

# Partnership to Create a Model for a Scalable Technology-Enabled Evidence-Based Diabetes Care Pathway for Older Adults

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## Introduction

Apostle Group, LLC, Rockville, MD, a **CMS Care Transformation Organization**, is partnering with the Administration for Community Living to develop a statewide standardized system of care delivery for older adults with diabetes. This includes development of partnerships among healthcare and community-based area agencies on aging (AAA) to provide access and coordinated continuity of care by use of eReferral technology utilizing the Chesapeake Regional Information System (CRISP).

## Hypothesis

This demonstration project, enrolling **200 older adults with diabetes** (> 60 years), seeks to determine if a state-wide collaborative partnership linking healthcare and community services can develop a scalable, coordinated, continuous diabetes care pathway to improve quality of care, decrease cost and increase access to resources.

## Methods

- 1) Establish a reimbursable diabetes pathway utilizing CRISP that integrates the referral process to diabetes education, Medical Nutrition Therapy (MNT) and community services.
- 2) Redeploying existing resources to improve access to care, reduce social isolation and food insecurity
- 3) Develop and cost medically tailored 4-week menu options, with local production and delivery.

## Results

N=**190** enrolled to date (30% self-referred)

- N=**51** completed
  - N=**30** in progress
  - N=**32** ineligible
  - N=19 did not complete
  - N=**179** received MNT
  - N=**65** food insecure (**34%**)
- 2,214** meals provided



Participant experience in their own words:

*“Your program has done wonders for this patient. We have never been able to convince her to take diabetes seriously, but after experiencing your program she is determined to live healthier.”*

-S.B., Nurse

*“This is the first program I've been a part of that includes a dietitian to explain in detail the portions, foods, and how food affects my body, so that it's understandable and do-able.”*

-K.L., Participant

*“My blood sugars have never been under 300s, now my blood sugars are improving since starting the program and receiving the meal boxes”*

-L.M., Participant

## Results Cont.

The diabetes pathway was established, e-referring individuals to diabetes education, MNT, and AAAs to address needs. Four-week medically tailored diabetes menus were developed and provided to individuals who were food insecure.

## Conclusions

Challenges addressed include participant/partner technology issues, need for self-referral process, diabetes program availability, staff turnover and need to secure translators and provide materials in multiple languages. Adjustments were made to pathway processes: workarounds for rising food cost, tablet issues, and staff time needed to assist participants/partners through program. Enrollment is expected to complete by 8/2023 with full analysis of results to follow.

## Funding

Apostle Group, LLC has received a grant from the Administration for Community Living (ACL) for the development of a statewide standardized system of care delivery for older adults with diabetes including the development of partnerships between healthcare and community-based organizations (area agencies on aging, AAA) to provide access and coordinated continuity of care for older adults with diabetes utilizing the Chesapeake Regional Information System (CRISP).

## Contact

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