### Facility Summary for December 31, 2009

Below is the percentage of your facility's patients with A1C  $\leq 9\%$  in comparison to the NYC Benchmark, which is a group of New York City providers with the highest proportion of patients  $\leq 9\%$ . As glycemic control improves in your population, the percentage of patients with A1C  $\leq 9\%$  will increase.

We have limited this calculation to individuals who are likely to have diabetes\* as the New York City A1C Registry does not contain diagnostic information. This minimizes the inclusion of individuals who have undergone screening for diabetes using the A1C test.

As of December 31, 2009

A1C	Your Facility's Panel (N=18)	NYC Benchmark (N=45000)
$\leq 9\%$	75%	90%

### Summary by Quarter

Performance for 12 Month Period Ending

A1C	March 31, 2009 (N=12)	June 30, 2009 (N=12)	September 30, 2009 (N=11)	December 31, 2009 (N=18)
$\leq 9\%$	75%	78%	77%	75%

\* The New York City A1C Registry receives A1C test results for New York City residents, even if they do not have diabetes (e.g., screening tests). To estimate the number of people likely to have diabetes, this summary includes only individuals who have ever had an A1C test  $\geq 6.5\%$  reported and a test in the past 12 months.



Please contact the Diabetes Program at 212.788.4125 if a patient has died, moved, does not have diabetes or you would otherwise like to change his/her status.



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Note: All information in this slide is fictitious



# Facility Report (Patient Roster)

Mailed quarterly to Medical Director or delegate of enrolled sites

**CONFIDENTIAL INFORMATION**

**New York City A1C Registry  
Health Care Facility Report**

Very Caring Medical Center

**This patient roster includes:**

- A1C values for patients whose last A1C test was ordered by a provider at your facility, in either the inpatient or ambulatory care setting.
- Previous A1C values for these patients, even if not ordered by your providers.

**This patient roster does not include:**

- A1C results for patients having a non-New York City address.
- A1C results for patients who have submitted an A1C Registry "Do Not Contact" request.
- A1C results older than 3 years.

We hope you can use this roster to enhance your ability to contact patients who are overdue for testing and/or are lost to follow-up. You may also use this roster to identify patients who may benefit from more intensive management such as medication intensification (e.g., addition or dose-adjustment of insulin), educational interventions, and lifestyle modifications.

**As of December 31, 2009**

**Facility Roster (N=25)**

Patient Name	Last A1C Value and Date	Months Since Last A1C	Ordering Provider for Most Recent A1C	Previous A1C Value and Date	Sex	Medical Record No./ID	DOB	Telephone	No Letter To Patient*
<b>A1C &gt;9% (n=2)</b>									
Doe, Jane1	11.8 (05/27/07)	>12	Doctor, Better	15.0 (01/10/07)	F	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, Billy1	9.1 (02/08/09)	6-12	Outreach, Christopher		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	✓
<b>A1C 7-9% (n=5)</b>									
Doe, John1	8.7 (08/01/07)	>12	Community, Susie	9.2 (03/16/07)	M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, Billy2	8.2 (07/30/09)	<6	Outreach, Christopher		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, Ana1	7.5 (01/10/09)	6-12	Outreach, Christopher		F	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, Ana2	7.4 (10/02/09)	<6	Outreach, Christopher		F	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, Billy3	7.1 (03/06/09)	6-12	Outreach, Christopher		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
<b>A1C &lt;7% (n=18)</b>									
Doe, Billy4	6.9 (06/12/09)	6-12	Outreach, Christopher	7.8 (06/15/08)	M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	
Doe, John2	6.9 (03/06/09)	6-12	Doctor, Better		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	



Please contact the Diabetes Program at 212.788.4125 if a patient has died, moved, does not have diabetes or you would otherwise like to change his/her status.



