

St. John's Health Plans



Disease Management Programs

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



According to the National Diabetes Information Clearinghouse, 23.5 million or 10.7 percent of all people aged 20 years or older have a diagnosis of diabetes.

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

PROGRAM GOALS

- Limit risk of future health problems due to complications of Diabetes.
- Help members with Diabetes learn self-management skills to better respond to symptoms and know when to get help.
- Achieve and maintain a healthy weight.

PROGRAM INTERVENTIONS

- Telephonic care management provided by specially trained Registered Nurses, with call frequency set to individual needs.
- Access to a nurse 24 hours a day, 7 days a week for support in managing diabetes.
- Encourage the member to keep physician appointments, follow their care plan, and assist with coordination of care when multiple physicians are necessary.
- Assess the member's knowledge of diabetes, blood sugar monitoring, how their medications work, healthy eating and foot care.
- Educational materials sent to the member based on their personal needs.
- Facilitation of enrollment in face-to-face educational programs when needed.
- Establish an action plan for behaviors that maintain control of blood sugar and prevent complications.

- Proactive goals are set by the member, with guidance and encouragement from the nurse.
- Lifestyle coaching using "motivational interviewing" techniques to foster behavior change.
- Nutritional education, support of weight management and assistance in individualized meal planning.
- Access to website for diabetes education and interactive tools.
- Facilitate involvement of family/support individuals to maximize success in reaching goals.

OUTCOME MEASURES

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

Partnering for a *better quality of life*



MERCY
ST. JOHNS
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