

**Redwoods Rural Health Center
Diabetes: Retinal Eye Exam**

Plan

Aim: By 6/30/24, RRHC will increase the rate of assigned diabetic patients who receive their retinal eye exam from baseline (April 2024) of 15% to 30%.

Measures:

Outcome Measures:

- % of diabetic patients with completed retinal eye exam

Process Measures:

- # of patient reminders mailed
- # of patient outreach calls
- # of appointments scheduled for retinal eye exams
- # of retinal eye exams completed

Prediction:

- Redwoods Rural predicted that increasing outreach to patients (leading to appointment scheduling) and adding internal reminders in the electronic health record (leading to reduced missed opportunities) would increase the rate of exam completion for patients.

Changes Being Tested:

Do

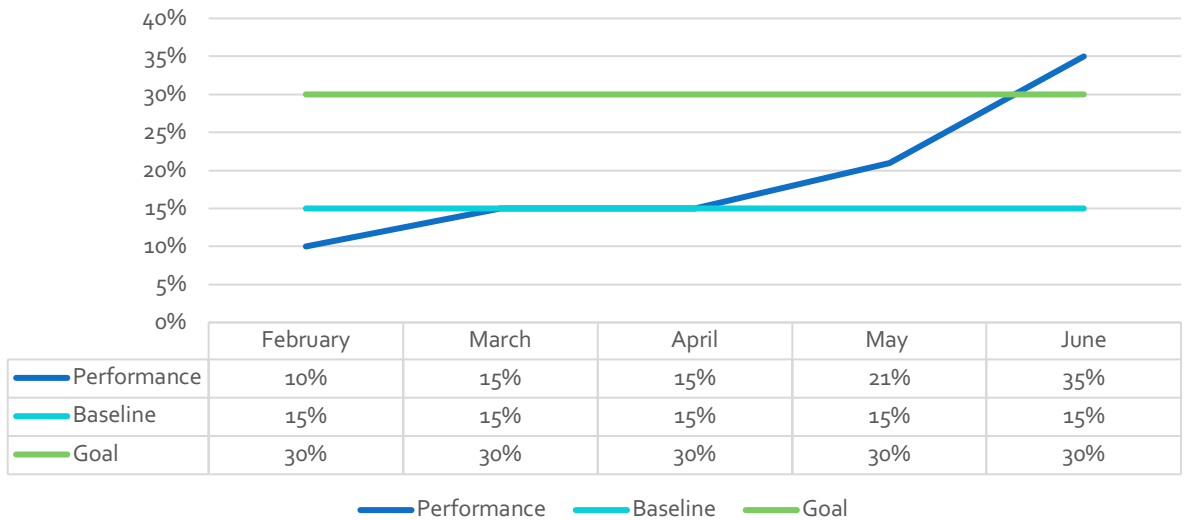
- **Patient outreach:** RRHC mailed a letter with a reminder for all patients due for retinal eye exam with a call to action to schedule an appointment. In addition, live outreach calls were conducted by the QI team to schedule appointments for eye exams.
- **Internal workflows to reduce missed opportunities:** Scrubbing charts was conducted to identify patients with scheduled visits who are due for retinal eye exam. An internal reminder in the “reason for visit” section of the appointment recoded was added in the electronic health record to add retinal eye exam to the visit.
- **Staff support:** Training for MAs on use of the retinal eye camera and workflow that included the QI Manager providing assistance when needed with capturing the images.

Results:

- Between April and June, the rate of patients who completed their retinal eye exams increased from 15% to 35%.
- A total of 11 retinal eye exams were completed between April and June 2024.

Study

Retinal Eye Exams 2024
PHC Assigned Patients



Act

Future Plans:

Redwoods Rural Health Center plans to have a member of the QI team attend daily morning clinical huddles to identify which patients on the day’s schedule are due for eye exams, and coordinate with MAs on who will be conducting the retinal exams.