

Best Practices: U.S. News & World Report's Top 10 Endocrinology & Diabetes Programs

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Source: U.S. News & World Report's Best Hospitals,
<https://health.usnews.com/best-hospitals/rankings/diabetes-and-endocrinology>

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Document Overview

Premises

1. Diabetes is a chronic disease with significant costs. Approximately 30 million people in the U.S. have diabetes, costing the nation an estimated \$327 billion each year.
2. Management of diabetes is critical in population health.
3. An effective diabetes program can differentiate a hospital.
4. Self-insured employers are increasingly concerned about preventing and managing diabetes among their covered lives.

Goal

1. Identify examples of best practices for top hospitals' diabetes programs

Approach

1. Focus on U.S. News & World Report's Best Hospitals for Diabetes & Endocrinology
 1. Criteria for U.S. News & World Report's Best Hospitals rankings*
 2. The top 10 hospitals in this list range in score from 100 to 73.7
2. Review hospital websites for conditions in this specialty – specifically, diabetes
3. Identify key features of these diabetes programs
 1. In this document, "best practices" are defined as: practices and features highlighted on successful clinical programs' websites

*See #9 on References slide

Source: [ADA \(American Diabetes Association\)](#), see Reference #14

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Diabetes Program Best Practices

1. Multidisciplinary approach:
 - A. Endocrinologists and other specialists in areas such as renal disease, women's health, cardiology, podiatry, orthopedics, neurology, nephrology, bariatric surgery, vascular surgery, ophthalmology and behavioral health
2. Team-based care:
 - A. Collaborative team of NPs, dietitians and certified diabetes educators
3. Comprehensive services offered:
 - A. Treatment for prediabetes, type 1, type 2, and gestational diabetes
 - B. Technology training: continuous glucose monitoring, insulin pump therapy
4. Coordinated care plan developed with PCPs
5. Clinical trials
6. Diabetes education – group & individual classes
 - A. Nutritional and behavioral counseling
 - B. Self-management program
7. Patient-centric care
8. Support groups
9. Virtual Visits

Best Practices Summary of Top 10 Programs

	Best Practice	Prevalence Rate	Best Example
1	Multidisciplinary approach	90%	Mass General
2	Team-based care	90%	Cleveland Clinic
3	Comprehensive services (i.e. insulin pump therapy)	80%	Mayo Clinic UCSF
4	Coordinated care plan developed with PCPs	40%	Cleveland Clinic
5	Clinical trials	40%	Mass General
6	Diabetes education classes	100%	Mayo Clinic
7	Patient-centric care	30%	Johns Hopkins
8	Support groups	30%	Stanford
9	Virtual visits	10%	Cleveland Clinic

Sources: usnews.com, hospital websites accessed on 3/8/2018; Progressive Healthcare analysis

Observations

Common Practices	Expected Practices but Not Common Yet
Multidisciplinary approach	Coordinated care plan developed with PCPs
Team-based care	Clinical trials
Comprehensive services (i.e. insulin pump therapy)	Patient-centric care
Diabetes education classes	Support groups
	Virtual visits

Comment: It is surprising that many of the successful clinical programs do not feature support groups, clinical trials and patient-centric care on their program websites.

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U.S. News & World Report's Best Hospitals for Diabetes & Endocrinology

1. [Mayo Clinic](#)
2. [Massachusetts General Hospital](#)
3. [Cleveland Clinic](#)
4. [Johns Hopkins Hospital](#)
5. [New York – Presbyterian Hospital – Columbia and Cornell](#)
6. [University of Colorado Hospital](#)
7. [UCSF Medical Center](#)
8. [Hospitals of the University of Pennsylvania-Penn Presbyterian](#)
9. [UPMC Presbyterian Shadyside](#)
10. [Stanford Health Care – Stanford Hospital](#)

Source: U.S. News & World Report's Best Hospitals, based on data from 2013-2015

<https://health.usnews.com/best-hospitals/rankings/diabetes-and-endocrinology>

What the Programs Say about Themselves

1. Mayo Clinic: “Providers care and treat patients with **all aspects of diabetes**; The diabetes education program is based upon an **individualized assessment** of the patient's learning needs.”
2. Massachusetts General: “With a closely integrated **treatment center and clinical research center**, we aim to develop new treatments and provide the highest quality care for people with diabetes, pre-diabetes, and associated disorders. The ultimate goal of our work is to **cure diabetes**. The Diabetes Clinical Center currently handles approximately 10,000 patient visits per year”
3. Cleveland Clinic: “Goal is to **get patients on the right track** with their diabetes management before returning them to their primary care physicians for **ongoing management**”
4. Johns Hopkins: “Excellence in **patient care is a primary interest** of all Center personnel. Direct care is provided for the participants in our programs while they are at the Center. Many, but by no means all, participants remain under the care of Center physicians. In every case, Center staff facilitates good **on-going care**.”

