

# Capital Region Chronic Illness Demonstration Project

# MISSION: Improve Health Outcomes

- Enroll patient in a medical home
- Exchange information and coordinate care among multiple service providers
- Improve compliance with health treatment plans
- Reduce Emergency Room visits



# Improve health outcomes - Methods

- Conduct comprehensive assessment upon initial enrollment in the CIDP
- Involving patient in the development of their individualized care plan
- Providing intensive case management and linkages to health care and social services



# Improve health outcomes - Methods

- Utilizing technology to remind patients of appointments, Rx renewals, etc.
- Utilizing the 5 friends approach to remind patients to take medications and follow health protocols
- Conducting follow-up health and social assessments every six months or following a trigger event suggesting a significant change in health status.

# The Prospective Patients

# Demographic Characteristics

## Patients with Risk Scores 50+

Data Element	All NYS	Albany MSA
N (2005/06)	33,363	799
N (Estimated 2008)	25,000	600
Age	45.1	44.4
Female	43.9%	50.2%
White	28.2%	52.9%
Black	40.7%	23.4%
Hispanic	15.0%	7.8%
Other/Unknown	16.1%	15.9%

# Prior Diagnostic History

## Patients with Risk Scores 50+

Data Element	All NYS	Albany MSA
Cereb. Vasc. Dis.	4.9%	4.8%
AMI	6.2%	6.0%
Ischemic Heart Disease	22.5%	21.8%
Congestive Heart Failure	16.4%	18.6%
Hypertension	50.1%	49.1%
Asthma	34.8%	35.4%
COPD	23.5%	31.0%
Diabetes	28.8%	29.4%

# Prior Diagnostic History

## Patients with Risk Scores 50+

Data Element	All NYS	Albany MSA
Renal Disease	6.1%	4.8%
Sickle Cell	2.6%	1.4%
Any Chronic Disease	75.9%	77.1%
Multiple Chronis Dis.	52.2%	54.3%
Cancer	14.0%	16.4%
HIV/AIDS	23.0%	13.0%



# Prior Diagnostic History

## Patients with Risk Scores 50+

Data Element	All NYS	Albany MSA
Alcohol/Substance Abuse	73.0%	79.5%
Any Mental Illness	68.6%	74.1%
Schizophrenia	26.7%	23.0%
Psychosis	19.6%	12.8%
BiPolar Disorder	39.0%	45.3%
MH or Substance Abuse	87.9%	90.9%
MH & Substance Abuse	53.7%	62.7%

# Average Medicaid Expenditures

Prior 12 months for Patients w/ Risk Scores 50+

Data Element	All NYS	Albany MSA
Inpatient	20,973	12,358
Emergency Dept.	306	420
Primary Care Visit	489	290
Specialty Care	80	33
Psychiatric Care Visit	810	920
Substance Abuse Vis	1,129	578
Other Ambulatory	1,989	1,247
Pharmacy	6,470	5,411

# Average Medicaid Expenditures

Prior 12 months for Patients w/ Risk Scores 50+

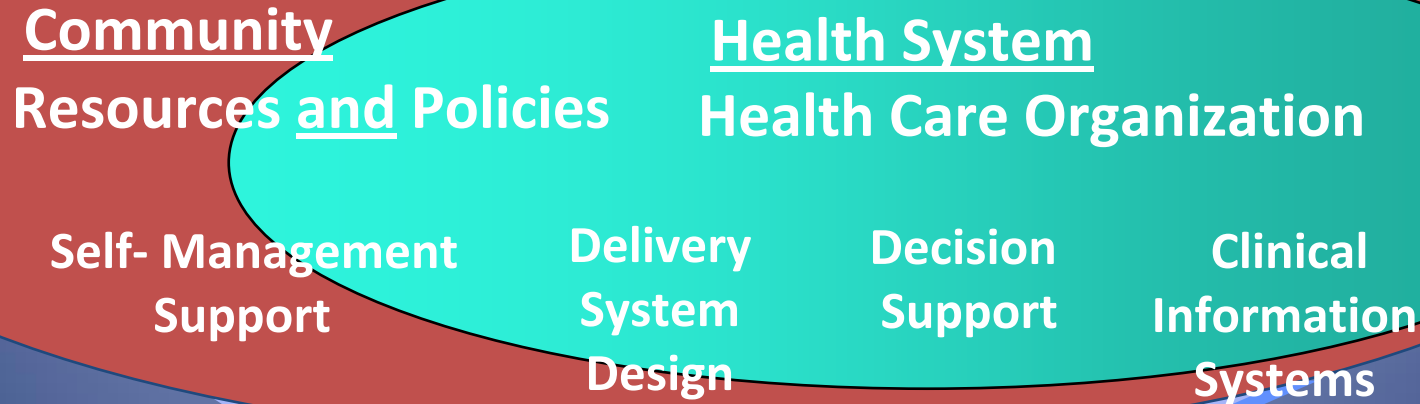
Data Element	All NYS	Albany MSA
Transportation	427	237
Community Rehab	109	511
Case Management	585	547
Personal Care	853	380
Home Care	875	558
LTHHC	49	60
All Other	2,388	1,486
Total Cost	37,530	25,038

