

# About the Patient Diabetes DSM Program

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## Program Update

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# Program Overview

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- Diabetes care services are provided by a network of pharmacists and other providers who have completed an accredited diabetes certification program
- Providers will “coach” eligible participants on how to self-manage their diabetes
- Modeled after successful “Asheville Project”
  - Program delivery and patient incentives

# Program Overview Continued...

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- Providers will provide an assessment, develop a care plan and provide follow-up services and referrals
- Clinical, humanistic, and economic measures will be recorded for analysis
- Foster Collaboration with health care providers

# Pharmacist - Provider Network

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- Over 80 provider sites in North Dakota
- Over 200 hundred individual providers
- Urban & Rural Providers
- Clinical Coordinator – network oversight
- Medication Management Systems (MMS)
- Communication Hub - website

# Data Collection System

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- Medication Management Systems – Assurance™ System
  - Secure web access
  - Windows based program
  - HIPPA compliant
  - Allows for CMS 1500 billing
  - Fully auditable and transparent
  - Patient and Physician therapeutic records

# Patient Visits

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- Initial (baseline) visit
  - Estimated to take 1 hr
  - Providers are encouraged to use support staff to assist in data collection
- Follow-Up Visits – ~ 30 minutes
  - Month 1, 3, 6, 9, 12

# Patient Incentives

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- Health Education
- No expense for the visits
- Co-pay reimbursements
  - Receive quarterly reimbursements for the co-pay portion of out of pocket expenses on formulary brand and generic diabetes medications, ACEIs, and ARBs

# Patient Enrollment

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- Patients can enroll:
  - Via Internet website
  - Via providers at their practice location
  - Via Clinical Coordinator by telephone or direct mail
- Enrollment thus far
  - 50% - web
  - 40% - phone
  - 10% - other

# Current Enrollment Status

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- Current Enrollment – still accepting patients
  - 325 patients
- Patients cover the entire state
  - From Forman to Hettinger; Williston to Cavalier
- Majority of patients are type II diabetics age 50+
  - We do have all ages and both type I and type II patients enrolled
- Run the full spectrum as far as time diagnosed
  - From newly diagnosed to having been a diagnosed with diabetes for 30+ years

# Current Enrollment Status

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- Majority of patients live near Bismarck, Grand Forks, Dickinson, Jamestown, Fargo, Devils Lake
  - Carrington, Cavalier, Grafton, and Rugby are “secondary” hubs
- There are 7 patients requesting “traveling” services
  - No provider geographically close providers
  - We have trained pharmacists traveling to those locations and pharmacies in those areas wanting to join the network

# Current Enrollment Status

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- “Average” patient seen
  - 53 years old
  - 6.7 medical conditions
    - Diabetes, hypertension, hyperlipidemia, depression
  - 9.4 medications
    - 2 drug therapy problems

# Current Enrollment Status

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- 72 of 82 provider sites being utilized
  - 17 different provider sites have 7 or more patients assigned to them
  - Two largest sites have 19 and 14 patients assigned
  - Most locations have 2-3 patients assigned

# www.aboutthepatient.net

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- Hub of the program
- Contains patient and provider areas
  - Listserv and eventual e-newsletter
- Patient area
  - Program enrollment
  - Educational materials
  - Patient blog
- Thousands of hits since launching in July
  - Visits have come from the United States (19 different states), Philippines, Nigeria, Germany, Canada, and India