

Nursing Informatics + Care Management = Success!

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Introduction and Background

NHP is a not-for-profit HMO in Boston, Massachusetts, that insures more than 243,000 members. Sixty-two percent of our membership is on Medicaid, 16% is covered by Commonwealth Care, and 22% is covered by other commercial insurers. NCQA has accredited NHP with a status of “Excellent” since 2008, and has ranked NHP as one of the top 5 Medicaid plans for the past 4 years and top 50 Commercial plans for the past 5 years. In early 2008, NHP purchased an electronic care management (ECM) system from Trizetto called Clinical CareAdvance (CCA), which contained Milliman Chronic Care Guidelines (CCG).

Methods

In August 2009, CCA went “live”. NHP’s nurse informaticians harnessed the technology to streamline the care management of NHP’s diverse population, reducing the amount of time that care managers spend on administrative tasks and redundant documentation, and increasing the time available for care management activities.

Results

The system facilitates reporting, collaboration and communication, and evidence-based practice.

Reporting:

The ECM system helps NHP’s nurse informaticians to access patient outcomes data for reporting to NCQA and the state. This has proven especially valuable for meeting the NCQA quality improvement goal of “Complex Care Management.”

Collaboration/communication:

The ECM system allows care managers to easily communicate and collaborate regarding patients with multiple care management issues. For example, a diabetes care manager can refer a member who has financial and housing issues to a social care manager via a Care Management Referral Form. The social care manager in turn completes a Referral Action Form that documents the outcome of the referral. While the patient is co-managed by these two programs, care managers can view each other’s cases and plan their care to meet the patient’s needs.

Evidence-based Practice: In addition to the ECM system’s standard content, NHP’s nurse informaticians designed and built additional content such as assessments and care plans. This NHP content standardizes care management practice, helps NHP meet NCQA and state quality goals, and ensures evidence-based practice.

Discussion

Lessons Learned:

- a) Be very liberal with the time frame for project completion;
- b) Engage end users in the process of workflow modeling, content development, and end user testing;
- c) Accurately document and continually update design, build, and testing records.