Coordinating Care in Rural Oregon Using Care Management Plus (CMP)

A collaboration among six rural Oregon primary care practices and a team of academic researchers from Oregon Health & Science University

Statement of problem:

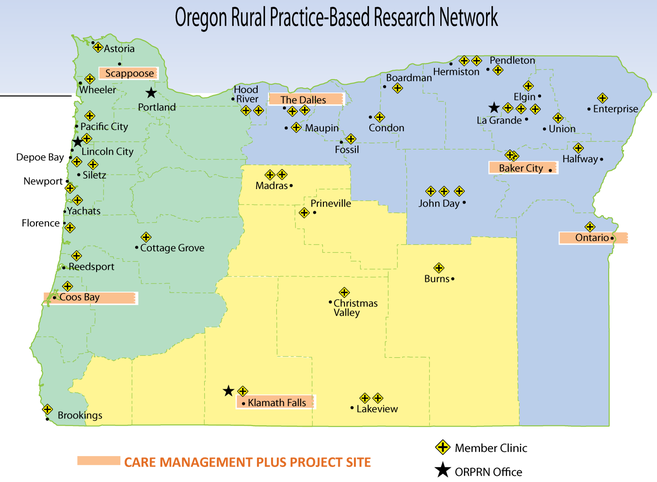
Care for patients with chronic illness is in a crisis. Such patients account for approximately 75% of health care expenditures and only receive appropriate treatment about 50% of the time.* Further exacerbating this crisis is the rising number of patients with multiple chronic illnesses who require complex care from multiple physicians and service providers. Lack of systematic care coordination for such patients may contribute to insufficient levels of care.

*Wolff J. Prevalence, expenditures, and complications of multiple chronic conditions in the elderly. Archives of Internal Medicine. 2002;162:2269-76.

Study Approach:

Research demonstrates that nurse-based care management and health information technology is cost-effective and can improve clinical outcomes for patients with chronic diseases in urban settings.* Rural practice settings often have limited prevention and treatment resources, and insufficient information technology capacity and support, compared to their urban counterparts. Our study seeks to evaluate the feasibility and acceptability, impact on clinical outcomes, and the business case of implementing such an intervention in rural primary care practice settings.

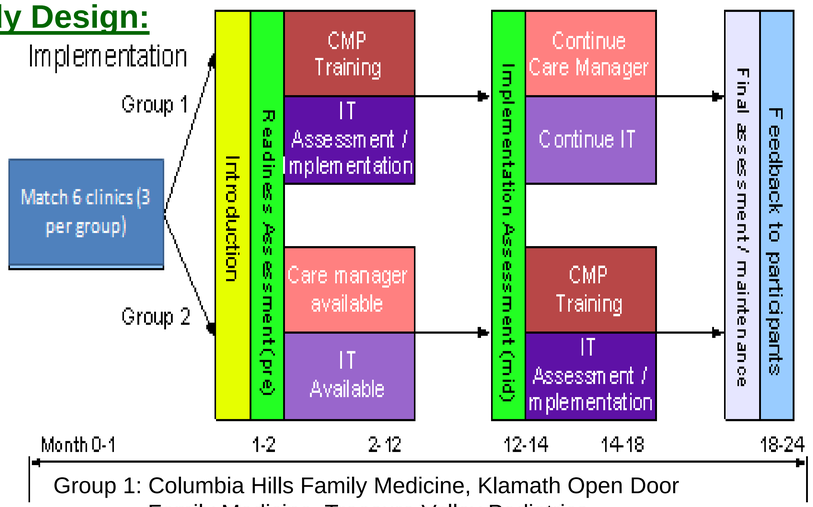
•Dorr DA. The effect of technology-supported, multidisease care management on the mortality and hospitalization of seniors. J AM Geriatr Soc. 2008;56(12):2195-202



Challenges, Lessons Learned:

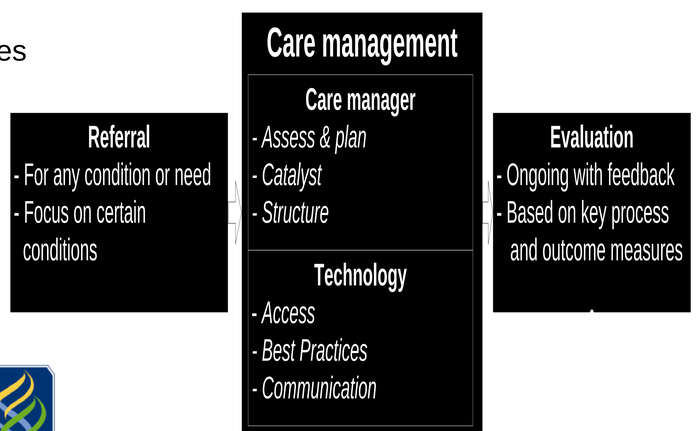
- Ongoing engagement is vital
  - Frequent face-to-face visits, the practice facilitator (the ORPRN Practice Enhancement Research Coordinator) is key
  - Develop a learning community with the nurse care managers at the intervention practices to learn from each other
- Identify decision makers in practice – this is not always the clinician champion
- To implement an effective care management program need resources beyond a model and software:
  - Ongoing facilitation
  - $$ to fund nurse care managers and reimburse clinics for care coordination
  - Adequate technical assistance
- Change across an entire practice is difficult
- Practice change fatigue is real
- Adapt study timelines/goals to fit clinic realities

