



10 November 2023

EDITION #26

Improving the health of our patients and communities by delivering exceptional care, removing barriers and promoting healthy lifestyles.



2023 National Quality Awards Announced

by Alyssa Palmer, Director of Quality

After many months of waiting, we finally received notification this week that the 2023 National Quality Awards have been announced! Out of the 1,487 community clinics funded by HRSA, 149 health centers were awarded the Gold Status Quality Leader badge for 2023. **For the 5th consecutive year, Southside is one of them.** We continue to be the only MN FQHC with gold-star quality recognition. This doesn't happen by accident.

The National Quality Awards are based off of our UDS data that we submit to HRSA every year. A quick Google search lists the following alternative words for "data": facts, figures, statistics, details, information, etc. Though, when I look at our data, I see *people*. I see the full experience of how we showed up for them; and how we used our (maybe one) precious opportunity to influence them to see their value and the importance of their health.

As I walked the second floor of Sabathani with one of our colleagues this week, we chatted about what "continuous improvement" takes, how we handle change, and what to do with those pesky negative thoughts when things feel like they aren't going our way. My take away was exactly what I already knew, but needed a friend to bring back front and center again for me: *stay the course, trust the process.*

I contribute our quality success at Southside to our shared passion for equity and wellbeing. With the common goal of delivering exceptional care, we are able to share with, learn from, and show up for our patients and one another. These things matter because they allow us to identify where we can do better. Trusting the process of improvement cycles (PDSA - *Plan, Do, Study, Act* cycles) requires us to acknowledge that change is not only inevitable but necessary to make sure we are our best. It's not always smooth and easy, but we are making a difference in the landscape of healthcare and in people's lives. *Thank you* for that. Our awards are well deserved!



We were awarded gold-status based on our overall clinical quality performance, making us in the top 10% of all HRSA-funded health centers.
Only MN recipient



We increased the number of total patients served by at least 5% from the year prior.
1 of 3 other MN recipients.



We improved by at least 10% in low birth weight, hypertension control, or uncontrolled diabetes measures for at least 1 racial or ethnic groups for 2 consecutive years.
1 of 3 other MN recipients.



We used our EMR (OCHIN Epic) to offer telehealth services, exchange health information with other health organizations, engage patients with MyChart, and to collect social risk factors.
1 of 12 other MN recipients.

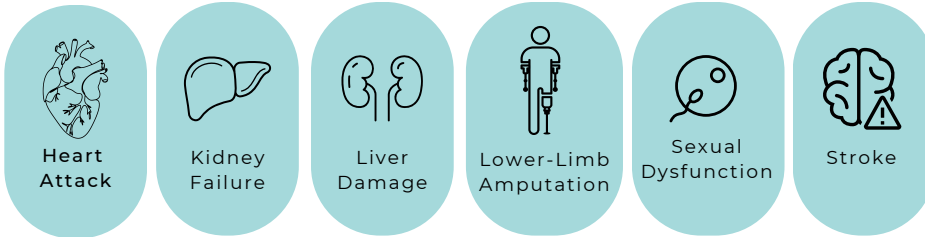
"Empathy isn't just a word. It means making people who are invisible to others visible and then doing something about why they were unnoticed in the first place." - Terence Lester, Loving Beyond Walls

Type 2 Diabetes Accounts for More Than 90% of All Diabetes

And yet, almost 1 in 2 people with diabetes do not know they have it.

November is Diabetes Awareness Month. Specifically, November 14th is World Diabetes day. The theme is *access to diabetes care*.

Diabetes affects more than 500 million people around the world, putting them at increased risk for life-threatening complications such as:



But what is it like *living* with diabetes? One person describes managing their diabetes as “walking a tightrope without a net.” Another describes it as an endless feeling of anxiety and need for awareness to ensure their body receives what it needs in order to just stay alive. And another person living with diabetes describes it as purely *exhausting*.

Wake up. Check blood sugar. Treat low. Oops, overtreated low. Give insulin. Count carbs and eat breakfast. Snack to avoid going low again. Check blood sugar. Count carbs and weigh food. If out to eat, take a wild guess and give insulin. Oops, wrong guess on the carbs. Correct with more insulin. Snack to keep blood sugar stable. Count carbs, give insulin, eat dinner. Check blood sugar. Snack if needed. Go to bed. Wake up. Do it all over again. Only, this time it will be all different.

The good news is that in many cases, healthy eating habits and regular physical activity can help lower the risk for developing type 2 diabetes.

Diet: Choose whole grains, lean proteins, and plenty of fruits and vegetables. Limit sugars and saturated fats (e.g. cream, cheese, butter).

Physical Activity: Spend less time sitting down and more time moving. Aim for at least 150 minutes of moderate-intensity activity per week (e.g. brisk walking, jogging, cycling).

Know the Signs: Look out for possible signs of diabetes such as excessive thirst, frequent urination, unexplained weight loss, slow healing wounds, blurred vision, and lack of energy. Consult a healthcare professional if you have any of these symptoms.

Resource: International Diabetes Federation World Diabetes Day

Pilot Cooking Class for Employees

In honor of World Diabetes Day on Tuesday, November 14th from 12:00 to 1:00PM, Ranelle Kirchner will be leading us through making a delicious Smoky Squash Chili with Quinoa, Pinto & Black Beans from [The First Mess cooking blog](#) and teaching us about diabetes prevention and how nutrition impacts our mental and emotional wellness.

The class will take place at our Sabathani space and we will eat what we make for lunch! This is our first pilot cooking class for employees; so you will be asked to share feedback on what works and what we could do differently.



**Tuesday, November 14th
12:00PM - 1:00PM
at Sabathani**

Email Alyssa to RSVP

Reminder: RL6 & PolicyStat Have the Same Sign-On as Windows

For our convenience, RL6 and PolicyStat are set up to be single sign-on authentication. This means that your username and password for RL6 and PolicyStat are the same as what you use to sign into Windows. Because of this, you will not be able to log into either platform if you are using a generic shared Windows login.

To access RL6 or PolicyStat, please log into Windows under your own credentials. If you are still unable to log-in, resetting your Windows password is the first attempt to resolution. If this does not fix the issue, please contact Loffler.