# CIDP at a Glance

## Chronic Care Model



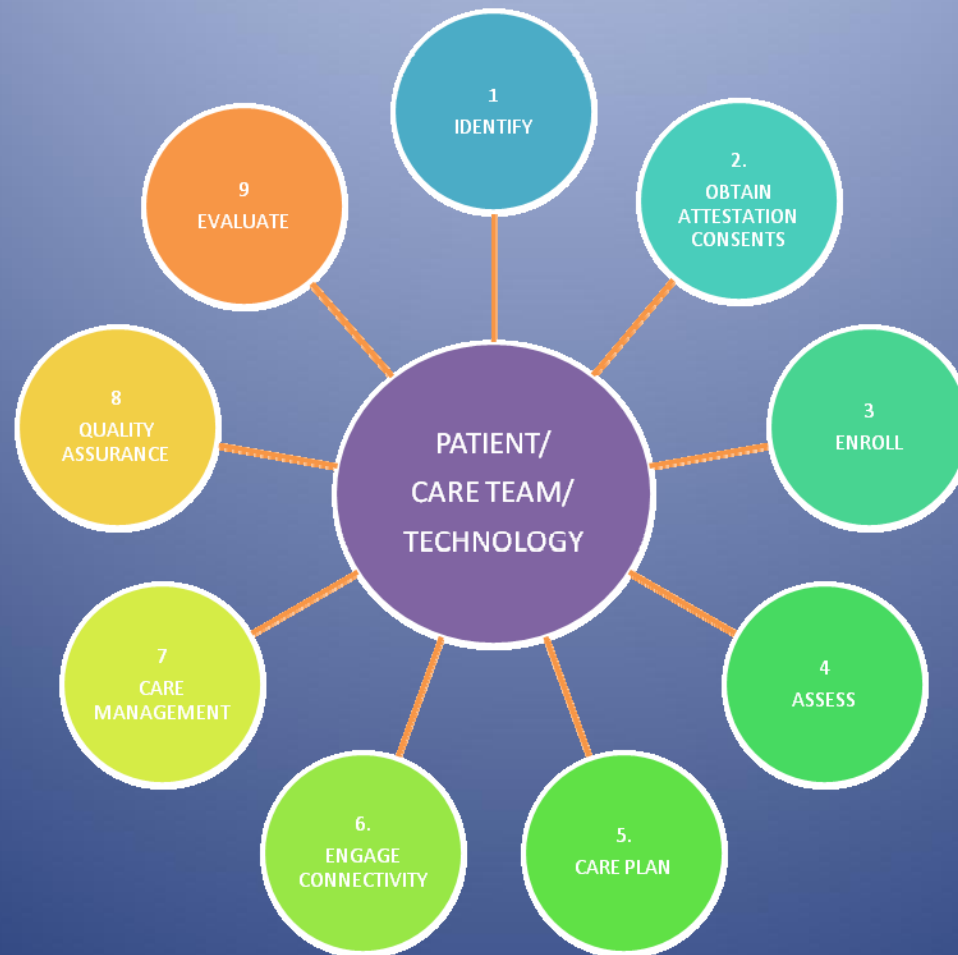
# Chronic Care Model



**Functional and Clinical Outcomes**

Ref: NICHQ CCM model

# CIDP at a Glance



# Outreach

- Hire and train CIDP staff
- Demographic data analysis to determine how best to reach target population
- Reach out to WMY Health Programs, key community programs and health care providers