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# Facility Report (Provider List)

Mailed quarterly to Medical Director or delegate of enrolled sites

CONFIDENTIAL INFORMATION

## New York City A1C Registry Health Care Facility Report

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Very Caring Medical Center

### List of Ordering Providers Receiving a Provider Report

	Last Name	First Name
1	Community	Susie
2	Doctor	Better
3	Outreach	Christopher



*Please contact the Diabetes Program at 212.788.4125 if a patient has died, moved, does not have diabetes or you would otherwise like to change his/her status.*



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# A1C Registry Provider Report

- **Performance summary**
  - Summary of glycemic control for a provider's diabetes population as compared to the provider's facility summary and the NYC Benchmark
- **Patient roster by A1C Category**
  - A list of provider's patients stratified by A1C levels with key identifiers (e.g., previous A1C result, date of birth, sex, medical record number)
  - Patients are included if the provider is person who is reported as ordering the last A1C test for that patient
- **To receive individual reports, providers must:**
  - Be an active provider at the facility
  - Have ordered A1C tests for  $\geq 5$  patients in previous 12 months

# Provider Report (Summary Page)

Mailed quarterly to providers who ordered tests for  $\geq 5$  patients in previous 12 months

CONFIDENTIAL INFORMATION

## New York City A1C Registry Health Care Provider Report

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Outreach, Christopher  
Very Caring Medical Center

### Provider Summary for December 31, 2009

Below is the percentage of your patients with A1C  $\leq 9\%$  in comparison to your facility and to the NYC Benchmark, which is a group of New York City providers with the highest proportion of patients  $\leq 9\%$ . As glycemic control improves in your population, the percentage of patients with A1C  $\leq 9\%$  will increase.

We have limited this calculation to individuals who are likely to have diabetes\* as the New York City A1C Registry does not contain diagnostic information. This minimizes the inclusion of individuals who have undergone screening for diabetes using the A1C test.

As of December 31, 2009

A1C	Your Panel (N=9)	Your Facility's Panel (N=18)	NYC Benchmark (N=45000)
$\leq 9\%$	55%	75%	90%

### Summary by Quarter

Performance for 12 Month Period Ending

A1C	March 31, 2009 (N=6)	June 30, 2009 (N=10)	September 30, 2009 (N=5)	December 31, 2009 (N=9)
$\leq 9\%$	55%	57%	56%	55%

\* The New York City A1C Registry receives A1C test results for New York City residents, even if they do not have diabetes (e.g., screening tests). To estimate the number of people likely to have diabetes, this summary includes only individuals who have ever had an A1C test  $\geq 6.5\%$  reported and a test in the past 12 months.



Please contact the Diabetes Program at 212.788.4125 if a patient has died, moved, does not have diabetes or you would otherwise like to change his/her status.



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# Provider Report (Patient Roster)

Mailed quarterly to providers who ordered tests for  $\geq 5$  patients in previous 12 months

CONFIDENTIAL INFORMATION

## New York City A1C Registry

### Health Care Provider Report

Outreach, Christopher  
Very Caring Medical Center

#### This patient roster includes:

- A1C values for patients whose last A1C test was ordered by you, in either the inpatient or ambulatory care setting.
- Previous A1C values for these patients, even if not ordered by you.

#### This patient roster does not include:

- A1C results for patients having a non-New York City address.
- A1C results for patients who have submitted an A1C Registry "Do Not Contact" request.
- A1C results older than 3 years.

We hope you can use this roster to enhance your ability to contact patients who are overdue for testing and/or are lost to follow-up. You may also use this roster to identify patients who may benefit from more intensive management such as medication intensification (e.g., addition or dose-adjustment of insulin), educational interventions, and lifestyle modifications.

