HEALTHCARE TRANSFORMATION:
CHRONIC DISEASE MANAGEMENT IN THE PRIMARY CARE SETTING

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DISCUSSION OVERVIEW

- Analyze & Prioritize Population Needs
- Clinical Practice Guideline Development
  - Key team members
  - Suggested guideline content
- Standing Order Sets
  - Content
  - Nurse Coach Support
- Care Plans & Patient Engagement
  - Development
  - Workflow
- Quality Metrics & Reporting

POPULATION ANALYSIS & PRIORITIZATION

- ICD-9 Frequency
- Claims analysis
- Benchmarking
- Community data

Clinical Practice Guideline Development

- Chronic Condition Selection
- Key Team Members
- Suggested Guideline Content
  - Diagnosis & Coding
  - Evidence Based Care Guidelines
  - Medication Management
  - Clinician & Patient Education
  - References

STANDING ORDER SETS

- Content
- Workflow Considerations
  - Nurse Coach
  - Clinical Support Staff
- Education & Tracking
  - Physicians
  - Clinical Staff
  - Reporting

CARE PLANS: ENGAGING OUR PATIENTS

- Content
- Care Coordination
- Workflow
- Leveraging the EMR
  - Biometrics
  - Patient Portal

Personal Diabetes Care Plan for Patient Name

HbA1c Their personal goal to go here

Your HbA1c Results (most recent 3 values)

Date & Time HbA1c

Blood pressure should be less than

Your Blood Pressure

Date	Time	BP

LDL cholesterol should be less than 100 (LDL is the "lousy" cholesterol which increases your risk for heart attacks and strokes)

Your LDL Results (within 3 years)

Date & Time LDL

Weight:

Their personal goal goes here

Your Weight

Date	Time	Wt - Scale

Your Diabetes Medications

Their medications here

Your High Blood Pressure Medications

Their medications here

Your Cholesterol-lowering Medications

Their medications here

What we want you to do:

- Take your medications as prescribed by your provider and listed above.
- Monitor your blood sugars at least ___times daily/weekly and bring in your blood sugar monitor or a written record of your blood sugar results to your next visit.
- Follow the diet recommended by your primary care provider or nutritionist.
- Lose weight if you are above a healthy body weight.
- Exercise 30-60 minutes per day or as recommended.
- Don't smoke
- Examine your feet daily for sores, cuts or boils.
- Read educational material if given to you today.
- Have an annual dilated eye exam.
- If you have any questions about your medications or treatment plan please contact your provider.

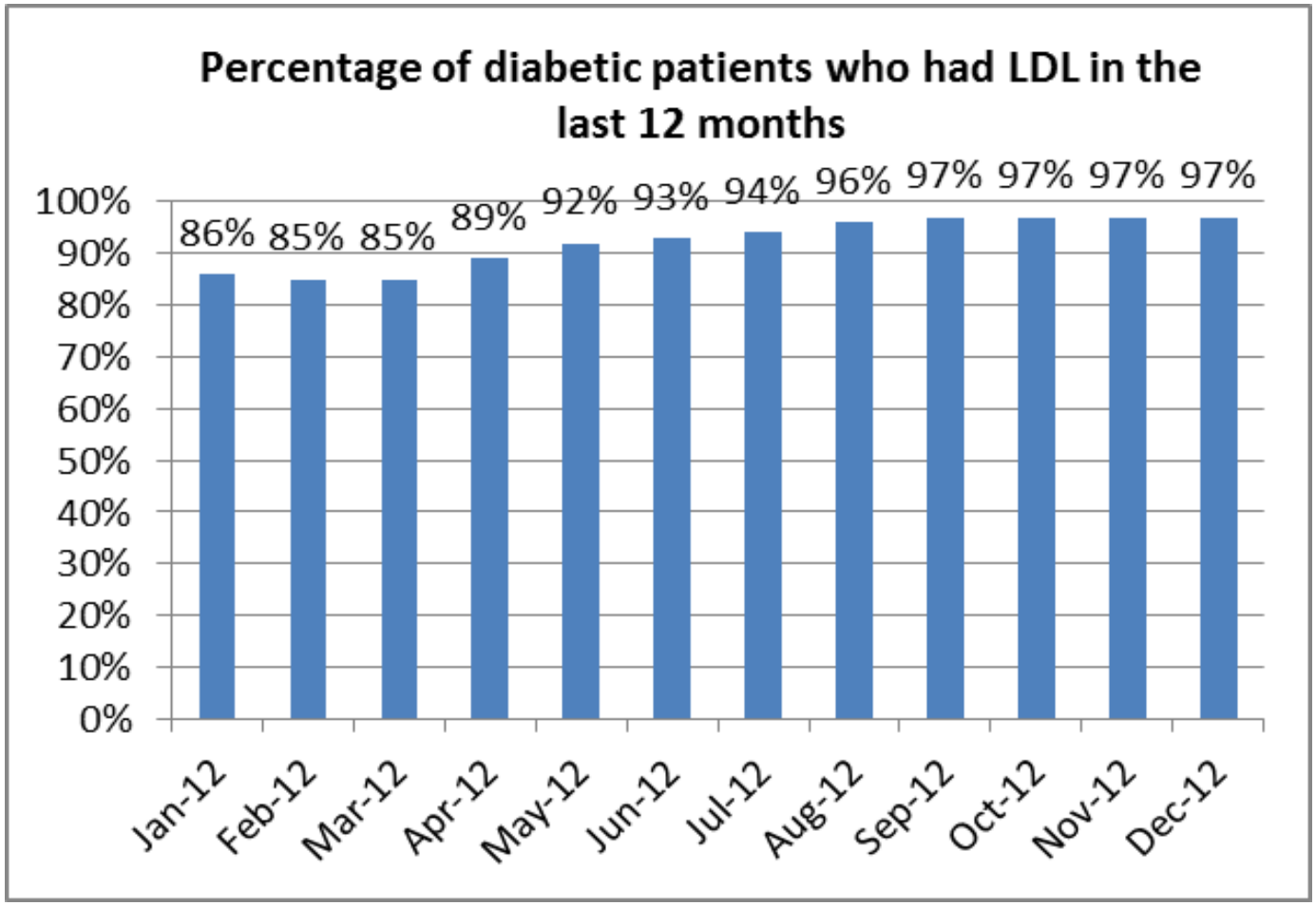
Keep your commitment between now and your next visit:

