

HEALTH PARTNERS OF PHILADELPHIA: HEALTHIER YOU DISEASE MANAGEMENT PROGRAM FOR DIABETES¹

A Medicaid Health Plan Initiative

Description:

The Health Partners' Healthier You Disease Management Program for Diabetes is designed using evidence-based guidelines in support of the practitioner-patient relationship. The overall goal is to improve health outcomes and empower members to achieve self-management of their diabetes. The objectives of the program are to:

- Identify and intervene with members at risk for nonadherence.
- Identify and reach out to members with gaps in adherence.
- Use care coordination programs to address treatment adherence.
- Evaluate the impact of improved adherence on other measures, including hospitalization, emergency room use, costs, and selected health outcome measures.
- Use and measure the effect of appropriate member education.



Interventions:

Health Partners employed numerous coordinated processes to help improve their Comprehensive Diabetes Care HEDIS® rates. These interventions included:

- Partnering with community pharmacies that fill and refill prescribed medications and coordinated all the members' medication needs at 1 pharmacy.
- Reviewing all educational literature and diabetes resources for members to ensure that the information meets the needs of the member and addresses their barriers to care as well as alignment with the national guidelines.
- Encouraging members to use the 24-hour Nurse Advice Line.
- Implementing monthly education sessions with the Disease Managers by a Health Partners' Medical Director who presents clinical topics that are appropriate to the programs offered.
- Partnering with a Social Economic Center to provide health education sessions in a high-volume member zip code area.
- Employing a dietician who provides nutritional case management services and educates members in the community.
- Providing auto messaging reminders to members who are nonadherent to diabetes-specific issues.
- Increasing the number of smoking cessation counselors throughout Health Partners so that more staff is available to help the members stop smoking.

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Results:

Health Partners measured the effectiveness of their programs not only by trending the HEDIS-specific measures overall in the health plan, but also by trending those same measures for members in the diabetes disease management program.

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Health Partners reported that those members who were intensively case managed demonstrated higher rates of compliance to the HEDIS measures.

2011 HEDIS COMPREHENSIVE DIABETES CARE MEASURE	PERCENTAGE OF MEMBERS THAT WERE HEDIS COMPLIANT IN 2011 (N=8,456)	HEDIS-REPORTED COMPLIANCE RATES (2011)
Annual eye exam	63.11%	53.61%
A1C <8%	42.46%	51.31%
A1C poor control*	56.61%	38.41%
A1C screening	90.26%	80.37%
LDL-C control (<100 mg/dL)	43.16%	40.10%
LDL-C screening	82.83%	77.70%
Nephropathy monitoring	93.27%	84.52%

* Lower rates are better for this measure.

Reference: 1. Greenberg L; for Medicaid Health Plans of America Center for Best Practices. *Treatment Adherence Best Practices Compendium*. Washington, DC: Medicaid Health Plans of America Center for Best Practices; 2012.