As of December 31, 2009

#### Provider Roster (N=10)

Patient Name	Last A1C Value and Date	Months Since Last A1C	Previous A1C Value and Date	Sex	Medical Record No./ID	DOB	Telephone	No Letter To Patient*	
<b>A1C &gt;9% (n=1)</b>									
Doe, Billy1	9.1 (02/08/09)	6-12		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx	✓	
<b>A1C 7-9% (n=4)</b>									
Doe, Billy2	8.2 (07/30/09)	<6		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		
Doe, Ana1	8.2 (07/30/09)	<6		F	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		
Doe, Ana2	7.4 (10/02/09)	<6		F	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		
Doe, Billy3	7.1 (03/08/09)	6-12		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		
<b>A1C &lt;7% (n=5)</b>									
Doe, Billy4	6.9 (08/12/09)	6-12	7.8 (08/15/08)	M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		
Doe, Billy5	6.8 (08/12/09)	<6		M	xxxxxxxx	xx/xx/xxxx	xxx-xxx-xxxx		



Please contact the Diabetes Program at 212.788.4125 if a patient has died, moved, does not have diabetes or you would otherwise like to change his/her status.



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# Improving Data Quality of Registry for Accurate Facility/Provider Reports

- **Medical Directors' Role:**
  - Inform providers about reports and how they are created
  - Notify Health Department of:
    - Providers who should be included
    - Providers' status (i.e., no longer work at site, etc.)
- **Individual Providers' Role:**
  - Notify Health Department if:
    - Patient does not belong to his/her panel
    - Patient has died or moved
    - Patient does not have diabetes
    - Patient no longer uses facility
- **Fax updates to (212) 676-2138 or call the Diabetes Program at (212) 788-4125**

# Patient Status Update Form

## New York City A1C Registry Patient Status Update Form

INSTRUCTIONS: Complete provider information section in its entirety. Requests cannot be processed without this information.

Check the appropriate update box: (1) Diabetes status; (2) Not my patient; (3) No patient letter based on clinical judgement (e.g., cognitive impairment or other concerns); (4) Patient deceased, include date if known. **Fax completed form to 212-676-2138.**

Provider License #: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Provider First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone #: ( \_\_\_\_\_ ) \_\_\_\_\_ Ext: \_\_\_\_\_

Patient Name (Last, First, MI)	Patient DOB	Diabetes status		Not my patient	No patient letter based on clinical judgment	Patient deceased (date of death, if known)
		Does not have diabetes	Has diabetes (check type - type 1, 2, GDM, other)			
	( / / )	<input type="checkbox"/>	<input type="checkbox"/> Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/> GDM <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ( / / )
	( / / )	<input type="checkbox"/>	<input type="checkbox"/> Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/> GDM <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ( / / )
	( / / )	<input type="checkbox"/>	<input type="checkbox"/> Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/> GDM <input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ( / / )
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Rev.03-04-10 **NOTES:** \_\_\_\_\_  
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# Patient Letter Service

(only to NYC adults)

- *Weekly Mailings:*

- High A1C Letter

- Letter mailed within 2-4 weeks of test with >9% result
    - Started Sept. 2008

- Overdue Letter

- For patients with last test >9% and no test in >8 months (looks back to Jan. 1, 2008)
    - Started March 2010

- *One-time Mailing:*

- Lost to Care Letter

- For patients with last test >9% that was prior to Jan. 1, 2008
    - Mailing completed in 2009

# How are Patient Letters Sent?

- Health Department sends letters on facility letterhead, with Medical Director's approval
  - Letters are sent in English and Spanish.
  - Additional languages (Chinese, Bengali, Haitian-Creole, Russian and Korean) are available at: [www.nyc.gov/health/diabetes](http://www.nyc.gov/health/diabetes)
  - Provider may request a letter *not* be sent, based on clinical judgment

# High A1C Patient Letter

Mailed to adults whose last A1C test was >9%

\*\*\*\*\*

VERY CARING MEDICAL CENTER  
999 SUGAR-LOWERING AVENUE  
NEW YORK, NY 00000

JUNE 27, 2009

BETTY PATIENT  
123 BE WELL STREET  
BRONX, NY 11111

Dear BETTY PATIENT,

We want to let you know the result of your last A1C test. This test tells you and your doctor how high your blood sugar has been in the last 3 months.

