

e-NDDC Collaboratory News

September 2008

In order to provide information, updates, tips and tools to our NDDC collaboratory teams, both graduates and current, we have developed this e-NDDC newsletter. Items are brief; more information can be found on www.familydocs.org in the NDDC Resource Center. Please let us know what content you would find most useful, and submit your "STOC" wins for our Team Spotlight section.

CAFP launches New FP Forum's Blog

The [FP Forum's blog](#) was created to be an interactive medium in which Academy leaders can keep members up-to-date on activities by blogging. Contributors write about what the Academy is doing to influence public and political dialogues and provide insight to readers on what's going on in their professional and practice lives. Writers include Executive Vice President, Susan Hogeland, CAE; CAFP President, Jeffrey Luther, MD; Immediate Past President, Carla Kakutani, MD; and President-elect, Tom Bent, MD.

Collaboratory Update – Third Year Class to Graduate this Fall

NDDC is well into the third year and our teams are working as hard as ever. Eleven practices have committed to improve team care and patient outcomes as they go through the final stretch of the year-long collaboratory. The final learning session/graduation will be in October via WebEx. Faculty and teams will review their chart results, both baseline and follow-up, and look back on the work they have done and discuss the ways in which they will spread these successes to colleagues and other practices.

Plans for C4: A New Direction for New Directions in Diabetes Care

The next year (C4) will take a radical new direction. Thanks to the terrific feedback of all our NDDC teams, along with the expertise of our curriculum development team, we are taking a cue from the world of quality improvement and redesigning our project!. Next year's collaboratory will focus on capacity building to facilitate work in quality improvement. This 18-month project will target a maximum of 20 practices from C1 – C3 graduates. The curriculum will focus on improving systematic process change posed by high overhead and inefficiency. We plan to cover such topics as practice financials (i.e., key drivers of overhead, coding practices, claims processing, maximizing collections), building model referral relationships, and resource planning. We find that these are the kinds of changes that practices have to work on before addressing quality improvement. We plan to provide participation and travel stipends and will be sending out invitations in the fall. If you'd like more information about C4, please contact Sandra Newman (snewman@familydocs.org).

CAFP Legislative News

On July 25, 2008, Governor Arnold Schwarzenegger signed and approved legislation, AB 97, co-sponsored by the Academy. This bill will promote health and nutrition by phasing out the use of trans fat in all California restaurants beginning in 2010 and from all baked goods by 2011. To read the full Academy press release, click [here](#). CAFP continues to champion family medicine for California by protecting families' health. If you'd like more information about our legislative affairs, including a complete list of bills we are working on, ones we support, and much more, go to our [Advocacy](#) page.



Practice Management News – Answers to Frequently Asked Coding Qs

The August 2008 issue of [Practice Management News](#) is a Q&A with coding expert, Mary Jean Sage. Ms. Sage answers questions on how to: get paid for DMV exams, discharge day services, emergency office visits, and bill for care of the hospice patient. Also, don't forget to look at past issues that cover the following topics: billing issues, coding and payment, legal, quality improvement and practice redesign, staffing issues, technology, and more. For general questions, go to our FAQ page and if you have a specific question not answered, email it to Jane Cho (jcho@familydocs.org).

CS2Day: Cease Smoking Today National Initiative

Nine partners, including CAFP, recently launched CS2Day: Cease Smoking Today, an educational initiative designed to improve public health by reducing the number of Americans who smoke. CAFP's role includes developing and running live learning sessions at Pri-Med and AFP chapter meetings, financial management of the entire project, and a 16-month practice improvement collaboratory based on the Chronic Care Model. Four AFP state chapters and 15 practices (3 from each state) are participating in the learning collaboratory with the first learning session planned for October. For more information about CS2Day, click [here](#).



Diabetes Tip of the Month – Depression and Diabetes

Most people with diabetes do not have depression, but they have a greater risk of depression than patients without diabetes. To facilitate the diagnosis and management of depression, the MacArthur Foundation Initiative on Depression and Primary Care has a range of resources available on its [Web site](#). Its [Tool Kit](#) has information and instruments you can use to recognize depression, educate patients, and much more. Our NDDC Resource Center has several depression screening tools ready to download. Please go to the resource center [here](#) for more information on diabetes and depression.



Calling all NDDC Graduates!

Don't forget to spread the lessons learned during your participation in the collaboratory. As you know, one of the requirements of the collaboratory is to have definitive plans for the "spread" of your lessons learned. Staff and practices are asked to share their experiences in a public forum, such as a county chapter or medical society meeting, a hospital staff meeting, local residency program, or other venue. In order to assist you in spreading the word to your communities, we have developed talking points, Power Point presentations, and other

materials. Please contact Jane Cho (jcho@familydocs.org) for more information or if you would like to share your "spread" stories with us for an issue of e-NDDC.

Collaboratory Team Spotlight

In each issue we spotlight one of our past or current teams and the work they are doing on diabetes and redesign. If you have something you'd like to share, please contact Jane Cho, jcho@familydocs.org, to submit your thoughts. Photos are encouraged!

In this issue, we highlight Dr. Sheldon Zitman's practice (Zitman, Jalilie, and Kar) in Cupertino, California. Dr. Zitman and his staff have team huddles regularly, two mornings and three afternoons a week. What began as a Small Test of Change is now something the team does routinely as a way to touch base and talk through schedules and patient care for the day. They find the huddles very easy to do and hardly take up any time. Dr. Zitman's team also uses red stickers to indicate diabetes on their patient charts, a good reminder for the team when it comes to care. More recently, the practice has been working on electronic medical record implementation. Congratulations, team!



Feedback Please

This is the fourth issue of e-NDDC. Please help us provide you valuable and practical information. Email Jane jcho@familydocs.org or Sandy snewman@familydocs.org and let us know what you think.



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