



# CHRONIC CARE GUIDELINES

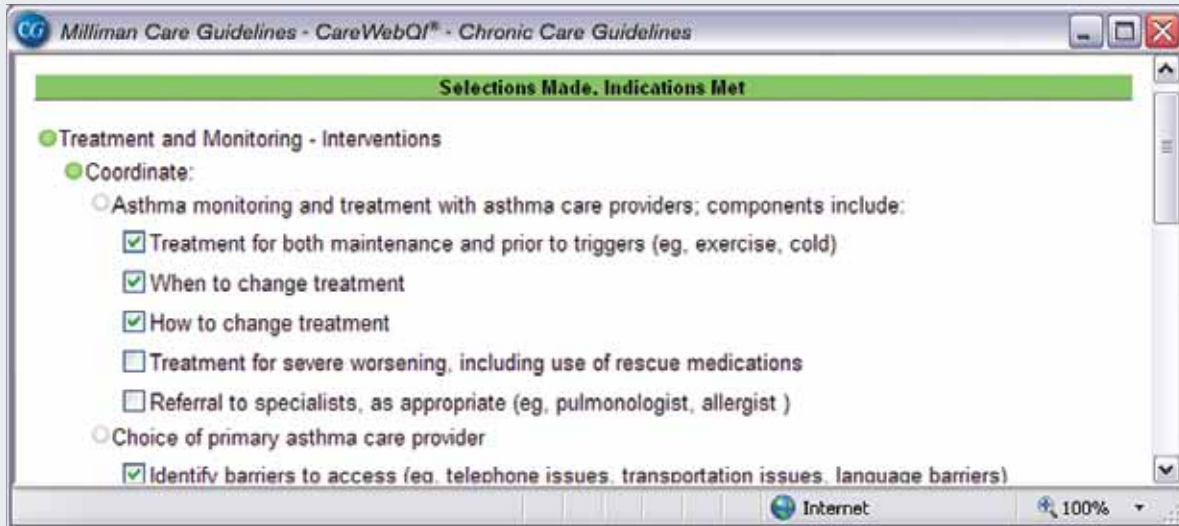
Evidence-based decision support and effective patient education materials for chronic care management programs.



# DECISION SUPPORT AND PATIENT MATERIALS

Care management isn't easy, especially with more and more patients requiring attention for chronic medical issues.

The annually updated, evidence-based *Chronic Care Guidelines* provides clinical content in a case-management framework. The resulting care plans guide daily workflow with practical patient care information for 24 chronic conditions. This approach helps care providers meet disease and case management requirements of regulatory accrediting organizations, while the incorporation and flagging of HEDIS<sup>®</sup> quality measures supports national performance standards.



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▶ **Assessment and Care Plan:** Use this tool to assess patient conditions and develop a detailed nursing plan of care. Each guideline begins with a set of standard case management issues to consider – Intake, ADL, Home Safety, Psychosocial Factors, Medication, and others – followed by disease-specific issues. Each guideline topic includes the following key care-planning steps:

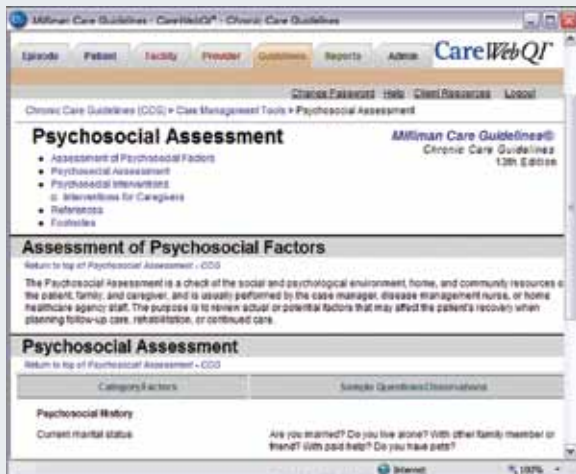
**Assessment** – Document patient condition with this series of questions and common responses.

**Problems** – Identify problems uncovered when the response to an assessment question falls outside the normal or well-managed range.

