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Contact: Rob Brogna

(508) 793-5394

(774) 317-0422

Robert.brogna@umassmemorial.org

Twitter: <http://twitter.com/umassmemorial>

UMASS MEMORIAL OFFERS “SCORECARD” TO PATIENTS WITH DIABETES

Tool used to help engage patients in their own care

Worcester, MA – One of the biggest challenges with managing diabetes is motivating patients to take an appropriately active role in their health. To help meet this challenge, UMass Memorial Medical Center has launched a pilot program to test an innovative diabetes management “scorecard.”

The scorecard contains the patient’s diabetes-related health information obtained through [UMass Memorial’s electronic medical record system](#). It is presented in an easy-to-comprehend graphical format and is printed prior to each patient’s visit so it can be handed to them during the check in process. Together, the doctor and the patient can then review its contents and discuss goals they hope to achieve regarding health measures specific to that patient’s diabetes.

“The scorecard is a valuable tool for both physicians and patients with either type 1 or type 2 diabetes,” said [David Harlan, MD](#), codirector of the [UMass Memorial Health Care Diabetes Center of Excellence](#). “There are visuals showing the patient’s A1c (average blood sugar levels) scores as well as information on cholesterol levels, weight, blood pressure, immunizations and consultations for eye and foot care.”

“Primary care physicians now have a visual way of discussing this very important information with their patients,” said [Ronald Adler, MD](#), a family medicine physician and director of primary care practice improvement at UMass Memorial’s Center for the Advancement of Primary Care. “We can track progress and follow and anticipate trends and fluctuations in key indicators of diabetes health.”

In October 2010, the UMass Memorial Health Care Diabetes Center of Excellence released [data showing that individuals in Worcester County who have diabetes seek providers to fill a critical unmet void in education, access to new treatments, technologies and/or clinical trials](#). “The

scorecard is just the first of many patient-centered enhancements we'll be bringing to our patients with diabetes in the coming months to address those needs," said Dr. Harlan.

Mary Wilson of Ayer, MA, was one of the first patients to use the scorecard during her office visits. "I was receiving my care for type 1 diabetes at one of the large Boston hospitals, but never felt connected to what the doctors were telling me during appointments," she said. "The UMass Memorial scorecard has really opened my eyes and inspired me to better manage my diabetes. I've gained better control of my blood sugar and am exercising more regularly; giving me more energy for my family and my job as a kindergarten teacher."

The scorecard is currently being piloted at UMass Memorial Medical Center. Once the pilot is complete, there are plans to roll out the scorecard to member hospitals and practices throughout the UMass Memorial Health Care system, including the UMass Memorial Children's Medical Center.

UMass Memorial patients with diabetes who are interested in learning more about the scorecard should contact their primary care physician for details. To find a UMass Memorial primary care physician, call 800-431-5151 or visit www.umassmemorial.org/primarycare.

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UMass Memorial Medical Center

UMass Memorial Medical Center is the advanced tertiary care referral center for Central New England. The Medical Center offers a full complement of sophisticated technology and support services necessary to provide the region with specialists renowned for their work in areas such as cardiology, cancer, diabetes and orthopedics. Visit www.umassmemorial.org for additional information.

Diabetes Center of Excellence

The UMass Memorial Diabetes Center of Excellence brings together the region's finest providers from a number of specialties and sites, advanced technology, and the latest research breakthroughs to deliver comprehensive quality care to our adult and pediatric patients with diabetes, whether type 1, type 2, or gestational.

Combining the expertise of our primary care physicians, our member and affiliated community hospitals, and our teaching and research partner, the University of Massachusetts Medical School, the Diabetes Center of Excellence takes an approach to care that emphasizes balance for our patients living with diabetes, offering seamless access to specialists focused on heart and vascular, eye, foot and weight loss care, as well as education and nutrition counseling, so our patients can achieve their health goals.