Study Design:

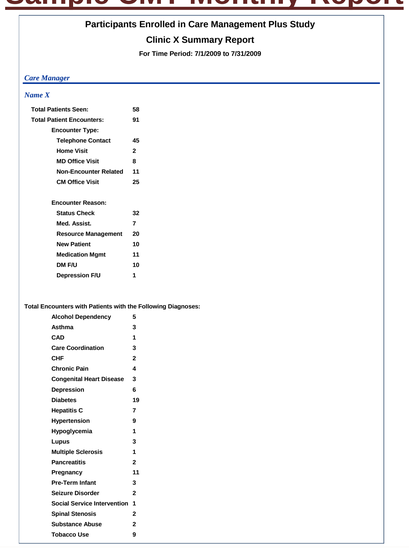


Group 1: Columbia Hills Family Medicine, Klamath Open Door Family Medicine, Treasure Valley Pediatrics.
Group 2: Eastern Oregon Medical Associates, North Bend Medical Center Pediatrics, OHSU Family Medicine at Scappoose.

Care Management Plus Program:



Sample CMT Monthly Report


Participants Enrolled in Care Management Plus Study
Clinic X Summary Report
For Time Period: 7/1/2009 to 7/31/2009

Care Manager
Name X

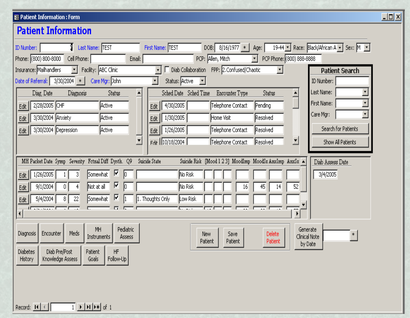
Total Patients Seen:	58
Total Patient Encounters:	91
Encounter Type:	
Telephone Contact	45
Home Visit	2
MD Office Visit	8
Non-Encounter Related	11
CM Office Visit	25
Encounter Reason:	
Status Check	32
Med. Assist.	7
Resource Management	20
New Patient	10
Medication Mgmt	11
DM F/U	10
Depression F/U	1

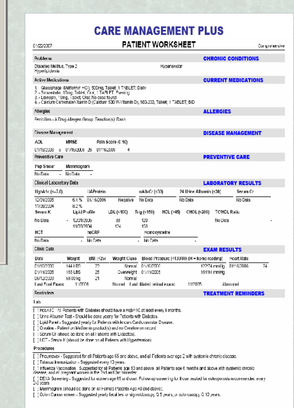
Total Encounters with Patients with the Following Diagnoses:

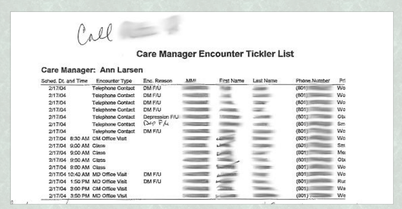
Alcohol Dependency	5
Asthma	3
CAD	1
Care Coordination	3
CHF	2
Chronic Pain	4
Congenital Heart Disease	3
Depression	6
Diabetes	19
Hepatitis C	7
Hypertension	9
Hypoglycemia	1
Lupus	3
Multiple Sclerosis	1
Pancreatitis	2
Pregnancy	11
Pre-Term Infant	3
Seizure Disorder	2
Social Service Intervention	1
Spinal Stenosis	2
Substance Abuse	2
Tobacco Use	9

Care Management Tracking (CMT) Software

- Enables Care Managers to flexibly plan chronic care tasks such as classes, lab work, referrals, scheduling of visits and phone calls.
- Creates tickler lists.
- Manages workflow and evaluates efficiency of resource use.
- Generates reports that:
  1) Demonstrate the level of program use.
  2) List providers and their use of Care Managers, and for what purposes.
  3) Provide total time spent by Care Managers on various administrative (non-encounter) tasks.


Patient Information


CARE MANAGEMENT PLUS
PATIENT WORKSHEET


Care Manager Encounter Tickler List

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www.caremanagementplus.org

CM+ care management plus

OREGON HEALTH & SCIENCE UNIVERSITY OHSU

ORPRN Oregon Rural Practice-based Research Network