What the Programs Say about Themselves

5. NY Presbyterian (Naomi Berrie): “The goal of the Center is to help patients **integrate optimal diabetes management** into their everyday lives. With the Berrie Center, our research, our laboratories are right here—so advances are translated to the patient as rapidly as possible.”

6. University of Colorado: “...proud to bring **specialized, collaborative care** to patients with diabetes and other hormonal disorders. Our team of caregivers from a broad spectrum of related specialties work together to determine each patient’s unique needs and develop the best possible care plan”

7. UCSF: “The Teaching Center emphasizes the importance of **individualized care and patient empowerment** by teaching people how to best manage their condition. The center's programs focus on helping patients make more consistent and appropriate adjustments in their therapy and lifestyle.”

What the Programs Say about Themselves

8. Penn Presbyterian: **Patient-centered** diabetes care; “patients are active members of the health care team”
9. UPMC: “UPMC's **wide network** of primary care providers make sure all of your health needs are met, including your diabetes care. Offers 2-hour long diabetes education sessions at various locations”
10. Stanford: “We offer a **personalized approach** to diabetes care to help you manage the condition over the **long term** and specialized expertise in treating **all types of diabetes**, including rare forms such as post-transplant and cystic fibrosis-related, using the latest diabetes technology.”

1. Mayo Clinic – Diabetes Mellitus Specialty Group

Program Features:

1. Highlights a multidisciplinary approach to the care of patients with gestational diabetes, working with high-risk obstetricians in the Maternal Fetal Medicine Specialty Group
 1. Manages patients as their primary physician or in consultation with the referring physician
2. Includes the “Diabetes Unit”
 1. **Three-day outpatient class for intensive insulin therapy**
3. Offers Diabetes Technology Clinic
 1. Unique clinic that evaluates patients interested in using diabetes technologies and provides periodic follow-up
4. Educates about insulin pump therapy
 1. Patients who need more-advanced systems such as continuous glucose sensor augmented insulin pumps and closed loop sensor insulin pump systems are identified and their approval for such technologies facilitated
5. **Provides a comprehensive outpatient and inpatient diabetes treatment and education program**
 1. Individual and group classes
 2. Referral to the program is arranged by a Mayo Clinic physician who will first evaluate the patient's diabetes and related need for education.

2. Massachusetts General Hospital – Diabetes Clinical Center

Program Features:

1. Consists of multidisciplinary team:
 1. 15 physicians, 5 NPs, 2 dietitians
 2. **Collaboration with specialists in renal disease, cardiology, podiatry and orthopedics, neurology, and vascular surgery, and retinal specialists and other ophthalmologists**
2. Handles approximately 10,000 patient visits per year
3. Treats conditions such as:
 1. Type 1, type 2, diabetic foot problems, diabetic nephropathy, diabetic neuropathy, diabetic retinopathy
4. Offers on-site services including:
 1. Lab, Radiology, EKG
 2. Dietary and behavioral counseling
 3. Diabetes teaching provided by certified diabetes educators and nurse practitioners
 4. Advanced comprehensive therapy available for Type 1 and Type 2 diabetes (and for the complications associated with diabetes)
5. Includes closely integrated treatment center and clinical research center
 1. Aim to develop new treatments and provide the highest quality care for people with diabetes, pre-diabetes, and associated disorders

2. Mass. General Hospital – Diabetes Self-Mgmt Education & Support Program

Program Features:

1. Treats adults, children, and seniors with Type 1 or Type 2 Diabetes through specifically designed outpatient programs
2. Requires referrals to enroll in a program, which must be conducted by primary care physician
3. Accepts most insurance groups including Medicare
4. **Provides opportunities for clinical trials**
5. Offers separate programs for children and adults
6. Educates patients about:
 1. Causes of diabetes
 2. Nutrition
 3. Exercising
 4. Medications
 5. Monitoring
 6. Preventing short- and long-term complications
 7. Setting goals
 8. Adjustment to living with diabetes psychologically

