

St. John's Health Plans

Disease Management Programs



Call 1-866-277-9831 to learn more.
www.stjohns.com/healthplans

PROGRAM GOALS

- Decrease the need for asthmatics to visit the emergency room or be admitted to the hospital through better control of their disease.
- Help individuals with Asthma learn self-management skills to better manage symptoms and increase understanding of how medications work.
- Increase the use of anti-inflammatory medications when appropriate.

PROGRAM INTERVENTIONS

- Telephonic care management provided by specially trained Registered Nurses, with frequency set to meet individual needs.
- Access to Registered Nurses 24 hours a day, 7 days a week for support in managing asthma.
- Encourage members to keep physician appointments, follow care plans, and assist them with coordination of care when multiple physicians are necessary.
- Assess the member's knowledge of asthma and what triggers their symptoms.
- Educational materials sent to the member based on their personal needs.

- Facilitate enrollment in face-to-face educational program if needed.
- Establish an Asthma Action Plan for prevention and management of asthma episodes.
- Proactive goals set by the member, with guidance and encouragement from the nurse.
- Lifestyle coaching using "motivational interviewing" techniques to foster behavior change.
- Access to website for asthma education and interactive tools.
- Facilitate involvement of family/support individuals to maximize success in reaching goals.

PROGRAM OUTCOMES

- Decrease absenteeism and increase productive work time.
- Increase use of preventative medication and reduce the need for rescue medication.
- Decrease need for nebulization (breathing treatments), with fewer ER visits and inpatient hospital admissions related to asthma.
- Maximize the member's experience with the program and measure member satisfaction.

* Accredited by the National Committee for Quality Assurance (NCQA)



ST. JOHN'S
POWERFUL MEDICINE

Partnering for a *better quality of life*

Asthma makes breathing difficult for more than 22 million adults and children in America. If not controlled, asthma interferes with daily activities, resulting in absenteeism and presenteeism. The American Lung Association estimates the economic impact of lung disease at \$154 billion annually.

