

Implementing Evidence-Based Programs in Health Centers and Practices



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Welcome



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS

Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Webinar Series Learning Objectives

- ▶ Recognize and define the role your State Health Department can play in brokering the connection between health care systems and community-based implementation.
- ▶ Establish a greater number of partnerships geared toward connecting health care systems to community-based partners.
- ▶ Increase reach by brokering partnerships that are cognizant of Patient Centered Medical Home transformation and the role of community-based resources.
- ▶ Create a plan for your State Health Department to embed, scale and sustain referrals to community-based partners.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Webinar One:

Making Sense of Healthcare Transformation



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS

Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Learning Objectives for Webinar One

- ▶ Understand how national statistics on chronic disease and healthcare changes are opportunities for scaling and sustaining programs.
- ▶ Define and briefly explore our working terms for this webinar series:
 - Self-Management
 - Self-Management Support
 - Self-Management Education
 - Community-Based Programs
 - Patient Center Medical Home
 - National Committee for Quality Assurance
 - Affordable Care Act
 - Clinical/Medical Care
 - Evidence-Based Programs
- ▶ Establish an Action Plan process to be completed before the next webinar.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

National Statistics

- ▶ www.cdc.gov/chronicdisease/overview/index.htm
- 7 out of 10 deaths are from chronic diseases
- In 2005 1 of every 2 adults had at least one chronic illness
- 50 million (22%) of adults have self-reported doctor-diagnosed arthritis
- 1 of every 3 adults is obese
- 66% of adults with doctor-diagnosed arthritis are overweight or obese
- Arthritis is the most common cause of disability- 21 million (9% of all adults) have arthritis and arthritis-attributable activity limitation
- Diabetes continues to be the leading cause of kidney failure, non-traumatic lower-extremity amputations, and blindness for adults ages 20-74.
- 67 million (25%) adults aged 18 years or older will have doctor-diagnosed arthritis by the year 2030



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.