3. Cleveland Clinic Diabetes Center

Program Features:

1. Consists of a team of 15 endocrinologists
2. Provides the patients with access to:
 1. Multidisciplinary team including endocrinologists, **diabetic educators, dietitians and a nurse practitioner**
 2. Individual and group diabetes education classes year round
 3. Retinal eye screenings on-site to provide screening for diabetic eye conditions
 4. Other Cleveland Clinic specialists such as cardiologists, ophthalmologists, nephrologists, and dermatologists
3. Encourages patients to receive early specialty care and education
 1. Program's goal is to stabilize patients within six months, and return them back to their primary care providers within 12 months; other patients can have refresher education and nutrition interventions
4. **Develops care plans with primary care providers, close collaboration**
 1. Electronic medical record system makes it possible for primary care doctor to sign up for online reports of treatment progress at Cleveland Clinic through a service called DrConnect
5. Offers services:
 1. Comprehensive Diabetes Education Classes (referral required); weight management program, pre-diabetes education
 2. Early treatment and education for newly diagnosed diabetics
 3. iPro™ 72-hour diagnostic continuous glucose monitoring evaluation
 4. Insulin Pump classes and initiation
 5. Training for home continuous glucose monitoring
 6. Type 1 Diabetes Specialty Clinic
 7. Intensive Diabetic Care for patients with Type 2 diabetes
 8. Nutrition Services
 9. **Diabetes education virtual visits**

4. Johns Hopkins Hospital – Diabetes Center

Program Features:

1. Team consists of:
 1. 9 physicians, 4 NPs, 2 registered dietitians, 2 other staff (service coordinators)
 2. Motto: **“Patient-centered care is at the heart of everything the Diabetes Center does”**
2. Focuses on:
 1. Integration of diet, oral medication or insulin, and patient education
 2. Teamwork and communication with primary care-givers and insurance company
 3. Patient education: a dedicated health-care team, including physicians, nurse educators, dietitians and mental health counselors, helps to make controlling diabetes a part of a full productive life
 4. Programs are targeted to anyone with diabetes who is motivated, or can be motivated, to develop self-care skills, and to those who support the person with diabetes
3. Offers:
 1. Diagnosis, assessment, education, management, and multidisciplinary care
 2. Patient-centered care - basic education, personal advice on what foods to eat and how to take medications, or the finer points of insulin pump use or continuous glucose monitoring
 3. Group and individual sessions (diabetes education and nutrition)
4. Provides patients access to:
 1. Top specialists including the Wilmer Eye Institute, Hopkins Cardiology, Hopkins GYN/OB, School of Hygiene and Public Health
 2. Outside agencies such as the State of Maryland Department of Health and Mental Hygiene and the American Diabetes Association
 3. Full-range of treatment options
5. Includes wide range of trainees, including medical students, nursing and dietetic students, residents, and fellows in endocrinology being taught

5. New York Presbyterian – Diabetes and Endocrinology

Program Features (Naomi Berrie Diabetes Center):

1. Consists of a multidisciplinary team:
 1. 6 adult endocrinologists, 5 pediatric endocrinologists, 5 registered dietitians and certified diabetes educators, 1 ophthalmologist, 1 NP, 1 art therapy program director, 2 researchers/clinical trial coordinator
2. Highlights their mission: “the care until the cure”; “help patients integrate optimal diabetes management into their everyday lives”
3. Focuses on family-centered services
4. Provides opportunities for clinical trials – researchers and clinicians working together
5. Offers the Berrie Center Pediatric Insulin Pump Program
6. Emphasizes education
 1. Weekly classes and periodic workshops
 2. The Berrie Center pediatric team makes school visits to explain to school nurses, teachers, coaches, and classmates, how they can help children with diabetes
7. Includes a “Transition Team”
 1. Acts as the bridge from the pediatric to the adult care teams before and after the transition. Teens and young adults are seen individually, in groups, and communicate by email and online.

