

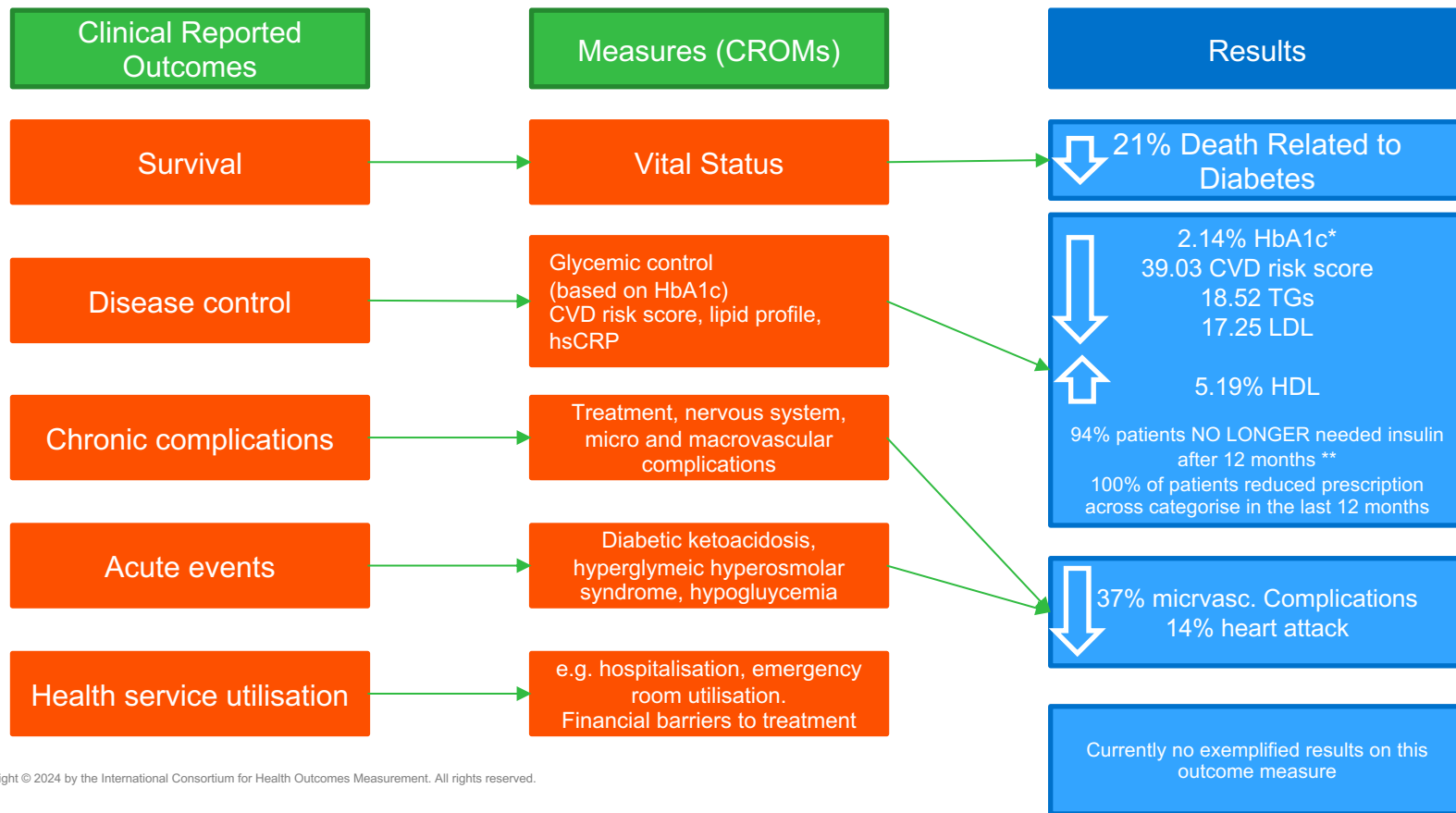
ICHOM CASE STUDY

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*





Resource investment

Cost of achieving target Monetary

- Initial purchase of Electronic Medical Records platform + 5,000 - 10,000 pounds for computer systems and reporting requirement changes
- Cost: ICHOM Certification

Cost of achieving target Non-monetary

- 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
- Physicians: increased time slots by 5 - 10 minutes (existing versus new patients) to allow for data collection and review, including ICHOM data
- 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.

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”

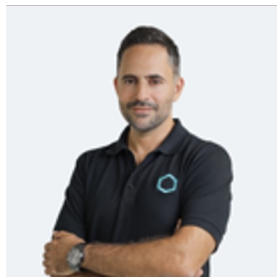


Experience implementing ICHOM Sets

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



The GluCare Team



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