

St. John's Health Plans Disease Management Programs

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

PROGRAM GOALS

- Help members learn to manage the symptoms of CAD and improve their quality of life.
- Become involved with members early to provide intervention and education.
- Improve patient self-management for optimal medication use, blood pressure control, diet and exercise, physician follow-up and proactive management of symptoms.
- Smoking cessation and screening for diabetes.
- Assist members in maintaining or reaching a healthy weight.

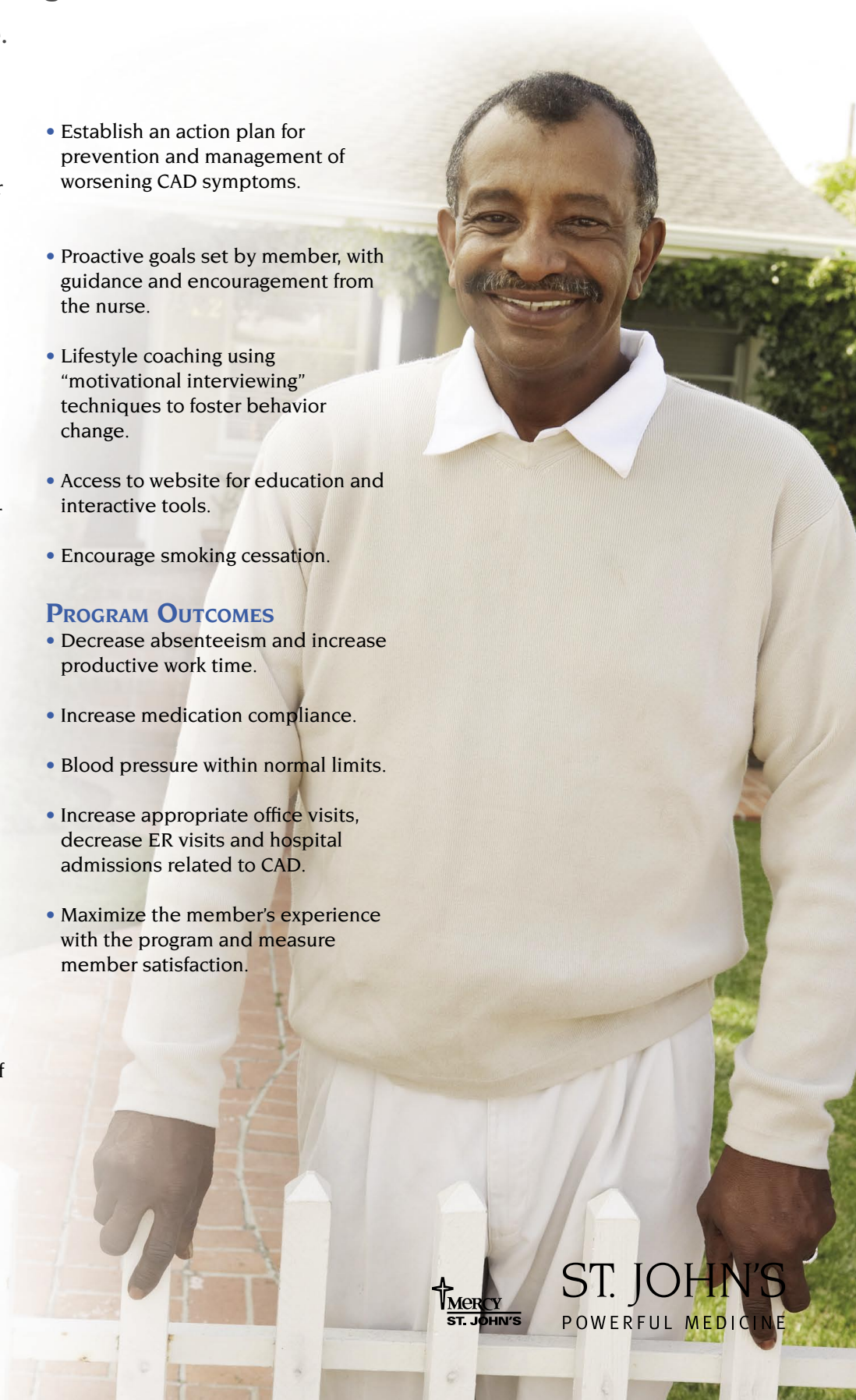
PROGRAM INTERVENTIONS

- Telephonic care management provided by trained Registered Nurses, with call frequency to meet individual needs.
- Access Registered Nurses 24 hours a day, 7 days a week for support in managing CAD.
- Encourage the member to keep physician appointments, follow their care plan, and assist them with coordination of care when multiple physicians are needed.
- Assess the individual's knowledge of CAD and what causes symptoms.
- Educational materials sent to the member based on personal needs.
- Facilitation of enrollment in face-to-face educational programs as needed.

- Establish an action plan for prevention and management of worsening CAD symptoms.
- 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 smoking cessation.

PROGRAM OUTCOMES

- Decrease absenteeism and increase productive work time.
- Increase medication compliance.
- Blood pressure within normal limits.
- Increase appropriate office visits, decrease ER visits and hospital admissions related to CAD.
- Maximize the member's experience with the program and measure member satisfaction.





Partnering for a *better quality of life*

*According to the National Heart,
Lung, and Blood Institute, 24.7
million adults in the U.S. have
coronary artery disease, amounting
to \$111.8 billion health care dollars
spent per year.*