# Outreach

- Initial outreach will be extended to potential enrollees who are already known to WMY Health Services
- Plans for reaching out to non-WMY Health will be individualized



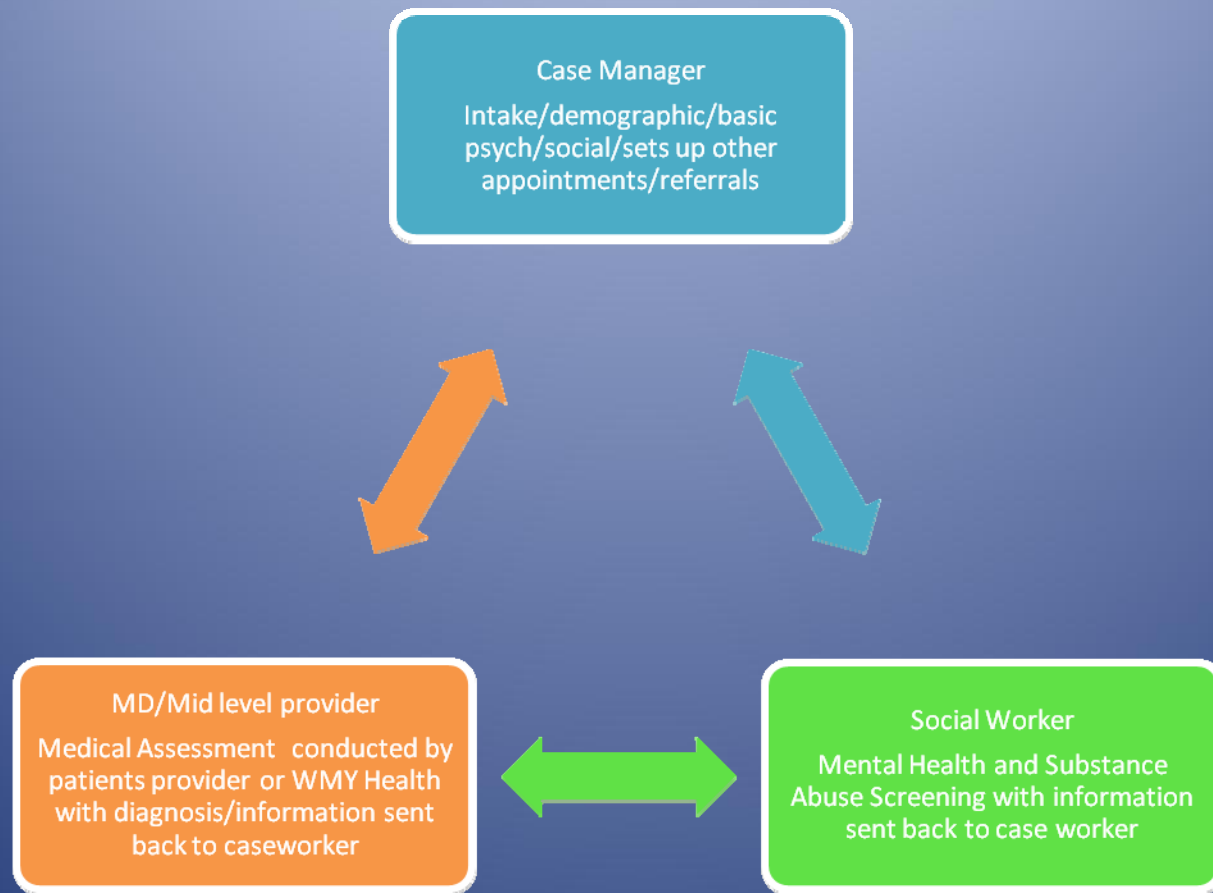


# Patient Enrollment

- Program explained
- Obtain all required consents and information releases
- 5 Friends Identification
- Demographic information collected  
(at home or WMY Health)



