Polk HealthCare Plan Medical Director Report

TODD WILLS, MD

MARCH 18, 2016

Case Management Services

Administered in the following fashion:

- One on one telephone contact
- One on one meetings with the Member in the office or on the mobile unit
- Community Classes
- Email
- Postal delivery of printed materials

Frequency of contact individualized to suit the needs of each Member

Diabetes Case Management

258 (229 12/15) Patient Under Management

- Threshold for Management Hgb_{A1c} >9 or PMD referral
- Primary Measure – HgbA1c improvement

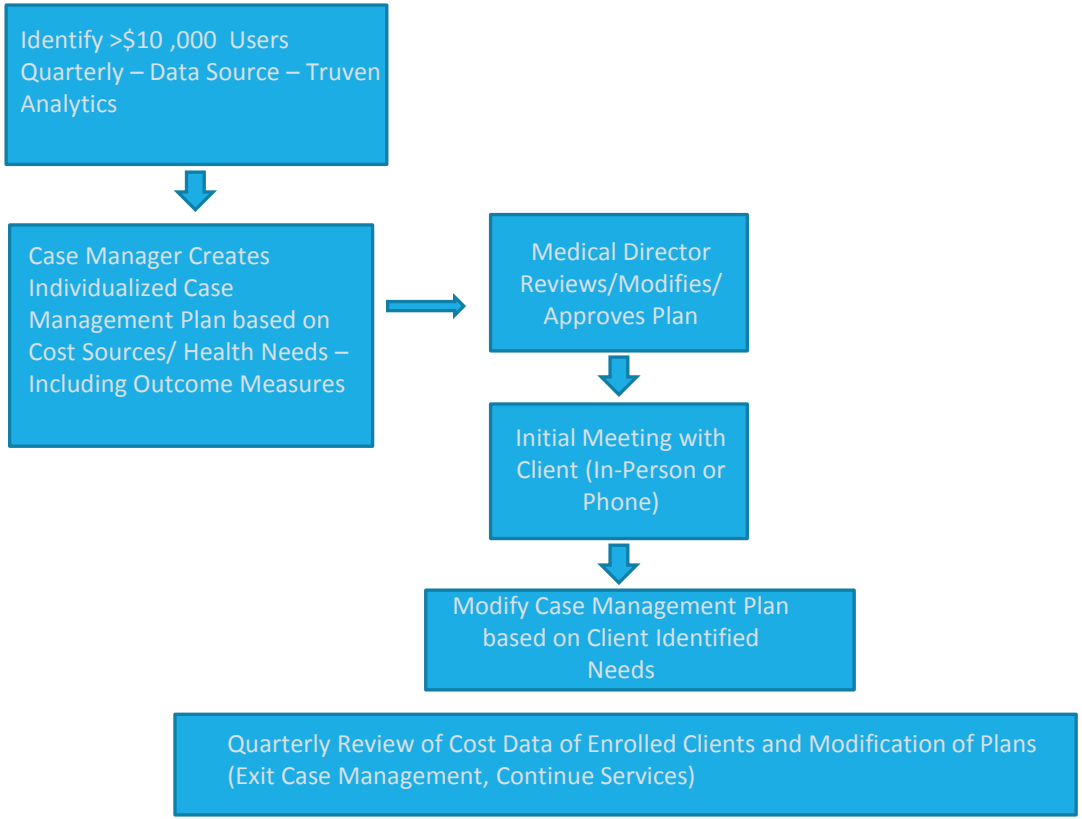
Other Variables Tracked

- Eye Exam, Foot Exam, LDL, Blood Pressure
- Awareness of Diagnosis
- Language barrier/Interpreter

177 (172 12/15) Patients with at least 2 HgbA1c measure

- **143 (131 12/15)** with improved HgbA1c
  - (80.8% - was 76.2% 12/15)
  - 86 with HgbA1C less than 9.0 (60.1%) (62% in 10/15)
- Range of improvement (-0.1 - - 10.1)

Process Map – High Dollar Value Case Management



High Dollar Value Case Management Q4

43 patients utilizing >$10,000 in Q4 2015

Total plan cost $585,241.35

63 total ER visits

51 total admissions

5 readmissions

Average 4 outpatient office visits/ patient

16 Patients where chronic condition (DM, CHF, asthma, CAD, COPD, seizure disorder) is highest cost diagnosis

5 patients with DM- covered in DM case management program

11 patients identifies for further high dollar value case management