Blood test	Your test result	Your test date	How often should I get this test?
A1C	10.2	JUNE 20, 2009	EVERY 3 MONTHS

#### Why am I getting this letter?

You are getting this letter because your A1C is too high. We want to work with you to lower it. A lower A1C can reduce your chances of having heart, kidney, eye, and foot problems.

#### What should my A1C be?

For most people, the A1C should be under 7. Your doctor can tell you what your A1C should be.

#### What should I do now?

*First*, take your medicine as written on your medicine bottle. If you are not sure how to take your medicine, talk with your doctor or pharmacist.

*Second*, take this letter to your next doctor's visit and ask:

- o What medicines am I taking?
- o How can I make better food choices?
- o What type of exercise can I do?

If you do not have an appointment scheduled with your doctor who takes care of your diabetes, make an appointment to get care for your diabetes and have your A1C checked. You can call 555-123-4567 or a doctor of your choice. If you do not have a doctor, call your health plan or 311 and ask how you can find one.

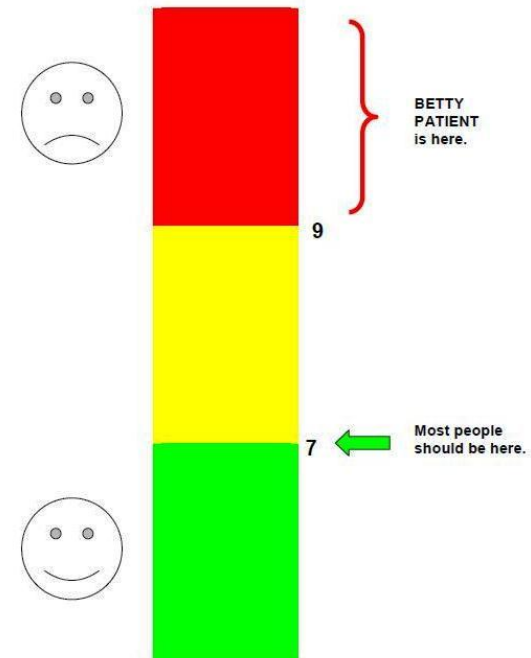


*This is a service provided through the New York City Health Department and participating facilities. All information is confidential and is only shared with your health care facility. If you do not want to continue to receive letters, call 311 and ask for the Diabetes Program or go online, [www.nyc.gov/health/diabetes](http://www.nyc.gov/health/diabetes).*



If you have diabetes,  
know and control your A1C

A1C Test Result



The red arrow shows your A1C. Most people should be in the green. Every point matters.

Ask your doctor at your next appointment how you can bring down your A1C to a level right for you.

Note: All information in this slide is fictitious



# Overdue Letter

Mailed to adults whose last A1C test was >9% and was more than 8 months ago

\*\*\*\*\*

VERY CARING MEDICAL CENTER  
999 SUGAR-LOWERING AVENUE  
NEW YORK, NY 00000

DECEMBER 27, 2009

BETTY PATIENT  
123 BE WELL STREET  
BRONX, NY 11111

Dear BETTY PATIENT,

We want to let you know your last A1C blood test was on APRIL 20, 2009. This test tells you and your doctor how high your blood sugar has been in the last 3 months.

Blood test	Your last test result	Your last test date	How often should I get this test?
A1C	10.2	APRIL 20, 2009	EVERY 3 MONTHS

#### Why am I getting this letter?

You are getting this letter because your last A1C was high and was more than 8 months ago.

#### What should my A1C be?

For most people, the A1C should be under 7. Your doctor can tell you what your A1C should be. A lower A1C can reduce your chances of having heart, kidney, eye, and foot problems.

#### What should I do now?

If you have not had a more recent A1C test, make an appointment with your doctor to get care for your diabetes and have your A1C checked. You can call 555-123-4567 or a doctor of your choice. If you do not have a doctor, call your health plan or 311 and ask how you can find one.