**Goals** – Establish desirable results to address specific problems that have been identified.

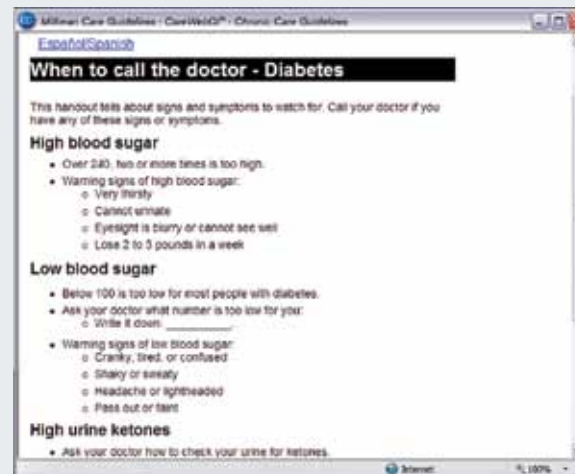
**Interventions** – Recommended actions to achieve Goals, such as education, referrals or DME needs.

**Outcomes** – Expected outcomes help measure patient progress due to the interventions.



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▶ **Care Management Tools:** Easily accessible, these resources provide important support across the continuum of care. Included are Common Medication tables, Home Safety Assessment, Psychosocial Assessment, ADL and IADL Assessments, and much more.



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▶ **Patient Education Materials in English and Spanish:** Each condition covered includes easy-to-understand patient education materials that are written at a fourth-grade level and designed to be sent to a member as part of an intervention. This valuable material is available in both English and Spanish, to serve more members.

**Indications for Chronic Care Management:**

To identify the need for care management, these indications reflect severity of symptoms, complications, or comorbidities that may need ongoing management. They support or expand on indications used by most healthcare organizations.

**24 Chronic Conditions Covered**

- Asthma
- Cancer Treatment and Bone Marrow Transplantation
- Chemical Dependency
- Children with Special Needs
- COPD and Respiratory Insufficiency (Chronic)
- Coronary Artery Disease
- Cystic Fibrosis
- Depression
- Diabetes Mellitus
- End of Life
- General
- Heart Failure
- HIV/AIDS
- Kidney Disease (Chronic) and Dialysis
- Liver Failure (Chronic) and Hepatitis
- Multiple Sclerosis
- Pain, Chronic
- Parkinson Disease
- Pregnancy, High-Risk
- Sickle Cell Anemia
- Solid Organ Transplant
- Spinal Cord Injury, Chronic
- Stroke
- Traumatic Brain Injury, Chronic



## Software and Strategic Alliances

The current best evidence is optimal only when easily used by healthcare professionals to make decisions about the care of individual patients. From web-based applications, to interactive software producing real-time management reports, to handheld versions, *Care Guidelines* software and strategic alliances make the current best evidence readily available for use where it matters: at the point of care.

**CareWebQI<sup>®</sup>** – Web-based interactive software that captures and reports on real-time clinical data through consistent point-and-click application and easy-to-use variance selection. This enables users to identify inappropriate care, providing reports about variances from evidence-based best practice; physician, facility and resource delays; national quality measures; and more. Installable version also available.

**Web** – Provides access from any Internet-ready computer.

**PC** – Makes the *Care Guidelines* available through an application for Windows<sup>®</sup>.

**Handheld** – Use the *Care Guidelines* through a PDA.

**Intranet** – An HTML version that can be customized for intranet use.

**Interrater Reliability Tool** – Measures consistent and appropriate use of the *Care Guidelines*. Web-based software tests ability to find the right guideline, including relevant sections, and to apply it appropriately.

**Strategic Alliances** – The *Care Guidelines* are integrated with 30 care management programs from 25 Strategic Alliance Partners, providing clients with improved workflow. For more information regarding alliances, visit [www.careguidelines.com/sap](http://www.careguidelines.com/sap).

For more information on the *Care Guidelines*, licensing or training, please call us at 888 464.4746 or visit our website at [www.careguidelines.com](http://www.careguidelines.com).

719 Second Avenue, Suite 300  
Seattle, WA 98104

## **Additional Products:**

### ***Ambulatory Care***

The tool of choice for authorizing established and emerging technologies, outpatient procedures, diagnostic tests, imaging, rehabilitation services, DME, injectables and more.

### ***Inpatient and Surgical Care***

A key evidence-based resource for proactive inpatient care management, including criteria, goals, care pathways and other decision-support tools.

### ***General Recovery Guidelines***

Ideal when there isn't a guideline for the diagnosis, or when the clinical situation is so complex that a guideline is not easily applied.

### ***Recovery Facility Care***

A detailed and comprehensive means to develop effective plans for recovery facility admission, care and discharge.

### ***Home Care***

A comprehensive planning resource to smoothly move patients to home healthcare.

### ***Behavioral Health Guidelines***

Reliable, evidence-based tools and criteria that address appropriateness of specific psychological, behavioral and pharmacologic therapies.