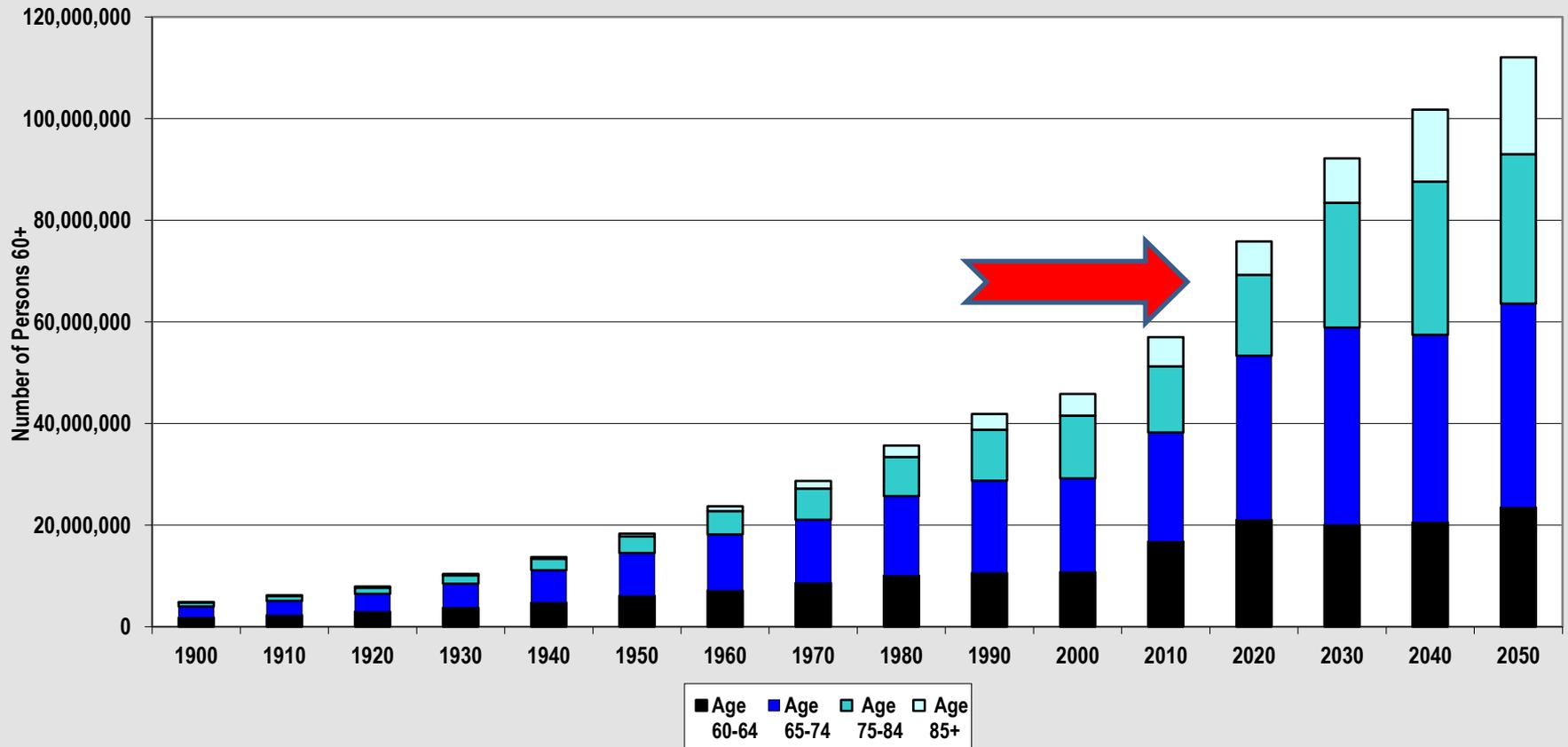


Consortium for Older Adult Wellness

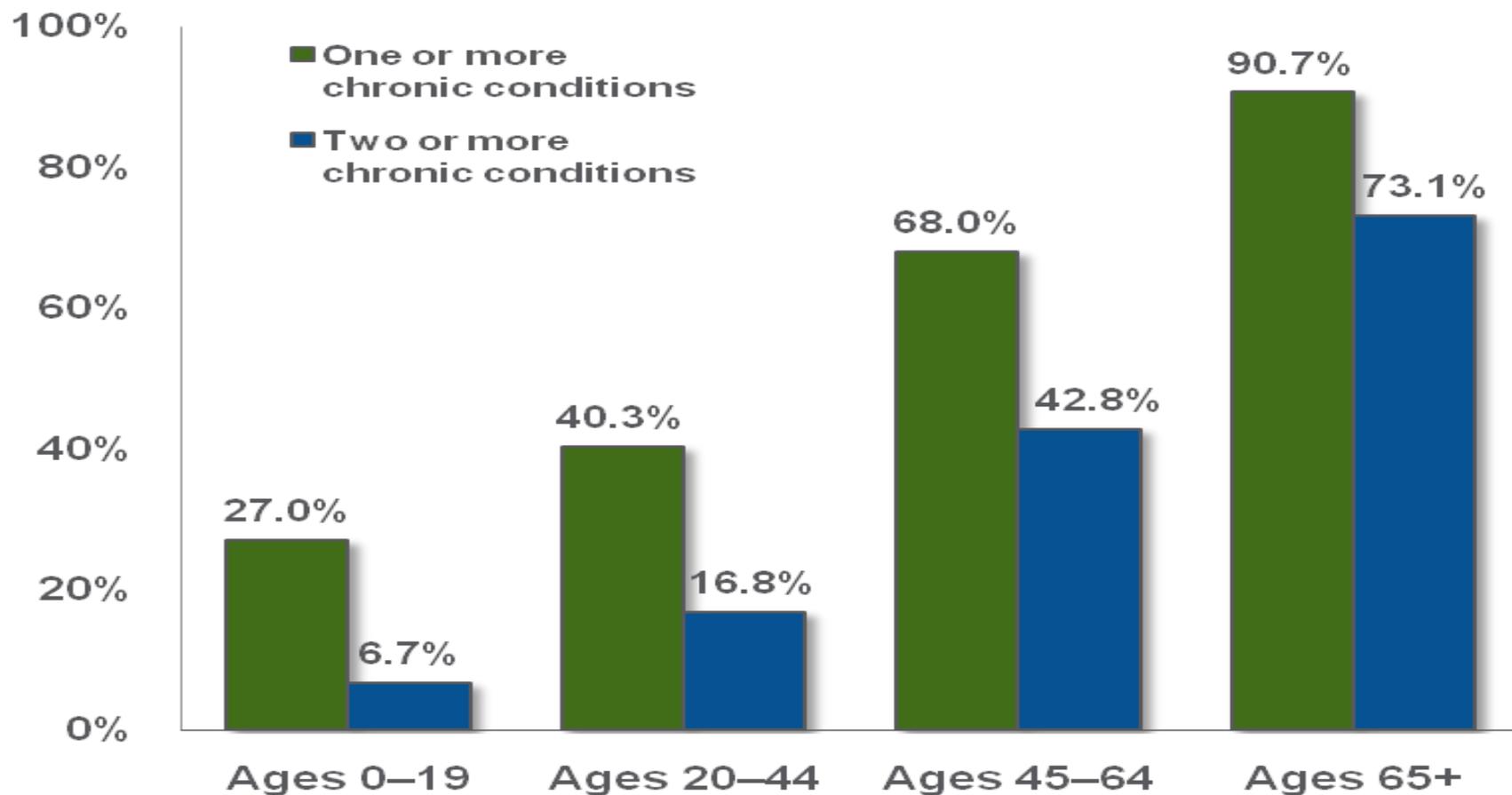
Trend: Demography is Destiny

Population 60+ by Age: 1900-2050

Source: U.S. Bureau of the Census

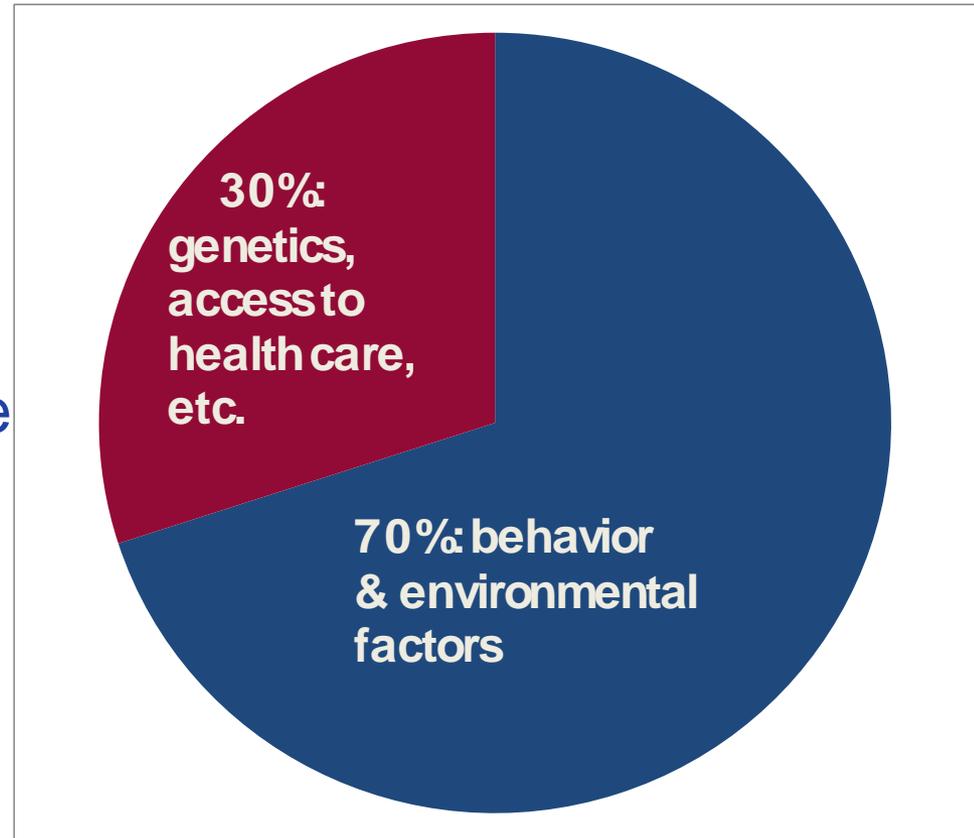


Trend: Growing Epidemic of Chronic Diseases



Key Risks for Chronic Conditions

- Smoking
- Poor diet & nutrition
- Physical inactivity
- Falls
- Alcohol & substance abuse
- Stress
- Social isolation



CDC 4 Domains

- Domain 1: Epidemiology and Surveillance
- Domain 2: Environmental Approaches
- Domain 3: Health System Interventions
- Domain 4: Strategies to improve community-clinical linkages



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

CMS Triple Goals

- Better Care
- Better Health
- Lower Cost



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Self-Management (SM)

- ▶ The tasks that individuals must undertake to live well with one or more chronic conditions. These tasks include having the confidence to deal with medical management, role management and emotional management of their conditions.
 - ▶ Institute of Medicine 2004
- ▶ For our purposes today, self-management is what I do, or do not do, when I am not with my health care provider



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Engaging the person is the **ONLY**
way to successfully impact clinical
outcomes...
as opposed to process measures.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Self-Management Support (SMS)

- ▶ The systematic provision of education and supportive interventions by healthcare or other providers to strengthen patients' skills and confidence in managing their health problems; includes regular assessment of progress and problems, goal setting, and problem solving support.

▶ <http://www.cdc.gov/arthritis/docs/oaagenda.pdf>

- ▶ For our purposes today, self-management support is how the practice, and the health system, can support me in making better choices.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Self-Management Education (SME)

- ▶ Interactive educational interventions specifically designed to enhance patient self-management. Self-management education is patient driven and focuses on building generalizable skills such as goal setting, decision making, problem solving and self-monitoring.
 - ▶ <http://www.cdc.gov/arthritis/docs/oaagenda.pdf>
- ▶ For our purposes today, self-management education is an evidence-based approach to the skill set of managing conditions and making choices.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Evidence-Based Programs

- ▶ Evidence-based programs have been shown as effective in rigorous statistical evaluation.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Embedded or Community-Based

- ▶ If you are a practice, why would you want to go to a community-based organization for evidence-based programs?
- ▶ If you are a community-based program, why would you want to work with a practice?
- ▶ If you are a State Health Department, why would you want the connection of clinical to community to happen?



