Nursing Informatics + Care Management = Success!

Martha Badger, MSN RN-BC
Marie Shea, RN BSN
Neighborhood Health Plan, Boston MA
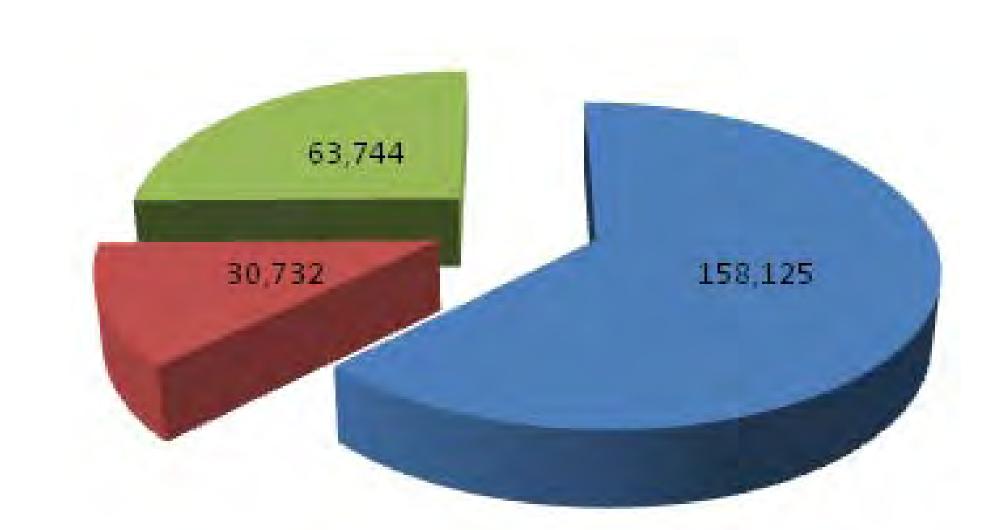
Neighborhood Health Plan™

Your health. Our promise.

Summary

Neighborhood Health Plan (NHP) is a not-for-profit managed care organization in Boston, Massachusetts, that insures more than 250,000 members. Sixty-three percent of our membership is Medicaid, 12% is Commonwealth Care, and 25% is commercial. The National Committee for Quality Assurance (NCQA) has accredited NHP since 2008, and has ranked NHP as one of the top 10 Medicaid plans and one of the top 100 commercial plans for the last five years.

In August 2009, NHP implemented an electronic care management system that has helped streamline care management of NHP's diverse population. NHP's nurse informaticians harnessed the technology to streamline the care management of NHP's diverse population, thus reducing the amount of time that care managers spend on administrative tasks and redundant documentation, and increasing the time available for care management activities.
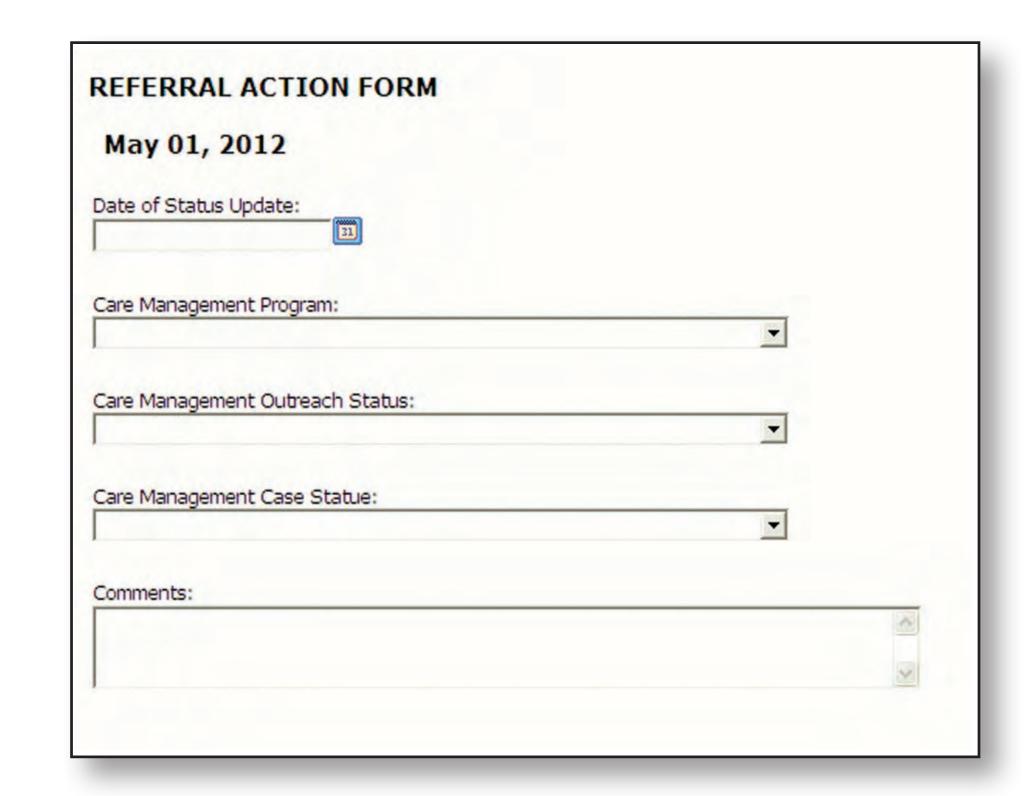
NHP Membership
Effective 12/31/12

