

# Diabetes Physician Recognition Program (DPRP) Supports Clinical Medical Care with Improvement of Effort

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## DIABETES CARE LINK

The *Advanced Center of Management for Endocrine and Metabolic Disorders* (ACME) is a busy, centrally located office in metro Louisville, Kentucky. Our specialty is adult endocrinology/diabetology and internal medicine. We are proud to have participated in the NCQA Diabetes Physician Recognition Program (DPRP) as part of the Bridges to Excellence project. Over 80% of our total patient population is adult. The racial background is ethnically dispersed with 75% Caucasian, 15% African American, 5% Asian, and 5% other.

Our office's philosophy is that we are in the people business. We have an uncompromising commitment to place patients first. This principle guides formulation and evaluation of all procedures and conduct whether clinical or administrative. This philosophy is coupled with the ADA, AHA, and AACE standards of care.

The Diabetes Physician Recognition Program has helped our practice to become more aware of good clinical care. This awareness has highlighted the importance of patient care in reference to the national performance measures with the proper documentation that supports effectiveness and intervention. Most of all, due to the outcomes of our internal audit, we have been made aware of and encouraged to implement more effective clinical care and more educational programs.

The DPRP program also has been advantageous to our practice in other ways:

- ◆ It has been a learning process for everyone involved. Through auditing our data we have found areas where we thought we were implementing ADA recommendations, but we were weak in documentation. Even though we practice by the ADA guidelines, the documentation of annual eye, dental, and foot exams was weak. The correction of this was the development of a comprehensive

diabetes/medical history for the chart, as well as updating our daily summary charting record note. We have also developed a "My Diabetes Check List" to encourage the patient to be more responsible for their medical care.

- ◆ Recognition has improved our quality of care. We monitor with every visit the "ABCs" of diabetes (A = A1c, B = blood pressure, and C = Cholesterol panel). In addition, we give exercise, nutrition, and updated diabetes education with every visit.



Dr. Jahangir Cyrus (center) shown with Nina Fulkerson, ARNP and Karen Eastridge, NP-C, CDE

- ◆ Overall, we realize this program is primarily for physicians. But in reality it takes every member of the practice staff to support the process: the health-care providers, the educators, the nutritionists, support staff, and last but not least – the patients are all on this team. All of the team members must work together. A wise physician once said that we the healthcare providers are like referees of the ballgame. We are all striving to enforce the rules of this "life threatening game."