

## 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)



Depression is a biological illness affecting more than 17 million Americans each year. One out of seven will suffer from depression at some point. Efforts to identify and treat depression in the workplace significantly improve employee health and productivity, likely leading to lower costs overall for the employer.

(Journal of the American Medical Association, 9/26/07).

#### PROGRAM GOALS

- Decrease the need for those with depression to visit the emergency room or be admitted to the hospital through better understanding of their disease
- Help members learn self-management skills to better manage symptoms and increase understanding of how medications work.
- Improve compliance in keeping physician appointments.
- Increase compliance with medications.

#### PROGRAM INTERVENTIONS

- Telephonic care management provided by trained Registered Nurses, with call frequency set to individual needs.
- Provide access to a nurse 24 hours a day, 7 days a week for depression support.
- Encourage members to keep physician appointments, follow their care plan, and assist them with coordination of care when multiple physicians are necessary.
- Establish an action plan for early recognition and management of worsening symptoms.
- Assess the member's knowledge of depression and prescribed medications.
- Educational materials sent to the member based on need.

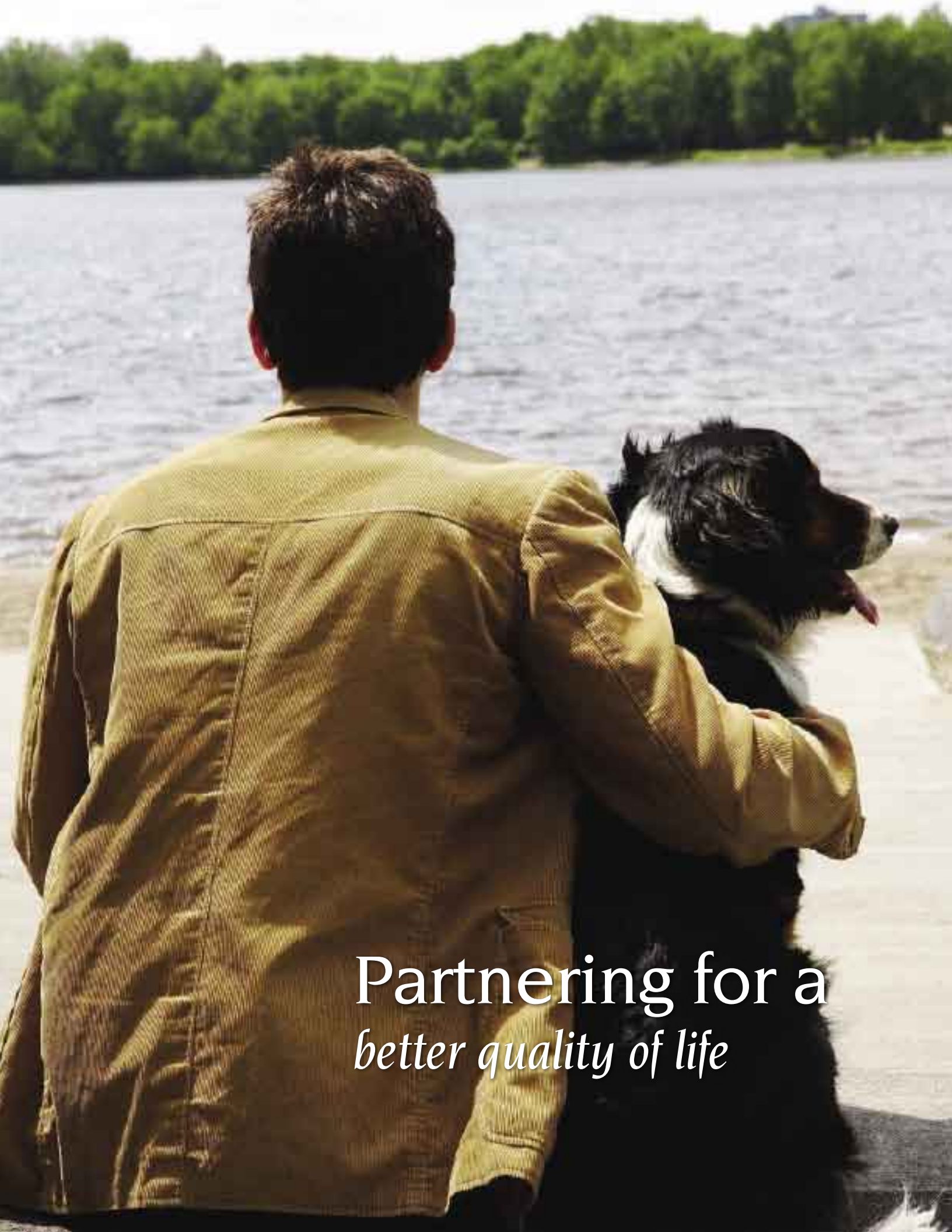
- Facilitation of enrollment in face-to-face educational programs as needed
- Encourage participation in depression support groups, community resources and employee assistance programs (EAP) when available.
- Lifestyle coaching using "motivational interviewing" techniques to foster behavior change.
- Facilitate involvement of family/support individuals to maximize success in reaching goals.
- Access to website for education and interactive tools.

#### PROGRAM OUTCOMES

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



ST. JOHN'S  
POWERFUL MEDICINE



Partnering for a  
*better quality of life*