

## St. John's Health Plans



### Disease Management Programs

Call 1-866-277-9831 to learn more.  
[www.stjohns.com/healthplans](http://www.stjohns.com/healthplans)



The National Heart, Blood and Lung Institute reports that 12.1 million adults age 25 and older were diagnosed in 2001, with an estimated cost of medical care for COPD in 2002 at \$32.1 billion.

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

#### PROGRAM GOALS

- Decrease the need for emergency room visits or hospital admissions through better understanding and control of COPD.
- Help individuals with COPD learn self-management skills to better manage symptoms and increase understanding of how medications work.
- Smoking cessation to help delay diminishing physical ability and disease progression.

#### PROGRAM INTERVENTIONS

- Telephonic care management provided by specially trained Registered Nurses, with call frequency set to individual needs.
- Provide access to Registered Nurses 24 hours a day, 7 days a week for COPD support.
- 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 COPD and treatments as directed by the physician.
- Educational materials sent to member based on individual needs.
- Facilitation of enrollment in face-to-face educational programs as needed.

- Establish an action plan with behaviors that maintain control of diet and promote medication compliance.
- Proactive goals set by member, with guidance and encouragement from the nurse.
- Lifestyle coaching using "motivational interviewing" techniques to foster behavior change.
- Access to website for education and interactive tools.
- Encourage annual immunizations for prevention of pneumonia and influenza.
- Facilitate involvement of family/support individuals to maximize success in reaching goals.

#### PROGRAM OUTCOMES

- Decrease absenteeism and increase productive work time.
- Increase medically appropriate testing.
- Increase necessary office visits, and decrease ER visits and inpatient admissions related to COPD.
- Maximize the member's experience with the program and measure member satisfaction.

Partnering for a  
*better quality of life*