63,744
30,732
158,125

🟦 MassHealth	=	63%
🟥 Commonwealth Care	=	12%
🟩 Commercial*	=	25%

* Commercial includes
Commonwealth Choice
and Business Choice programs.

Evidence-based Practice

NHP's nurse informaticians designed and built additional content such as **assessments** and **care plans**, which mimic the functionality of the system's standard content. This additional content, unique to NHP and its populations, standardizes care management and ensures evidence-based practice.
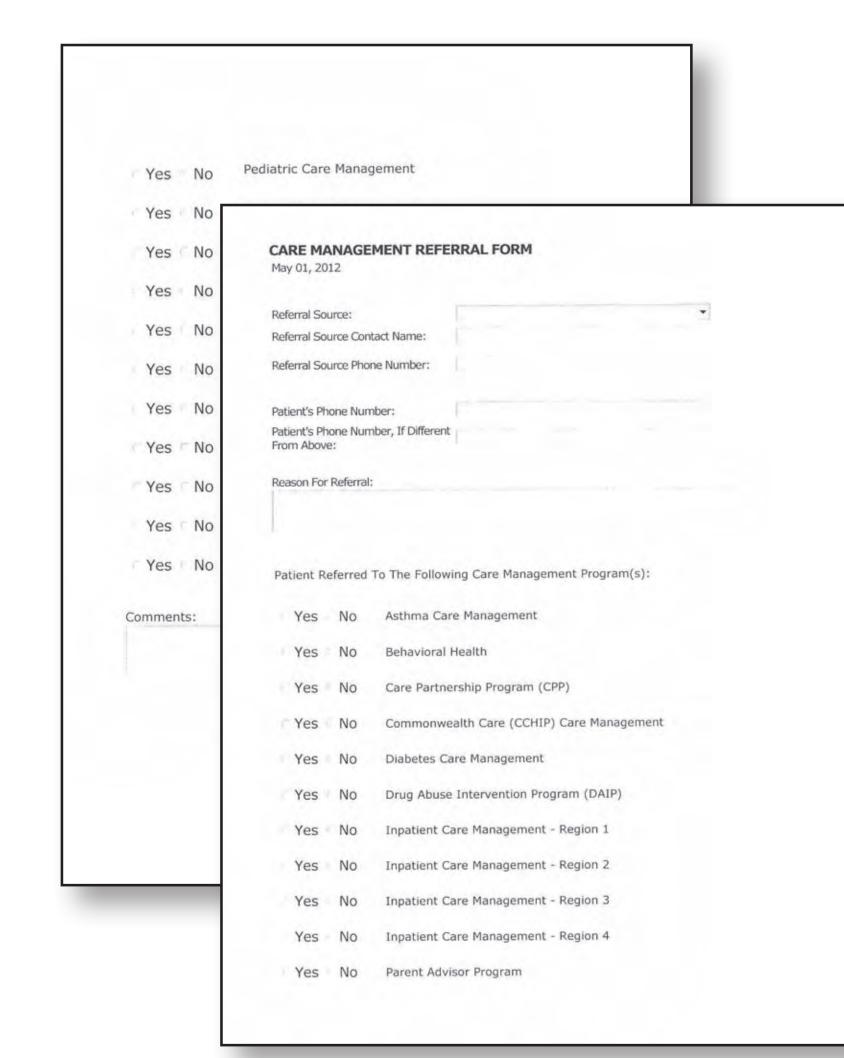
Collaboration and Communication