*This is a service provided through the New York City Health Department and participating facilities. All information is confidential and is only shared with your health care facility. If you do not want to continue to receive letters, call 311 and ask for the Diabetes Program or go online, [www.nyc.gov/health/diabetes](http://www.nyc.gov/health/diabetes).*



4444444

VERY CARING MEDICAL CENTER  
999 SUGAR-LOWERING AVENUE  
NEW YORK, NY 00000

27 DE DICIEMBRE 2009

BETTY PATIENT  
123 COMIENDO BIEN STREET  
BRONX, NY 11111

Estimado/a BETTY PATIENT,

Queremos informarle que su última prueba de sangre A1C se realizó el 20 DE ABRIL 2009. Esta prueba le dice a usted y a su médico cuán alta ha estado su azúcar en la sangre en los últimos 3 meses.

Prueba de sangre	Resultado de su última prueba	Fecha de su última prueba	¿Con qué frecuencia debería hacerme esta prueba?
A1C	10.2	20 DE ABRIL DE 2009	CADA 3 MESES

#### ¿Por qué estoy recibiendo esta carta?

Usted está recibiendo esta carta porque su última prueba A1C salió alta y la misma tuvo lugar hace más de 8 meses.

#### ¿Cuál debería ser mi A1C?

Para la mayoría de las personas, el A1C debería estar por debajo de 7. Su médico puede decirle cuál debería ser de A1C. Un A1C más bajo puede reducir sus probabilidades de tener problemas del corazón, de los riñones, de los ojos, y de los pies.

#### ¿Qué debo hacer ahora?

Si usted no ha tenido una prueba A1C más reciente, haga una cita con su médico para obtener cuidado para su diabetes, y hacerse la prueba de A1C. Puede llamar al 555-123-4567 o al médico de su preferencia. Si no tiene un médico, llame a su seguro de salud o al 311 y pregunte cómo puede conseguir uno.



*Este es un servicio prestado a través del Departamento de Salud de la Ciudad de Nueva York y de los centros participantes. Toda la información es confidencial y sólo se comparte con su establecimiento de salud. Si no desea seguir recibiendo cartas, llame al 311 y pregunte por el Programa de Diabetes o visite [www.nyc.gov/health/diabetes](http://www.nyc.gov/health/diabetes).*



For English, please turn over.

Note: All information in this slide is fictitious



# Privacy and Confidentiality

- **Health Department can only release identifiable A1C Registry information to:**
  - **Treating health care providers**
  - **Patients**
- **Program adheres to Health Department and program-specific confidentiality protocols**

# Patient Privacy and Confidentiality: Do Not Contact

- **Patients can opt out of receiving A1C Registry interventions if:**
  - They do not wish to be contacted via patient letter or phone; *and/or*
  - They do not wish provider(s) to receive information about their A1C levels
- **How can a patient request not to be contacted?**
  - Call 311 and ask for the Diabetes Prevention & Control Program; *or*
  - Submit a request online at: [www.nyc.gov/health/diabetes](http://www.nyc.gov/health/diabetes); *or*
  - Send a completed “Do Not Contact” Request Form via postal mail to the Health Department (available online)
- **Patients cannot opt out of being in the Registry**

# A1C Registry Intervention Reach

**As of 9/30/11:**

- **1572 providers at 149 facilities receiving quarterly facility or provider reports**
  - **Reaching ~19% of New York City residents with diabetes**
- **140 facilities receiving patient letter service**
  - **On average 570 High A1C letters and 110 Overdue letters are mailed each week.**
- **Over 20,000 Lost to Care letters mailed to patients**

# Evaluation

- **Reach**
  - Coverage of target population
  - Number of reports and letters mailed
  - % of patients eligible to receive letters who received a letter
- **Adoption and implementation**
  - Telephone survey of individuals who received letters
  - In-person interviews with Medical Directors of facilities that received facility reports
  - Telephone survey of providers who were mailed reports
  - Informal reports and inquiries from patients and providers
- **Effectiveness**
  - Outcome evaluation being conducted
  - Completion anticipated by Spring 2012