

St. John's Health Plans Disease Management Programs

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

PROGRAM GOALS

- Decrease the need for members to visit the emergency room or be admitted to the hospital through better control of their blood pressure.
 - Help individuals with Hypertension learn self-management skills to better manage their blood pressure and increase their understanding of how medications work.
 - Increase compliance with taking blood pressure lowering medications.
- Establish an action plan for blood pressure monitoring and management, including when to get medical attention.
 - Proactive goals are set by member, with guidance and encouragement from the the nurse.
 - Lifestyle coaching using "motivational interviewing" techniques to foster behavior change.
 - Access to website for education and interactive tools.

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 support in managing hypertension.
 - 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 hypertension and how to control it.
 - Educational materials sent to the member based on need.
 - Facilitation of enrollment in face-to-face educational programs as needed.
- Facilitate involvement of family/ support individuals to maximize success in reaching goals.

PROGRAM OUTCOMES

- Blood pressure within normal limits as set by guidelines and the physician.
- Compliance with anti-hypertensive medications.
- Increase necessary office visits, decrease ER visits and hospital admissions related to hypertension.
- Maximize the member's experience with the program and measure member satisfaction.



More than 72 million American adults – 1 in 3 – have hypertension. High blood pressure causes more visits to doctors than any other condition—just a 10 percent decline in the number of visits would save \$450 million each year.

Partnering for a
better quality of life