# Patient Enrollment



# Health Assessments – 8 Components

- Physical Health
- Mental Health
  - Substance Abuse or Chemical Dependency
- Quality of Life/functional Status
- Social Supports



# Health Assessments – 8 Components

- Life control
- Engagement with the System
- Care Satisfaction
- Readiness for change



# Care Plan Development Self Management Goals

- Patient
- Clinicians (MD, NP, PA, Pharmacist, Nutritionist)
- RN –Health Educator
- Social Worker
- Case Manager
- Friends
- Other services/specialists



# Interventions

- Medical interventions
- Social interventions
- Personal health record creation
- 5 Friends



# Cell Phones for the Enrollees

- Break Down Barriers
  - Enhance the communication between the community healthcare coordinators and the enrollees
  - Connects enrollee's "5 Friends" for support
- Provide Incentive
  - Incentive to enroll in the program and actively stay engaged throughout
- Risk Management Considerations
  - We need help with strategies for loss prevention and retrieval of the phones

# Equipping the WMY Staff Members

- Laptops with built-in broadband cards
- Cell phones with internet and text messaging capabilities





# Equipping the Patients

- Cell phones with internet and text messaging capabilities



# Patient Registry

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Welcome, John Anderson [Logout](#)

Patients

Search Registry

Condition: Hypertension [Provider View](#) [Coach View](#)

