

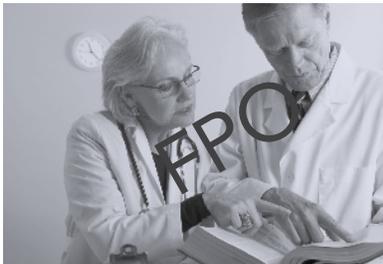
## Guidelines for Implementing a Health Management Program



Boehringer Ingelheim has developed a checklist of processes and guidelines that are recommended for implementing a successful health management program.

This checklist was designed to adhere to the health management quality standards put forth by the National Committee for Quality Assurance (NCQA). It is intended to help you

- Fulfill all elements of your program design and achieve positive outcomes
- Enhance your patients' self-management of chronic conditions
- Support providers in adhering to evidence-based clinical guidelines



Health management programs are essential to improving the health and clinical outcomes of patients with chronic conditions and enhancing quality of care within the US healthcare system.<sup>1</sup>

### Reference

1. Norris SL, Glasgow RE, Engelgau MM, O'Connor PJ, McCulloch D. Chronic disease management: a definition and systematic approach to component interventions. *Dis Manage Health Outcomes*. 2003;11(8):477-488.

# Guidelines for Implementing a Health Management Program



## Checklist for Health Management Program Implementation

To help develop and implement your health management program, please review the processes and guidelines in the following checklist:

- Provide patients with a mechanism to “opt out” of the program if they do not wish to participate or if they have been identified in error.
- Consistently apply criteria to determine the level of intervention and services needed for individual patients.
- Identify providers who are responsible for providing care to eligible patients.
- Distribute decision-support information to providers.
- Coordinate with the activities of the treating providers, including specialists and primary care providers.
- Inform providers within 45 days that their patients with the highest disease severity or clinical risk have been engaged by the health management program. Engagement means having their first “live” contact, either by phone, online, or in person
- Notify providers about urgent care opportunities for individual patients that must be addressed. The process must specify the types of care opportunities that require provider notification, and specify time frames, such as 24 to 48 hours, for providing urgent-care-opportunity updates to providers. These opportunities may include
  - Notifications about patients who do not refill medications
  - Missed laboratory tests or laboratory results that indicate patients are at risk for exacerbations of their conditions
  - Patient hospitalizations
- Assess the level of caregiver support that is available to patients and determine the types of activities such support will provide to them.

## The Strategies for Chronic Care Health Management Program for Chronic Obstructive Pulmonary Disease (SCC-COPD)

To help support your patients with COPD, Boehringer Ingelheim has developed the SCC-COPD program. The NCQA-certified health management program for COPD includes a comprehensive implementation guide titled *Health Management in the COPD Population: Program Description*, as well as a variety of tools and resources for the management of COPD for your patients and providers.

For more information, visit the Strategies for Chronic Care Web site at [www.StrategiesForChronicCare.com](http://www.StrategiesForChronicCare.com). To access all of the available SCC-COPD program materials, simply click on the Search Resources page and enter search keywords “COPD” or “health management.”