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Affordable Care Act (ACA)

- ▶ For our purposes today, let us talk about the ACA as a way to increase access to health care and the intention to expand prevention and wellness services.



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Patient Centered Medical Home (PCMH)



PCMH is a shift in viewing the person as a whole being at the center of their own health. PCMH is a primary care, team-based approach to meeting a patient's health care needs



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

How Does PCMH Work?



- **The Patient**
- **Personal Physician**
- **Team Approach**
- **Care Coordination**



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Evidence PCMH Works



- **PCP continuity is associated with reductions in mortality**
- **Patients with diabetes who made action plans had a reduction in HbA1c**



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

National Committee for Quality Assurance (NCQA)



- Vision: to transform health care quality through measurement, transparency and accountability.
- Has created a common opinion about important health care quality issues by:
 - Deciding what's important
 - Measuring
 - Promoting improvement

NCQA Certification Process

- Strong emphasis on patient satisfaction
- Increased attention to care coordination
- Emphasis on behavioral health
- Focus on self-management

colorado
communityhealth
network



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

NCQA Certification Process

- ▶ Six **MUST PASS** Elements:
 - ▶ PCMH1A: Access During Office Hours
 - ▶ **PCMH2D: Use of Data for Population Management**
 - ▶ **PCMH3D: Care Management**
 - ▶ **PCMH4A: Active Support of Patient Self-Management**
 - ▶ PCMH5B: Referral Tracking and Follow-up
 - ▶ PCMH6C: Continuous Quality Improvement



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

NCQA PCMH 2011 Standards

PCMH1: Access and Continuity

- D. Use of Data for Population Management
- F. Culturally and Linguistically Appropriate Services

PCMH4: Provide Self-Care Support and Community Resources (Must Pass)

- A. Support Self-Care Process
- B. Document Goals, Ability, Self Management Tools, Referrals to Community Resources



PCMH2: Identify and Manage Patient Populations

- C. Patient Panels, Comprehensive Health Assessment

PCMH5: Track and Coordinate Care

- B. Referral Tracking and Follow-Up
- C. Coordinate with Facilities/Care Transitions

PCMH3: Plan and Manage Care

- B. Identify High-Risk Patients
- C. Care Management, Pre-Visit Planning, Treatment Plan and Goals, Identify Barriers
- D. Manage Medications

PCMH6: Measure and Improve Performance

- B. Measure Patient/Family Experience
- E. Report Performance

Self-Management Support

- Provide education resources to at least 50% of patients.
- Use an EMR to identify patient specific educational materials
- Develop and document self-management plans and goals with 50% of patients.
- Assess ability/willingness to change with 50% of patients
- Provide self-management tools for 50% of patients.
- Counsel at least 50% of patients to adopt healthy behaviors



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

What does it all mean?

- ▶ National data shows that Standard 3: Care Management, and **Standard 4: Self-Management** are the standards that are the most difficult CHCs to meet.
- ▶ Why?
 - Paradigm Shift is Just the Beginning
 - Requires Effective Use of Care Teams
 - Workflow Adjustments
 - Documentation
 - Communicating with Patients

Why NCQA Standards Matter to You

- **Connection**
- **Transformation**
- **Scalability**



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness



Clinical/Medical Care

- ▶ Care plans
- ▶ Self-management goals
- ▶ Community resources
- ▶ Referrals
- ▶ Accountability



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

What the ACA and NCQA say About Community-Based Programs... and What They Don't Say

- ▶ **Partnerships supporting the connection to community-based organizations benefit the State, the community-based organization, and the patient.**



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Explanation of Homework Assignment



- What bridges already exist in your State?
- What additional connections would you like to see in place?
- What do you see as your role in making these connections successful?
- What can you explore or pursue between now and December 3rd?



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Action Plan for November

- ▶ What do you want to do?
- ▶ Is it achievable?
- ▶ When, where, how much?
- ▶ How sure are you that you can get this step done on a scale of 1-10?



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS
Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness

Lynnzy McIntosh

Consortium for Older Adult Wellness

lynnzy@coaw.org

303-984-1845

www.COAW.org

Mari T. Brick

National Association of Chronic Disease Directors

Brick@chronicdisease.org

518.542.7425



NATIONAL ASSOCIATION OF
CHRONIC DISEASE DIRECTORS

Promoting Health. Preventing Disease.



Consortium for Older Adult Wellness