

St. John's Health Plans



Disease Management Programs

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



“Hospitalizations for pregnancy-related complications occurring before delivery account for more than \$1 billion annually.”¹

¹Centers for Disease Control Internet website – based on 2005 statistics.

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

PROGRAM GOALS

- Decrease the need for pregnant women to visit the emergency room or be admitted to the hospital prior to delivery.
- Help women learn self-management skills to understand the normal changes that occur during pregnancy.
- Decrease pregnancy, neonatal, and postpartum complications.

PROGRAM INTERVENTIONS

- Telephonic care management provided by specially trained Registered Nurses, with call frequency set to meet individual needs.
- Provide access to Registered Nurses 24 hours a day, 7 days a week for support.
- Encourage the member to keep physician appointments, follow care plans, and assist with coordination of care when multiple physicians are necessary.
- Assess the member's knowledge of pregnancy and what to expect as it progresses.
- Educational materials sent to the member based on personal needs.
- Facilitation of enrollment in face-to-face educational programs.
- Screen for early signs of high-risk conditions or behaviors.
- Establish a specialized action plan for high-risk members to prevent and manage symptoms.

- Proactive goals set by member, with guidance and encouragement from the nurse.
- Lifestyle coaching using “motivational interviewing” techniques to foster behavior change.
- Facilitate enrollment and participation in pregnancy-related classes.
- Facilitate involvement of family/ support individuals in program activities.
- Access to website for education and interactive tools.

PROGRAM OUTCOMES

- Decrease absenteeism and increase productive work time.
- Decrease the incidence of complications of pregnancy and newborn.
- Timely prenatal care and follow up visits with physicians after delivery.
- Reduction in avoidable costs related to care of mother and child.
- Maximize the member's experience with the program and measure member satisfaction.

Partnering for a *better quality of life*

“Almost 4 million American women give birth every year. Nearly one third of them will have some kind of pregnancy-related complication. Those who don’t get adequate prenatal care run the risk that such complications will go undetected or won’t be dealt with soon enough. That, in turn, can lead to potentially serious consequences for both the mother and baby (Center for Disease Control and Prevention).”

