

Disease Management Study



TECHNOLOGY-DRIVEN INTERACTIVE CARE MANAGEMENT IDENTIFIES AND RESOLVES MORE CLINICAL ISSUES THAN A CLAIMS-BASED ALERTING SYSTEM.

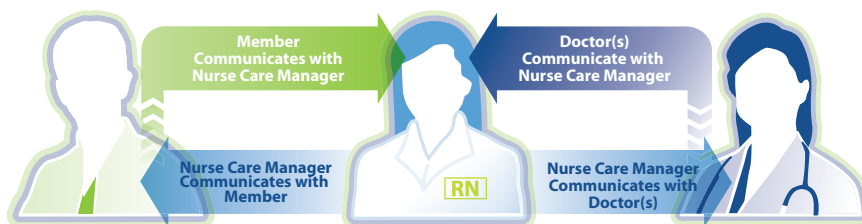
More Proof.

Interactive Care Management Study with members of self-insured health plans proves incremental benefit.

This opt-in program study was conducted by ActiveHealth Management over the first year of the care management program, which covered management of 20 conditions for over 200,000 members of 5 employer-sponsored health-plans. The study was published in *Disease Management* in June 2005. The study's focus was the incremental clinical value of a nurse-directed interactive program known as ActiveHealth's Active Disease ManagementSM program.

OVERVIEW

While program participants accounted for .65% of the total, they generated 4.82% of the population's claims-based clinical alerts through CareEngine[®] Clinical Decision Support program. This means program participants had a very high opportunity for clinical, and therefore financial, impact. An ActiveHealth Nurse Care Manager then engaged these participants. An important part of this engagement was to address potential gaps in clinical care uncovered by the alerts, and empower participants' discussions with their physicians.



Member Engagement

Using a customized, clinically driven plan of care, our Nurse Care Managers arm members with information about their conditions to discuss with their physicians.

Physician(s) Engagement

Through communication of useful, clinically-driven Care Considerations, our Nurse Care Managers arm physicians with information that can change their patients' treatment plans.

“This study shows the benefits of adding a nurse-directed interactive program to communicate with both patients and physicians. Most importantly, keeping patients healthy by increasing their rates of resolution.”

— Iver A. Juster, M.D.

“Our beliefs were confirmed in this study – Increased nurse/patient interaction leads to proactive behavior by members and increases our rate of clinical issue identification.”

— Lonny Reisman, M.D.
CEO, ActiveHealth

METHODOLOGY

The opt-in nurse managed pilot program, including identification and resolution of specific clinical issues, was implemented for 205,463 members of self-insured health plans that utilize the claims-based physician alerting system.

IMPACT ON ENTIRE POPULATION	204,128 Non-Participants	1,335 Participants
CLAIMS-BASED ALERTS	12,714	644
CLAIMS-BASED ALERTS RESOLVED	3,380 (26.6% resolved)	207 (32.14% resolved)
ALERTS BASED IN PARTICIPANT SUPPLIED DATA	None	514
STUDY FINDINGS	Participants and non-participants had same rate of alert resolution in the year prior to Active Disease Management implementation.	Active Disease Management participants generated an additional 80% more alerts per member, based on data they supplied. 20.9% increase in the rate of successful resolution of claims-based alerts.
RESULTS	<p>The addition of a nurse-directed Interactive Care Management Program:</p> <ul style="list-style-type: none"> • Communicated specific issues to both patients and physicians. • Substantially increased the rate of identification of specific clinical issues compared to those generated by a claims system alone. • Increased the rate of claims-based alert resolution. 	

3 WAYS NURSE-INTERACTION CONTRIBUTES TO BETTER RESULTS

- 1** Better informed and actively participating patients can better accept and adhere to the physician's recommendation.
- 2** Patients who understand key clinical practice guidelines related to their health conditions, feel empowered to discuss these guidelines with their physician(s). This also serves as a physician reminder.
- 3** Patients are an important data source, as seen by an 80% increase in alerts in program participants.

Source: Juster, I. "Technology-Driven Interactive Care Management Identifies and Resolves More Clinical Issues than a Claims-Based Alerting System," Disease Management June 2005: 188-197 Volume 8, Number 3, 2005.



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