under-coded. Clinician notes offer an alternative source for identifying depression. Natural language processing tools can be used to enhance case identification where clinician notes are available in electronic form.

Methods: The sample was comprised of 2680 health plan enrollees that had received a new diabetes diagnosis within the previous two years. Using phrases that included the embedded term 'depress', two reviewers coded all cases with an appropriate indication of depression, excluding inappropriate uses of the term ('denies depression'; 'depressed fracture'; 'no history of depression'). On cases where there was disagreement, the two reviewers looked at the full note to determine the appropriate decision. The depression cases identified through the administrative database were compared to those identified through NLP in terms of clinical and demographic characteristics.

Results: Of the 2680 incident diabetes patients, 260 (10%) were identified through both methods, and an additional 141 were identified with depression through NLP only. There were 37 depression cases identified through administrative codes with no NLP evidence of depression. There were no significant differences between NLP versus administrative data criteria in terms of gender, age, comorbidity, or A1c of those identified with depression. However, patients identified through the administrative system had more primary care visits and had longer continuous enrollment in the health plan.

Conclusions: Use of NLP increased numbers of identified depression cases by almost a third. The NLP tool provides an efficient way to enhance the identification of depression cases, both for research and population-based quality improvement efforts. As more and more medical providers establish paperless offices, NLP will be an increasingly useful and efficient tool that can be used by both clinicians and researchers for a variety of purposes. This study was funded by NIH/NIDDK: Grant #DK066050.

Quality Improvement

Abstract C-C2-01

Guided Care: The Translation of Research Into Cost-Effective Primary Care for Persons With Chronic Conditions

Carol Groves, RN, MPA, *Kaiser Permanente Mid-Atlantic States*; Lya Karm, MD, *Mid-Atlantic Permanente Medical Group*; Chad Boulton, MD, MPH, MBA, *Johns Hopkins Bloomberg School of Public Health*; Lisa Reider, MHS, *Johns Hopkins Bloomberg School of Public Health*; Katherine Frey, MPH, *Johns Hopkins Bloomberg School of Public Health*

Background: 'Guided Care' (GC) is primary care into which several successful innovations in chronic care have been translated, in accord with the 'chronic care model.' This study examines the effect of GC on the quality of medically complex older adults' health care. A registered nurse based in a primary care practice and supported by a web-accessible, evidence-based electronic health record, works closely with 2-4 physicians in caring for 50-60 of their multi-morbid older patients. For each patient the nurse performs a comprehensive assessment at home and then collaborates with the physician, the patient and the caregiver to customize an evidence-based 'Care Guide' for healthcare professionals and a personal health 'Action Plan' for the patient and caregiver. Thereafter, the nurse monitors the patient's chronic conditions proactively, coaches the patient in self-management, smoothes transitions between settings of care, coordinates multiple providers, educates and supports caregivers, and facilitates access to community resources.

Methods: Using claims-based predictive modeling, we identified the top 25% chronically ill older patients at highest risk for health care utilization in the subsequent year within three Kaiser Permanente practices. A total of six primary care teams representing 20 primary care physicians and 403 of their patients consented to participate in the trial of which three teams were randomized to receive a GC nurse. We assessed quality of care after 6 months using the Patient Assessment of Chronic Illness Care (PACIC), an instrument which measures self-reported quality of care in five domains. **Results:** Eighty-six percent of GC patients (n=204) and controls (n=199) responded to baseline and follow-up interviews. Patients receiving GC were two times more likely to rate the quality of their care as 'highest quality' compared to patients in the control group after adjusting for baseline sociodemographic characteristics, health status, functional ability, practice site, satisfaction with healthcare and PACIC score (OR, 1.99, $P=0.054$). GC patients had a significantly higher rating of care within the following domains: goal setting (OR, 2.55, $P=0.003$), coordination of care (OR, 3.09, $P=0.006$), and decision support (OR, 1.73, $P=0.026$). **Conclusion:** Preliminary results suggest GC improves the quality of care for complex, chronically ill older adults.