Individualized self-management goals here

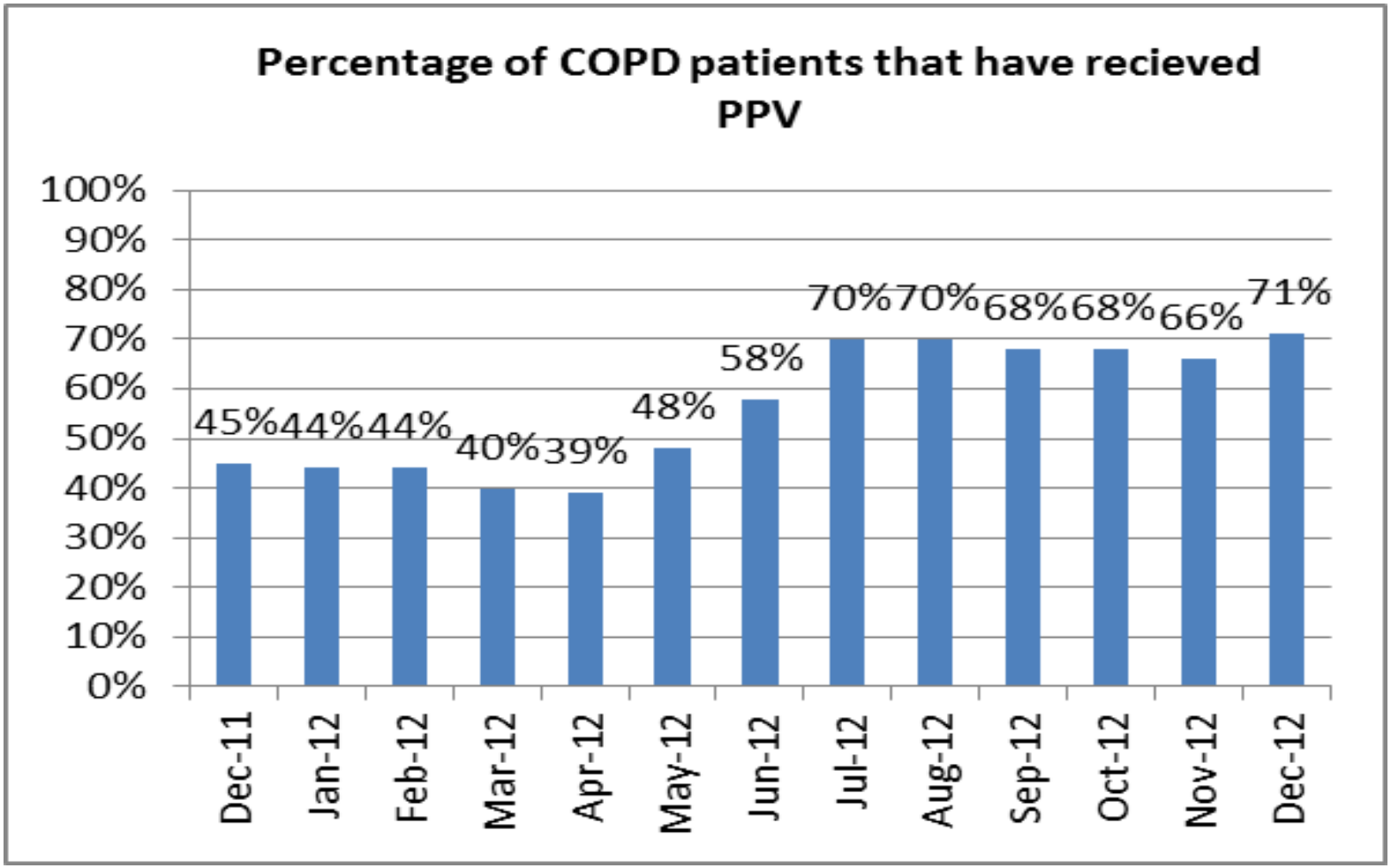
QUALITY METRICS & REPORTING

- Selection of metrics
- Setting Goals
- Monitoring
- Process Improvement

DIABETES METRICS:



COPD METRICS:



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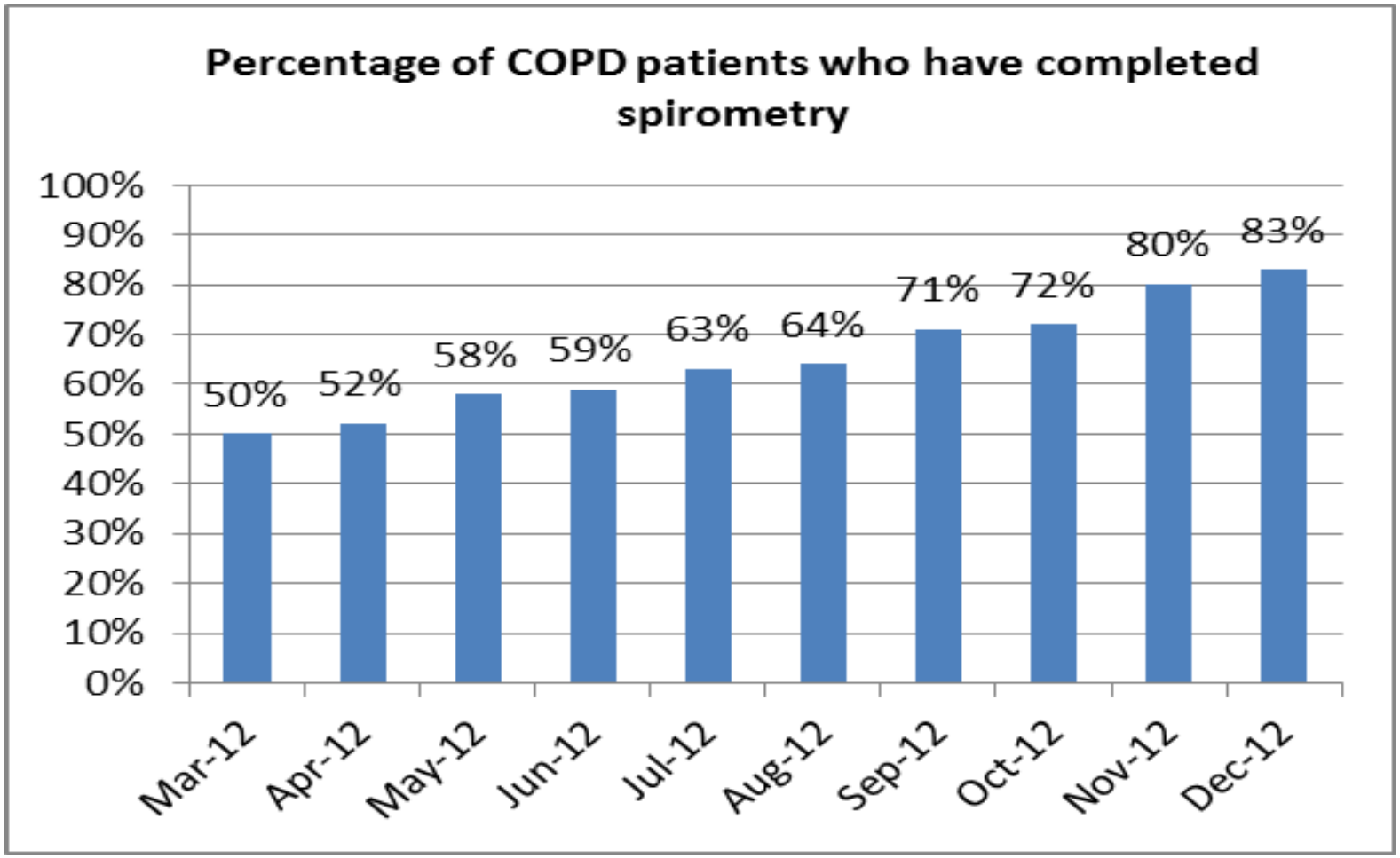

LESSONS LEARNED

- Change in culture is imperative
- Must have buy-in from key stakeholders
- Be prepared to help the team work through change
- A solid IT infrastructure & team is a must

QUESTIONS??

Thank you!

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