Select All:

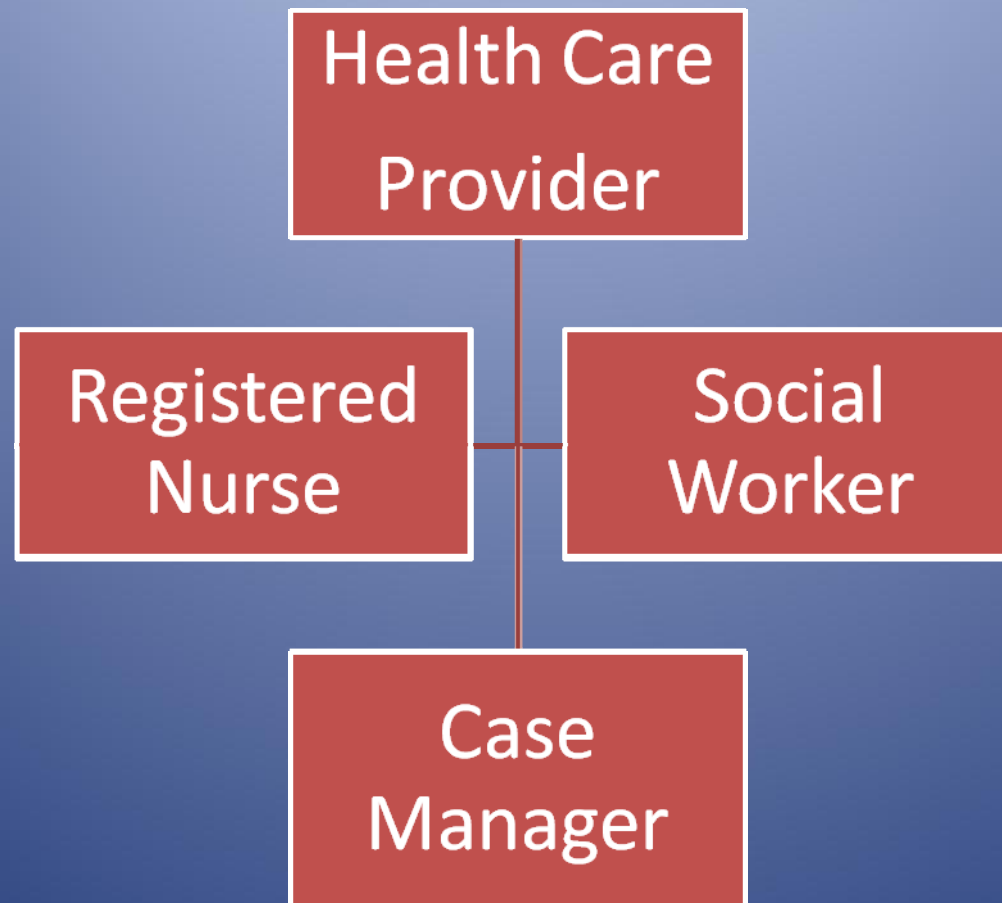
Select	PATIENT	LAST VISIT	NEXT VISIT	HEALTH SCORE	AVG BP (# READINGS)	Rx FILLED	Cr (mg/dL)	K <sup>+</sup> (mEq/L)	COACH	QUALITY MEASURES	NEW RESULTS	ALERTS	CONTACT PATIENT	FORWARD	LAST VISIT NOTES
<input type="checkbox"/>	Sanders, Williams	04/23/2008	02/16/2009	72	176/102 (6)	✓	1.2	3.6	✓	75%		Control			Increased Lisinopril
<input type="checkbox"/>	Sturgess, Grace	05/09/2008	02/14/2009	68	155/98 (9)	✗	1.0	4.1	✗	80%		Control, Coach			Added Atenolol
<input type="checkbox"/>	Wheeler, Jeffrey	08/09/2008	02/08/2009	80	143/98 (11)	✓	0.9	4.4	✓	80%		Control, Coach			Lifestyle Modification
<input type="checkbox"/>	Caggiano, Vincent	10/23/2008	03/30/2009	87	118/73 (14)	✓	0.9	4.2	✓	98%					
<input type="checkbox"/>	Ormsby, Allan	09/14/2008	03/01/2009	91	128/87 (12)	✓	1.1	3.9	✓	89%					
<input type="checkbox"/>	Cusick, Alexander	11/30/2008	05/15/2009	95	131/72 (6)	✓	1.0	3.8	✓	88%					Smoking Cessation
<input type="checkbox"/>	Bourne, Louise	12/02/2008	05/01/2009	88	139/88 (1)	✓	1.0	3.6	✓	92%					Recommended weight loss
<input type="checkbox"/>	Brigham, Sonya	10/02/2008	03/28/2009	90	122/82 (4)	✓	1.1	3.3	✓	80%		Lab			Ordered Lab
<input type="checkbox"/>	Coyne, LaTisha	12/21/2008	05/16/2009	90	142/92 (5)	✓	0.9	4.0	✗	82%		Control, Coaching			Increased HCTZ dose
<input type="checkbox"/>	Banner, Arti	12/06/2009	05/05/2009	94	137/88 (4)	✓	1.2	3.8	✓	91%					Referred to Health Coach
				10				85.5				85.5%			