Abstract C-C2-02

iList (Intervention List) – Planning Care for a Large Population

Ellen Vanderboom, RN, MSN, *Marshfield Clinic*; Theodore Praxel, MD, MMM, FACP, *Marshfield Clinic*; Marilyn Follen, RN, MSN, *Marshfield Clinic*; Daniel Erickson, MD, *Marshfield Clinic*; Thomas Gabert, MD, MPH, *Marshfield Clinic*; Kori Krueger, MD, *Marshfield Clinic*; Eric Penniman, DO, *Marshfield Clinic*; Mary Beth Dickinson, RN, BSN, *Marshfield Clinic*; Trina Ford, MSN, NP, RD, *Marshfield Clinic*

Background: Improvement of diabetes care for a population of 17,993 has been a system-wide initiative since 2004. Multiple strategies have been implemented to meet this aim. The Intervention List, also known as iList, is a software application that was introduced to help physicians and staff plan interventions at the individual patient level to improve care. iList contains lists of patients with diabetes who are not meeting quality metrics and may lack a follow-up appointment. **Methods:** Algorithms to identify high-risk patients who are not at goal for diabetes quality metrics and link them to personal care providers were developed by the Data Warehouse. iList was deployed to all primary care practices in the system. Standing orders were developed for staff to use in conjunction with iList to schedule necessary test or office visits. Training was held to assist staff and physicians in improving care through iList, a defect recovery list. In addition, the process of diabetic foot exams was standardized and support staff was trained to perform foot exams. **Results:** Significant improvement in diabetes care has been demonstrated by the improvement in the composite diabetes process and outcome measures. The percent of patients who have met all diabetes process measures has increased from 13.4% prior to iList implementation to 42.4%. The percent of patients who have met all diabetes outcome measures has increased from 10.1% to 19.1%. **Conclusions:** iList has helped physicians and staff to attach names to those patients in their practice who are not meeting all of the quality metrics and take action to improve care where there may be gaps. Awareness of the need to plan chronic care is not necessarily self evident and education of providers and staff has been helpful. Planning care builds trust with patients. Use of the application has emphasized the staffs' ability to help patients improve their health. Standing orders have facilitated the process of planning care. Planning care saves time and physicians recognize the efficiencies. Adaptive change needs to accompany technical change for successful implementation.

Abstract C-C2-05

Taking Advantage of Natural Experiments for Implementation Research: a DIAMOND Opportunity

Leif I. Solberg, MD, *HealthPartners Research Foundation*; A. Lauren Crain, PhD, *HealthPartners Research Foundation*; Russell E. Glasgow, PhD, *Kaiser Permanente Colorado CRU*; Jurgen Unutzer, MD MPH, *University of Washington*; Robin R. Whitebird, PhD, *HealthPartners Research Foundation*; Michael V. Maciosek, PhD, *HealthPartners Research Foundation*; Lisa V. Rubenstein, MD, *RAND Corporation*

Background: Faced with the challenge of how research can help medical care cross the quality chasm separating what we think we know and what we actually do, new approaches and designs for research are needed. We especially need research that helps us understand problems in implementation and how to improve care. Since care and financing changes occur at an increasingly rapid pace, they provide huge opportunities for learning if we can only build and fund appropriate parallel research studies. This paper will describe such a study of a major statewide initiative to change the financing and care for depression in Minnesota. **Methods:** The DIAMOND (Depression Improvement Across Minnesota – Offering a New Direction) study proposal was developed in conjunction with a similarly named collaborative plan for changing the way all health plans and the state paid for primary care of depression and for facilitating care changes that would implement evidence-based care. The implementation was planned in a way that would be most feasible for stakeholders while also being compatible with a sophisticated quasi-experimental research design that involved staggered implementation with multiple baseline measures of practice systems, care processes, and patient outcomes. It also featured evaluation of changes in worker productivity and in healthcare utilization/costs while also measuring the extent of penetration through the RE-AIM framework (Reach, Effectiveness, Adoption, Implementation, and Maintenance). **Results:** The research proposal to NIMH

