

CONGESTIVE HEART FAILURE (CHF)

St. John's Health Plans



Disease Management Programs

Call 1-866-277-9831 to learn more.
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PROGRAM GOALS

- Decrease the need for CHF patients to be admitted to the hospital or visit the emergency room through better control of their disease.
- Help members with CHF learn self-management skills to better manage symptoms through early recognition and prompt interventions.
- Compliance with medications and daily monitoring of weight.

PROGRAM INTERVENTIONS

- Telephonic care management provided by specially trained Registered Nurses, with call frequency set to meet individual needs.
- Access to a nurse 24 hours a day, 7 days a week for support in managing CHF.
- Encourage the member to keep physician appointments, follow their care plan, and assist them with coordination of care when multiple physicians are necessary.
- Assesses the individual's knowledge of CHF and causes of symptoms.
- Educational materials sent to the member based on personal needs.
- Facilitation of enrollment in a face-to-face educational program as needed.
- Establish an action plan to prevent and manage worsening symptoms, including when to get help.

- 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 CHF 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 compliance with medication.
- Decrease complications of CHF, with fewer ER visits and inpatient hospital admissions related to CHF.
- Maximize the member's experience with the program and measure member satisfaction.



Estimates suggest that 5 million Americans have congestive heart failure (CHF), resulting in annual costs of \$17.8 billion for their care.

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

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