



TIPS AND TRICKS TO..... ABC Quality Improvement

ABC letters inform or remind your patients of the last results of their A1c, Blood Pressure and Cholesterol levels. ABC letters also educate the patients to why these are important and gives what the ideal levels of these indicators should be.

RATIONALE: Studies have emphasized that blood sugar (A1C), Blood pressure, and Cholesterol are all important in diabetes control.

INSTRUCTIONS FOR INITIATING ABC LETTERS

1. Go to “**letters**” (a drop down menu will appear), Select “**ABC Letters**”.
2. A screen appears that allows to you to choose the age of patients you wish to target, office visits Before or between and you may also select which physicians patients you want to target. By Leaving the physician drop down list blank you will extract letters for all patients seen in your facility.
3. In the template you may change the wording of the letter to fit your own needs.
4. If you decide the wording is appropriate you will still need to identify your clinic name where is states “**INSERT CLINIC NAME**”.
5. Once this is complete go to page setup to adjust your margins for the letterhead that you are using, follow the instructions in section 4-8 of your user manual.
6. The format of the letter or action steps can be customized by going to the maintenance function.. Instructions for these options are found under Appendix E of the user manual. Then select ABC criteria, and action steps.
8. Click View Letter, then click Print at the top menu bar.
9. To target a more specific audience to send letter go to the “**Utilities**”, “**Advance Search**” function. Complete age “**more than**” “**17**” and leave gender and diabetes type blank. Under between box mark “and”. Then click on tab “**A1c**”, complete the date span (usually 1 year from

Contact Information

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9. continued.

today's date, **A1c level > 7.0** and you may also choose those who have not been in for an A1c test within the past year. Next complete the data under "**Blood Pressure and Lipids**". With the criteria for targeted patients determined click on "**search**" on the right hand box, then "**report**". A list of patients will be generated. A customized letter may be copied and pasted by clicking on "**generate letter**".

10. With the customized letter now in the letter section click on "**letter**" and each patient's address will be added to the letter. A set of labels may also be printed by clicking on "**labels**".

Follow up and Evaluation:

11. At approximately 6-12 months following the initiation of the ABC project, re-run the reports noted in #1 or #9 using the dates from the start of the project.

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