received a high score, and was funded in time to develop and implement the measurements before the changes began. Study measures required extensive cooperative efforts by the payers and medical groups, which were made possible by the ongoing integration of the initiative and the research and because all participants recognized the value of the measurements for assessing the effects and aiding decisions to maintain and extend the payment changes. **Conclusions:** It is possible to fund and evaluate even extensive change projects if developed collaboratively and flexibly with operational leaders in such a way as to provide information they value. Luck helps too.

Health Informatics

Abstract C-C3-01

Assessing the Use of an EMR Prompt for BMD Testing in Rheumatology

Jody M. Jackson, RN, BSN, *HealthPartners Research Foundation*; Cheri J. Rolnick, PhD, MPH, *HealthPartners Research Foundation*; Jerry H. Amundson, BS, *HealthPartners Research Foundation*; Richard Kopher, MD, *HealthPartners Como Clinic*

Background: We conducted a multi-phase project to examine issues surrounding bone health following the Women's Health Initiative (WHI) findings. Phase One involved surveying women regarding behaviors and concerns related to menopause management, and Phase Two involved surveying providers regarding these same issues. In Phase Three we developed a bone mineral density (BMD) testing prompt within the electronic medical record (EMR). Phase Four assessed whether the prompt made a difference in the number of patients at risk who received BMD and/or a bone health medication. **Methods:** Rheumatology patients were our target population (key priority for the health plan). All patients were age 40+, on prednisone, with no record of BMD in the previous two years. The Prompt: The following message appeared in the EMR: 'This patient is at risk for osteoporosis due to prednisone use. We have no record of a recent Dexa scan.' Data was obtained on BMD testing, prednisone use and treatment within the following time periods: 6-3 months and 3-0 months pre-prompt and 0-3 months and 3-6 months post-prompt. The proportions for whom BMD testing was ordered and/or who were on a bone health medication were determined; data were analyzed to assess if percentages were the same, decreasing or increasing. rheumatologists were asked the value of continuing its use. **Results:** BMD testing proportions were quite low in all periods but showed a slight increase over time (from periods 3-0 months pre and 0-3 and 3-6 months post). The use of prednisone was the same over time. Bone health medication was fairly consistent with a very slight increase in percentage use over time. These figures did not reach statistical significance. Providers reported the prompt was more of a hindrance than a help; it could not be tailored enough where clinical intervention was relevant. Due to the lack of enthusiasm, we dropped the alert. **Conclusions:** While prompts to providers seem beneficial in theory, putting them into practice has challenges. Providers do not always find them adequately tailored and report that too many competing reminders become distracting.

Abstract C-C3-02

The Next Step: Achieving Health Behavior Change Through Technology

James B. Jones, MBA, *Geisinger Center for Health Research*; Nirav R. Shah, MD, MPH, *Geisinger Center for Health Research*; Zahra S. Daar, MS, *Geisinger Center for Health Research*; James Walker, MD, *Geisinger Center for Health Research*; Ilene G. Ladd, MS, *Geisinger Center for Health Research*; Walter F. Stewart, PhD MPH, *Geisinger Center for Health Research*

Background: Web-based technologies offer an efficient patient-centered means of educating patients and improving their chronic disease self-management skills. Our objective was to engage patients in the use of an internet-based health behavior change program. **Methods:** We tested the effectiveness of a web-based behavior change application designed by HealthMedia, Inc. (HMI) in patients with cardiovascular disease, diabetes, and/or heart failure. Eligible patients were required to be registered users of MyGeisinger, a web-based patient portal used to access medical information, communicate with providers, and review test results. Patients randomized to the intervention group received multiple letters and e-mails inviting them to use HMI's behavior change tool. Control group patients did not have access

