

## GRIPA Cares - GRIPA Integrates - GRIPA Connects

Highlighting GRIPA's Care Management Services



## Case Study

- 56 y/o female with a PMH significant for:
  - Type 2 diabetes
  - Hyperlipidemia
  - HTN
  - Depression
- Medication Regimen:
  - Verelan PM 300mg qd
  - HCTZ 25mg qd
  - Lisinopril 40mg qd
  - Lipitor 40mg qd
  - Glipizide 10mg bid
  - ASA 81mg qd



## Case Study

- Pertinent Labs (2/28/07)
  - A1C: 11.9 (10/05: 8.8)
  - TC: 287 mg/dL
  - HDL: 43 mg/dL
  - LDL: 127 mg/dL
  - TG: 74 mg/dL
  - M/alb: 52
  - Cr:1.1
  - LFTs: WNL
- Other Pertinent findings
  - Weight: 208 lbs; BMI 36.8
  - BP: 120/80 mmHg - per pt.
  - Pneumovax: 2/07
  - Past reaction to influenza vaccine
  - No annual foot/eye exam
  - Walks at work daily
  - No dietary management
  - Pt. works full time
  - Questionable adherence to medications



## What Would You Do?

- Increase and/or change the medications the patient is already taking
- Perform diabetes education within office
- Refer pt. to Diabetes Care and Resource Center (DCRC)
- Call GRIPA for help?



## Actions Taken

- Pt. placed on insulin regimen
- Pt. referred to DCRC for diabetes education
  - Since pt. works full time, could not attend classes at DCRC
  - 4-week waiting period to be seen at DCRC
- Pt. referred to GRIPA for Care Management Diabetes services
  - GRIPA nurse scheduled home visit with pt. the next day for diabetes education
  - GRIPA RPh performs medication review



## GRIPA Care Management: Diabetes Services

- Provides pts. and providers with tools and information to increase pt. self-management abilities and to empower pts. to become active partners in their overall care
- Empowerment approach to establish individual goals on AADE 7 Self-Care behaviors
- Interventions and Approaches to Care:
  - Provider/Staff Education
  - Group Visits
  - Individual Visits



## Case Outcomes

- Fasting blood glucose (FBG) range: 90-130mg/dL
- Walks 2-3 miles/day
- Lost 10 lbs (Pt. states "clothes fitting looser")
- Aims for 150 grams of CHO/day
- Pt. educating coworkers on dietary strategies
- GRIPA nurse performs follow-up with pt. every 1 to 2 weeks
- GRIPA RPh provides recommendations to physician
  - Optimization of drug therapy
  - Reinforce Diabetes Standards of Care
  - Potential prescription cost savings to pt. of \$500/year



## Case Study

- 44 y/o male, multiple medical disabilities
- Had a fall at home
- Diagnosed with a left pubic ramus fracture
- Homecare ordered by physician
  - Compromised by pain, pt. could not stay at home
  - Pt. required two people to transfer him from bed to chair
- Rehabilitation is needed
  - Preferred Care Gold requires admission to a hospital for 3 days prior to paying for rehabilitation



## Case Study

- Physician referred pt. to GRIPA Social Work
- Physician drafted a letter to Preferred Care requesting to waive the 3-day hospital stay
  - If insurance did not approve waiver, options would be significantly limited
  - Pt. would have had to pay privately for expenses incurred



## Case Study

- GRIPA social work **collaborated** with GRIPA nursing care management
  - Home visit
  - Paperwork completed to refer pt. to several nursing homes
  - Multiple calls to advocate for him at nursing home admissions and at Preferred Care
- **Outcomes:** Within 1 day
  - Preferred Care waived hospital stay
  - Nursing home accepted pt. for rehabilitation
  - Chair mobile arranged to transfer pt. to nursing home to ensure a safe, appropriate care plan
  - Reduction in cost of care ~ \$10,000



## GRIPA Care Management: Nursing & Social Work

- Focuses on identifying physician concerns in the medical management of complex patients and reducing administrative burden by assisting pts. with navigating the multitude of payor and community resources
- Case Management Program
  - 1:1 case management/education
  - Home visits
  - Phone monitoring
  - Community referrals
  - Health plan program services
  - Group medical visit for education



## GRIPA's Vision

*"GRIPA shall be the exclusive, premier regional partnership of community physicians, and ViaHealth affiliates. Innovation, high quality, and cost effectiveness are the guiding principles for the delivery of health care, and maximizing shareholder value."*

- Values of innovation, high quality and cost effectiveness are highlighted
  - Flexibility of GRIPA Care Management staff
  - Multidisciplinary approach to care
  - Increasing value to community
  - Patient, physician and organization are all able to reap huge benefits by providing care for the patient while simultaneously reducing cost of care