Records 1-10 of 280 [View All](#) << 1 2 3 4 5 >>

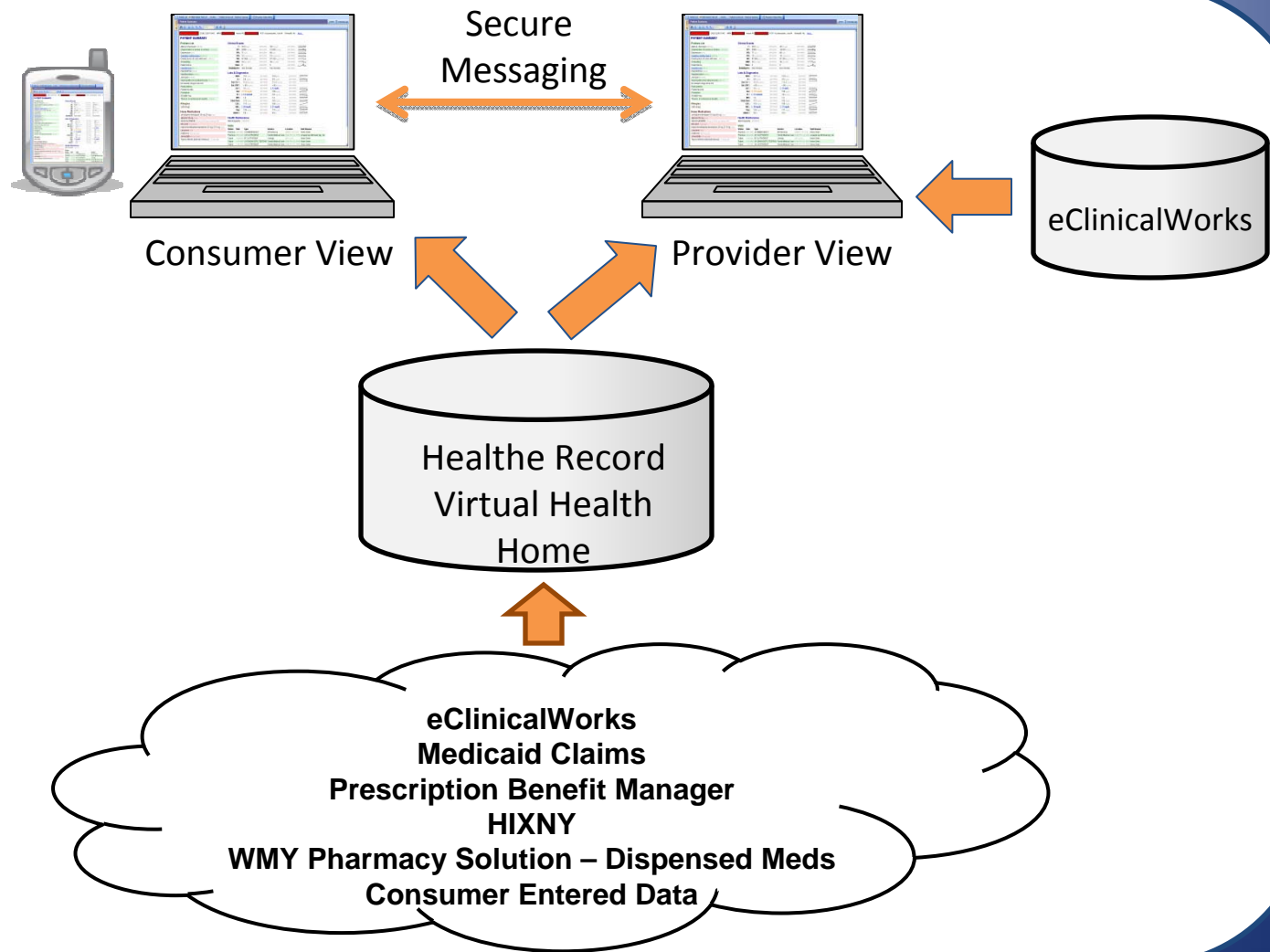
[Compose](#) [Set Reminder](#)

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# Functional View of Care Management




# Health Record Interfaces




# Consumer View of Health Record – Medication Claims


Home Welcome, Julie ZZZWU [My Account](#) [Help](#) [Logout](#)

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*Innovative Community Health Care*

Health Record

**HEALTH RECORD** 

 **Personal Information**

 **Medical Information**

- Allergies
- Medications
- Conditions
- Surgeries & Procedures
- Family History
- Lifestyle
- Visits

**Medications**

[Self-Entered](#) [Written](#) [Filled Prescriptions](#)

[Printable View](#)

This section includes information about previously filled prescriptions sent from pharmacies. To learn more about your medications, click: [Understanding Your Medications](#)

Viewing All Dates

[Change View by Date](#)

Medication	Fill Date	Pharmacy	Prescriber	Action
ORTHO TRI-CYCLEN LO TABS	9/11/2008	BUTLER HOMETOWN PHARMACY	LANG , LIZ	<a href="#">View Leaflet</a>
CLINDAMYCIN	6/15/2008	BUTLER HOMETOWN PHARMACY	LANG , LIZ	<a href="#">View Leaflet</a>
ORTHO TRI-CYCLEN LO TABS	6/13/2008	BUTLER HOMETOWN PHARMACY	LANG , LIZ	<a href="#">View Leaflet</a>
ORTHO TRI-CYCLEN LO TABS	3/13/2008	BUTLER HOMETOWN PHARMACY	LANG , LIZ	<a href="#">View Leaflet</a>

# Consumer View of Health Record – Lab Results

Home

Welcome, Julie ZZZWU

[My Account](#) ▾

[Help](#) ▾

[Logout](#) 



Health Record

**HEALTH RECORD**



**Personal Information**



**Medical Information**



[Allergies](#)

[Medications](#)

[Conditions](#)

[Surgeries & Procedures](#)

[Family History](#)

