Strategy 1: Collect and Leverage Data
The glycemic control rate for White members is 8 percentage points higher than the rate for Hispanic or Latino members.

Strategy 2: Build Trust
Build connections with culturally-tailored communication practices

Strategy 3: Evidence-Based Medicine
Treatment Intensification
- Initiate oral medication
- Max out on oral meds
- Initiate insulin
- Test—Treat—Test

Target | Step 1 | Step 2 | Step 3
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Self-monitor blood glucose pre-meal bid; glucose target 70-120 mg/dl | Metformin 500 mg* | Optional: add Glipizide 5 mg* | Add bedtime NPH insulin

*If HbA1c > 8.5%, consider starting Glipizide/Metformin 5/500 together

Strategy 4: Promote Health
Increase contacts with bilingual staff to intensify treatment as needed

Strategy 5: Put Innovative Ideas Into Action

7-11 in 3
7 to 11 member contacts within 3 months