6. University of Colorado Hospital – Diabetes & Endocrinology Care

Program Features:

1. Consists of 9 UCHealth diabetes clinics
2. Works together as a team of caregivers from a broad spectrum of related specialties to determine each patient's unique needs and develop the best possible care plan
3. Includes the **Nutrition Education Services** (at the Center for Diabetes) which offers state of the art educational programs to help children and adults learn everyday lifestyle skills regarding nutrition
 1. RNs and registered dietitians who are certified diabetes educators provide education (referral needed)
 2. One-on-one consultations and full range of diabetes classes, training, special events, and services
 1. Prediabetes, Type 1 diabetes, Type 2 diabetes, gestational diabetes
4. Provides patients with diabetes management services:
 1. Continuous glucose monitoring, nutrition consultation and meal planning assistance, long-term follow up as needed
 2. Team of diabetes experts includes endocrinologists, RNs, registered dietitians, certified diabetes educators, pharmacists
5. Offers services such as:
 1. 72-hour continuous glucose monitoring
 2. Meal planning assistance
 3. Individualized medical nutrition therapy for other medical conditions including food allergies, celiac disease, high cholesterol and other diagnoses with diet-related concerns
 4. Blood glucose testing and training
 5. Insulin pump training
 6. Education to help avoid complications

7. UCSF Medical Center – [Diabetes Clinic](#)

Program Features:

1. Consists of a multidisciplinary team:
 1. 6 endocrinologists, 1 dietitian, 1 pharmacist and tobacco treatment specialist, 1 diabetes educator (at the Diabetes Teaching Center which is part of the clinic)
2. Provides classes through UCSF's Diabetes Teaching Center (information on how to best manage diabetes)
 1. 2-day and 3½-day self-care classes and [insulin pump workshops](#)
 2. Diabetes online education (extensive)
 3. Referral needed from primary care physician
3. Represents one of only 11 Diabetes Endocrinology Research Centers in the country, named by the National Institute of Diabetes, Digestive and Kidney Diseases

8. Penn Presbyterian Medical Center – Diabetes Care

Program Features:

1. Consists of multidisciplinary team:
 1. 13 employed physicians, 4 RNs, 7 affiliated physicians
 2. Endocrinologists work closely with patients' primary care providers to treat and manage diabetes and related conditions
 3. Patients have access to a multidisciplinary team of experts from cardiology, women's health, podiatry, bariatric surgery, neurology and nephrology, cancer and urology
2. Treats conditions:
 1. Type 1, type 2, pre-diabetes, gestational diabetes and other related conditions
3. Provides patients with:
 1. Education (10-hour education course)
 2. Traditional treatment from a multidisciplinary team of experts in diabetes management
 3. Options to manage diabetes
 4. Access to new techniques in diabetes management
 5. Access to clinical trials for diabetes
4. Offers services such as:
 1. Comprehensive insulin pump program
 2. Continuous glucose monitoring system (CGMS)
 3. Support groups and social services
 4. On-site podiatrist who specializes in diabetes, podiatric surgery and medicine

9. UPMC Presbyterian Shadyside – Diabetes Center

Program Features:

1. Consists of multidisciplinary team:
 1. Endocrinologists, diabetes educators, specialists (podiatrists, nephrologists, ophthalmologists, cardiologist, neurologist), Wound Healing Services, nurses, dietitians, pharmacists, exercise physiologists, behavioral health experts, and more
 2. Specialists and educators work together with primary care doctor to help patients manage their diabetes
2. Provides nationally recognized clinical care along with education and support programs
3. Offers educational sessions, events and support groups
4. Includes a self-management program (led by a diabetes educator or dietitian):
 1. Blood glucose monitoring
 2. Insulin training
 3. Medicines
 4. Reducing the risk of complications
 5. Healthy eating
 6. Activity and exercise
 7. Coping with stress and life changes
 8. Community resources

10. Stanford Health Care – Diabetes Care Program

Program Features:

1. Consists of a team of:
 1. Endocrinologists, advanced practice providers, nurses, pharmacists, nutritionists, and other specialists -- daily collaboration
 2. Many doctors and nurses are also Certified Diabetes Educators
2. Provides a personalized approach to diabetes care; patient-centered care
 1. Certified by the American Diabetes Association and supported by a grant from the National Institutes of Health
3. Treats conditions:
 1. Prediabetes, Type 1, Type 2, gestational diabetes, post-transplant diabetes, CFRD
4. Offers (in English and Spanish):
 1. Nutrition counseling with registered dietitian (group or individual)
 2. Individual sessions with pharmacist for medication assistance
 3. Exercise plans with certified fitness instructor and exercise physiologist
 4. **Monthly adult support groups**
 5. Diabetes technology training group
 6. Clinical trials

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