[Lifestyle](#)

[Visits](#)

## Lab Results (Viewing All Dates)

[Printable View](#)

This section provides lab results that have been sent on your behalf from laboratories. To learn more about your lab tests, click: [Understanding Your Tests](#)

Date	Item	Value	Ref Range	Ordering Physician	Comment
6/15/2008	WBC - Lab Test	13 $10^3/mm^3$	4.1-10 $10^3/mm^3$	SMITH, JACOB	
6/15/2008	RBC - Lab Test	4.4 $10^6/mm^3$	3.85-5 $10^6/mm^3$	SMITH, JACOB	
6/15/2008	Platelets - Lab Test	220 $10^3/mm^3$	150-415 $10^3/mm^3$	SMITH, JACOB	
6/15/2008	MCV - Lab Test	90 fL	80-100 fL	SMITH, JACOB	
6/15/2008	MCHC - Lab Test	33 %	31-37 %	SMITH, JACOB	
6/15/2008	MCH - Lab Test	30 pg	25.4-34.6 pg	SMITH, JACOB	
6/15/2008	Hemoglobin - Lab Test	13.9 g/dL	11.4-15.2 g/dL	SMITH, JACOB	
6/15/2008	Hematocrit - Lab Test	39 %	33-46 %	SMITH, JACOB	
6/14/2008	Sodium - Lab Test	142 mmol/L	135-145 mmol/L	SMITH, JACOB	



# Consumer View of Health Record – Conditions

Health Record

## HEALTH RECORD

**Personal Information**

**Medical Information**

- Allergies
- Medications
- Conditions
- Surgeries & Procedures
- Family History
- Lifestyle
- Visits
- Lab Results
- Immunizations

### Conditions

[Printable View](#)



Use this section to enter details on any health conditions you want to track or to submit to healthcare providers prior to treatment.

**+** Add health conditions | Add an unlisted health condition

Filter Alphabetically: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Show All

**A**

- Abnormal Pap Smear (Abnormal Cervical Smear)
- Acid Reflux (GERD)
- Acne
- Alcoholism
- Allergies (Seasonal Allergic Rhinitis)
- Alzheimer's Disease
- Anaphylactic reaction
- Anemia
- Anxiety Disorder
- Arthritis
- Asthma

▼	 Asthma	<a href="#">Edit</a>   <a href="#">Delete</a>
▼	 Acid Reflux (GERD)	<a href="#">Edit</a>   <a href="#">Delete</a>

# Provider View of the Health Record

Search Day List Help Sara Budzowski, CernerHealthE | Change Password | Log Out

**ZZZWU, Julie 35Y F** PROVIDER ENTERED ALLERGIES: Milk Products, penicillin V potassium PCP: LANG, LIZ DOB: 12/5/1973 MRN:

MEIU Overview

Overview Facesheet Recent Activity

Show: Last 1 year

**Claim Visits**

DATE	LOS	DIAGNOSIS	CODE	VISIT TYPE	BILLING ENTITY	SOURCE
> 11/8/2008		FRACTURE OF SHAFT OF FEMUR, OPEN	821.11		ADAMS, SHERRI	Blackberry Hill Health Plan
> 6/15/2008		Operations on chest wall, pleura, mediastinum, and diaphragm	34		LANG, LIZ	Blackberry Hill Health Plan

**Medication Claims**

- 9/11/2008 !! Ortho Tri-Cyclen Lo oral tablet, #90, BUTLER HOMETOWN PHARMACY, managed by LANG, LIZ (Source: Blackberry Hill Health Plan)
- 6/15/2008 !! clindamycin 600 mg/50 mL-D5% intravenous solution, #30, BUTLER HOMETOWN PHARMACY, managed by LANG, LIZ (Source: Blackberry Hill Health Plan)
- 6/13/2008 !! Ortho Tri-Cyclen Lo oral tablet, #90, BUTLER HOMETOWN PHARMACY, managed by LANG, LIZ (Source: Blackberry Hill Health Plan)
- 3/13/2008 !! Ortho Tri-Cyclen Lo oral tablet, #90, BUTLER HOMETOWN PHARMACY, managed by LANG, LIZ (Source: Blackberry Hill Health Plan)