to the HMI application. Given the low initial response rate (only 11.9% enrolled in the HMI application), we conducted a phone survey of 30 non-enrollees. The survey included 35 questions about internet usage, MyGeisinger usage, and reasons for not enrolling in the HMI system. **Results:** All respondents reported having access to an internet-connected computer. Ninety percent of the respondents indicated that they accessed the internet 2-7 times per week. Seventy percent of respondents reported that they were active users of MyGeisinger. The most common reasons for not using the HMI system included: not knowing the physician who signed the letter inviting them to participate in the study (67%), technical problems with the computer, website, login or pop-up windows (67%), and needing more information about the intervention (43%). **Conclusions:** The target population (i.e., comfortable using a web-based patient portal) for an internet-based behavior change tool was easy to identify. Several barriers remain to get these technology-savvy users to additionally adopt a web-based behavior-change application. In a separate analysis of MyGeisinger usage, 86% of the intervention group used MyGeisinger three or more times during a 12-month period. We conclude that motivating patients to use an electronic health tool that provides a platform for exchanging information (e.g., MyGeisinger) is fundamentally different from engaging patients in electronic health tools for health behavior change. There is a need to reduce and/or eliminate the technical hurdles and to develop better ways of providing information to prospective users about the purpose and benefits of web-based behavior change tools.

Abstract C-C3-03

Implementation of Electronic Decision Support for Providers to Improve Diabetes Care

JoAnn M. Sperl-Hillen, MD, *HealthPartners Research Foundation*; Patrick J. O'Connor, MD MPH, *HealthPartners Research Foundation*; Heidi L. Ekstrom, MA, *HealthPartners Research Foundation*; William A. Rush, PhD, *HealthPartners Research Foundation*; Paul E. Johnson, PhD, *University of Minnesota*; George Biltz, MD, *University of Minnesota*

Background: An electronic decision support tool called Diabetes Wizard (DM Wizard) was implemented in four HealthPartners Clinics from October 2006 through May 2007 as part of the NIDDK funded study entitled 'Reducing Clinical Inertia in Diabetes Care.' The DM Wizard was integrated into the electronic health record (EHR) as an EPIC smart form and accessed through the visit navigator screen at a patient's encounter. It was also printed for provider review prior to entering the exam room. It gave clinically relevant data on the patient's A1c, blood pressure, lipids, and relevant comorbidities. In addition, it was programmed using complex algorithms derived through expert consensus to list 3-4 specific recommendations for drug intensification along with safety alerts and reminders for each of the three clinical domains. **Methods:** Sixty-one providers were randomized at the clinic level to one of three study arms: (1) Control (2) SimCare Plus (a simulated case-based learning program for providers) or (3) DM Wizard. Six clinics received staff training and, for 6 months, received feedback, utilization reminders and paid incentives for DM Wizard use. Providers also completed a 'visit action resolution' form (a checklist of reasons for clinical inertia). A provider survey assessed satisfaction. The following were tracked electronically during the 6-month intervention and incentive period, and for 3 months after: (1) rate of opening the DM Wizard at eligible encounters (all visits of patients with diabetes) (2) rate of nurse printing the DM Wizard for the provider (3) rate of provider completion of the visit resolution form. **Results:** One hundred percent of providers agreed with listed treatment suggestions and would recommend use of the DM Wizard to other physicians. The form printed by the nurse and available prior to entering the exam room was seen as valuable by most providers. The DM Wizard was opened during eligible diabetes encounters 75% of the time, with printing and visit resolution completion rates of 88% and 87% of opened forms, respectively. Three months after the incentive period, rates of opening the DM Wizard dropped to 50%. **Conclusions:** The DM Wizard EHR tool was implemented successfully with high provider use rates and satisfaction. Use declined substantially after the study intervention period correlating to discontinuation of feedback, reminders, and incentives. The cost of maintaining high rates of DM Wizard utilization and keeping algorithms up to date will need to be weighed against the clinical benefits achieved.