SHEPARD HEALTH

How can I provide better care for diabetic patients?

Shepard Health's proprietary software, FIXXER™ is a real-time Care Process Management (CPM) platform that enables healthcare facilities to standardize the highest quality of care at the lowest price, monitor the compliance with best practices in real-time, and escalate deviations before errors occur.

Problem: Despite significant investment and incentives focused on diabetes treatment, managing and adhering to patient-specific care plans continues to be a challenge. The collection and dissemination of meaningful data is complicated and hinders the treatment of patients and reporting to payors and regulators.
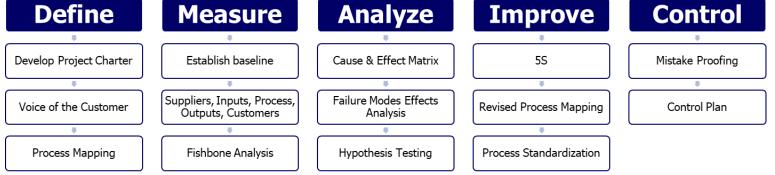
Outcome: FIXXER™ provides a real-time snapshot of the diabetic population by key demographics, facility, location, and provider. With interactive dashboards, on-demand reports, care plan gaps, and automated regulatory reporting, healthcare providers can focus attention on treating patients with the latest and most accurate information to achieve the best care for their patients and maximize HEDIS/UDS compliance.

Solution: Shepard Health's team of IT and analytics experts optimize the technical aspects of diabetes care and reporting, as well as the process management. Shepard Health utilizes the Lean Sigma framework to identify areas that need improvement, map current state processes, future state process mapping, and clear visualization that addresses common areas of concerns.

Root Causes	Examples of Improvement Strategies
Lack of patient engagement	1. Use patient portal to provide appointment reminders 2. Track missed appointments for staff follow-up and rescheduling appointments 3. Provide virtual appointment option
Lack of staff training	1. Update training using recommendations from the American Diabetes Association 2. Provide staff the time to attend continuing education opportunities
Availability of test results	1. Lab results automatically transferred to patient's record.

Define	Measure	Analyze	Improve	Control
Develop Project Charter	Establish baseline	Cause & Effect Matrix	5S	Mistake Proofing
Voice of the Customer	Suppliers, Inputs, Process, Outputs, Customers	Failure Modes Effects Analysis	Revised Process Mapping	Control Plan
Process Mapping	Fishbone Analysis	Hypothesis Testing	Process Standardization	

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