**All Labs**

DATE & TIME (CT)	ITEM	VALUE	REF RANGE	STATUS	ORDERING PHYSICIAN	SOURCE
6/15/2008 7:38 AM	WBC - Lab Test	13 $10^3/mm^3$	4.1-10 $10^3/mm^3$	Auth (Verified)	SMITH, JACOB	Quest, CERNERTEST
6/15/2008 7:38 AM	RBC - Lab Test	4.4 $10^6/mm^3$	3.85-5 $10^6/mm^3$	Auth (Verified)	SMITH, JACOB	Quest, CERNERTEST
6/15/2008 7:38 AM	Platelets - Lab Test	220 $10^3/mm^3$	150-415 $10^3/mm^3$	Auth (Verified)	SMITH, JACOB	Quest, CERNERTEST
6/15/2008 7:38 AM	MCV - Lab Test	90 fL	80-100 fL	Auth (Verified)	SMITH, JACOB	Quest, CERNERTEST
6/15/2008 7:38 AM	MCHC - Lab Test	33 %	31-37 %	Auth (Verified)	SMITH, JACOB	Quest, CERNERTEST

- Provides a secure, longitudinal view of health information to improve care coordination, reduce errors, and eliminate waste

- Accessed via a Web browser

- Monitor prescription compliance

- Providers have the ability to view:

- Medications
- Visit History
- Lab Results
- Immunizations
- Allergies
- Vital Signs

- View consumer entered "clipboard" information



# Provider View of Health Record – Vital Signs

https://rhiok.cernerasp.com/ - CareEntrust - Windows Internet Explorer

Sara Budzowski, Cedar Ridge Clinic | Change Password | Log Out

**ZZZWU, Julie** 35Y F PROVIDER ENTERED ALLERGIES: Milk Products, penicillin V potassium PCP: LANG, LIZ DOB: 12/5/1973 MRN:

Vital Signs [Add Vital Signs](#)

► Show: Last 1 year [Print](#)

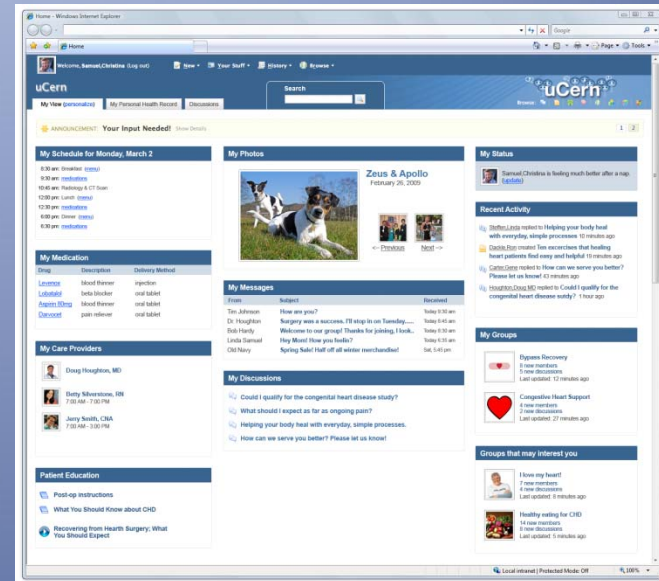
DATE & TIME (CT)	TEMP °F/°C	PULSE BPM	SYSTOLIC BP MM/HG	DIASTOLIC BP MM/HG	RESP BR/MIN	WEIGHT LBS / OZ / KG	HEIGHT INCH / CM
10/15/2008 1:32 AM	98.6   37.0	74	114	60	16	112 lbs   50.8 kg	60.0   152.4
7/22/2008 2:42 AM	98.4   36.9	70	110	60	18	115 lbs   52.2 kg	60.0   152.4

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Internet | Protected Mode: Off 100%

# Social Networking Site

- Used to connect enrollees, friends of the enrollees, and clinicians to share information and help others learn from their knowledge and experiences.



- Helpful information for managing health:
  - Informational Videos
  - Patient Education Information
  - Calendar of Events
  - RSS Feeds – timely updates from favored websites
  - Nutrition Information
  - Blog/Patient Diary