ICHOM CASE STUDY

GluCare Integrated Diabetes Center: ICHOM Sets enabling high quality, personalized medical and behavioural care
Care Setting

- **Diabetes-oriented outpatient clinic** integrating a patient-centered approach with technology to deliver healthcare through a value-based healthcare approach.

- **Location**: Dubai, United Arab Emirates

- **Founded in**: 2019

- **Type of organization**: Private outpatient specialty care services

- **Number of patients enrolled in past year**: >800 patients

- **Clinical services**:
  - Diabetes comprehensive treatment and care, for adults and children
  - Lifestyle education and coaching
  - Diabetic foot clinic
  - Bariatric management
  - Cardiology & Remote Cardiac Monitoring - *focus on hypertension*
Clinical Reported Outcomes

Survival

Disease control

Chronic complications

Acute events

Health service utilisation

Measures (CROMs)

Vital Status

Glycemic control (based on HbA1c)
CVD risk score, lipid profile, hsCRP

Treatment, nervous system, micro and macrovascular complications

Diabetic ketoacidosis, hyperglymeic hyperosmolar syndrome, hypoglycemia

e.g. hospitalisation, emergency room utilisation, Financial barriers to treatment

Results

21% Death Related to Diabetes

2.14% HbA1c*
39.03 CVD risk score
18.52 TGs
17.25 LDL
5.19% HDL

94% patients NO LONGER needed insulin after 12 months **
100% of patients reduced prescription across categorise in the last 12 months

37% micrvasc. Complications
14% heart attack

Currently no exemplified results on this outcome measure

*considering control target as HbA1c <7%
** patients previously on insulin
Resource investment

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<tr>
<th>Cost of achieving target</th>
<th>Monetary</th>
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<td>● Initial purchase of Electronic Medical Records platform + $5,000 - $10,000 pounds for computer systems and reporting requirement changes</td>
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<td>● Cost: ICHOM Certification</td>
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<table>
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<tr>
<th>Cost of achieving target</th>
<th>Non-monetary</th>
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<td>● Nursing and front desk: additional 0.1 FTE required for all the extra direct data collection from front desk to nursing as volume of patients increases</td>
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<td>● Physicians: increased time slots by 5 - 10 minutes (existing versus new patients) to allow for data collection and review, including ICHOM data</td>
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<td>● Cost of indirect staffing: 0.15 FTE hours to monitor implementation and data reporting and analysis of ICHOM standards ongoing. Note: this is time consuming.</td>
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Interview with and information requested from GluCare team
Lessons learned

● Off the shelf IT solution was affordable - all was electronic, no additional materials/supplies were needed which made this aspect more affordable

● It is essential to engage with patients on a culturally-sensitive level (e.g. language and literacy level), the initial challenge to have a high response rate is believed to be associated with cultural sensitivity of the Sets

● It is challenging to incorporate all aspects of the Set: in this case, all PROMs were included however response rates were 2% to start. However, with the addition of the coaches and care team building a rapport and return client base, this is up to 25% and climbing

● Success is dependent on the incorporating quality indicators in care and management processes/routines (e.g. weekly meetings to review results)

● Include evaluation of staff based on clinical setting standards - GluCare is also certified by URAC, QISMET and Joint Commission International, which focus on high quality health care delivery

● Impact is increased through implementation of workflows to define “what works” and “what doesn’t work”
Experience implementing ICHOM Sets

- **Sets implemented**: Diabetes
- **Data collection duration**: 18 months
- **ICHOM Certified**: Since June 2022
The GluCare Team

- **Ali Hashemi** - CO-FOUNDER & CHAIRMAN
- **Dr. Ihsan Almarzooqi** - CO-FOUNDER & MANAGING DIRECTOR
- **Carolyn Palsky** - DIRECTOR OF NURSING & PATIENT EXPERIENCE
- **Sofia Aleabova** - NURSE MANAGER
- **Dr. Yousef Said** - MEDICAL DIRECTOR - SPECIALIST IN INTERNAL MEDICINE AND DIABETOLOGY

- **Dr. Cigdem Ozkan** - Endocrinologist
- **Dr. Milena Caccelli** - Endocrinologist
- **Dr. Raizi Colodetti** - Cardiologist
- **Dr. Bart van Wagensweld** - Consultant Laparoscopic & Bariatric Surgeon
- **Yasmeen Manea** - Diabetes Nurse Specialist
- **Celeste de los Rios** - Head of Coaching
- **Emma Tebble** - Senior Medical Technologist
- **Dr. Kowshik Gupta** - Pediatric Endocrinologist
- **Begüm Demircan** - Clinical Dietitian
- **Joelle Debbs** - Lifestyle Coach
- **Nicole Dahlstrom** - Lifestyle Coach
- **Luisa Sato** - Head of Marketing & Business Development

https://glucare.health/outcomes/