The care management 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 by using 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.
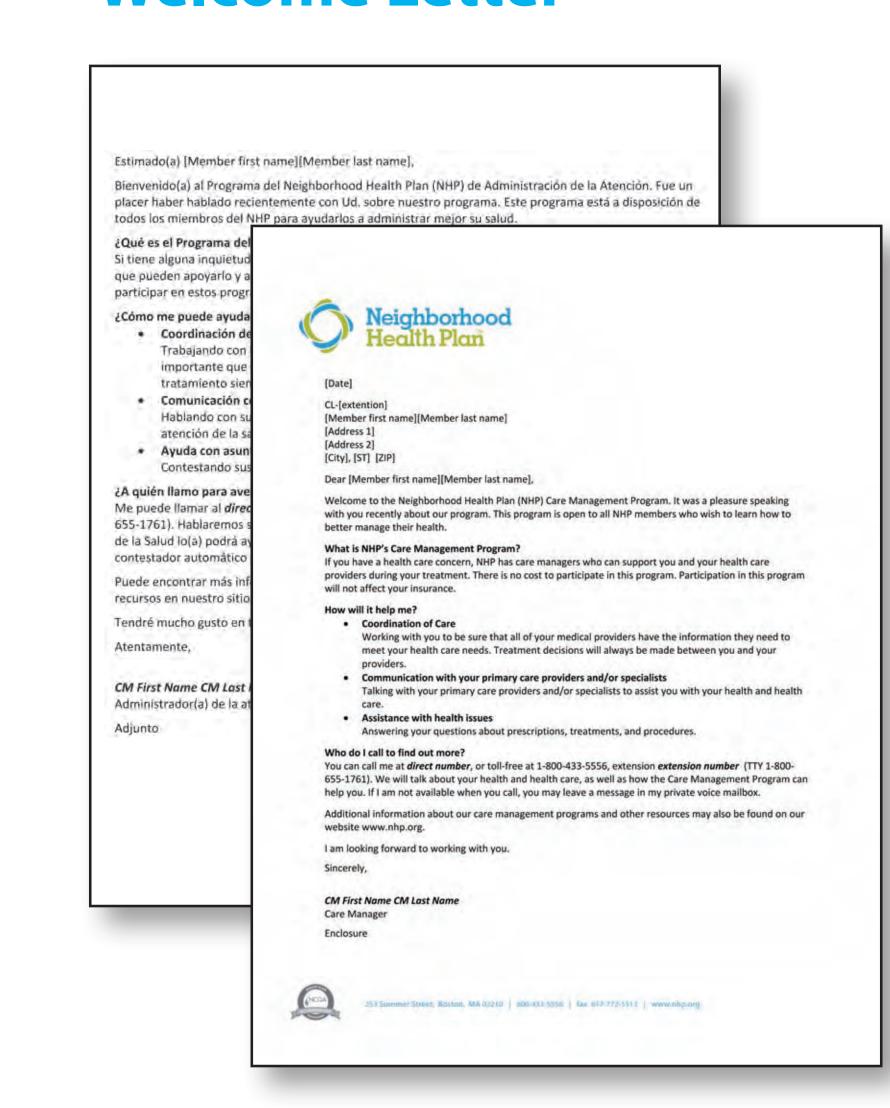
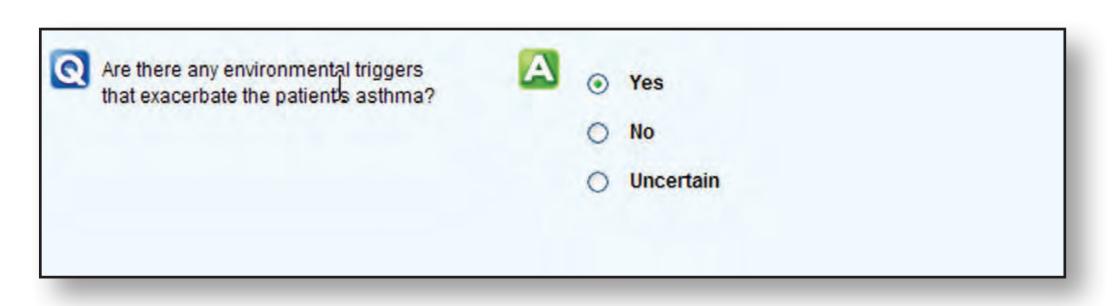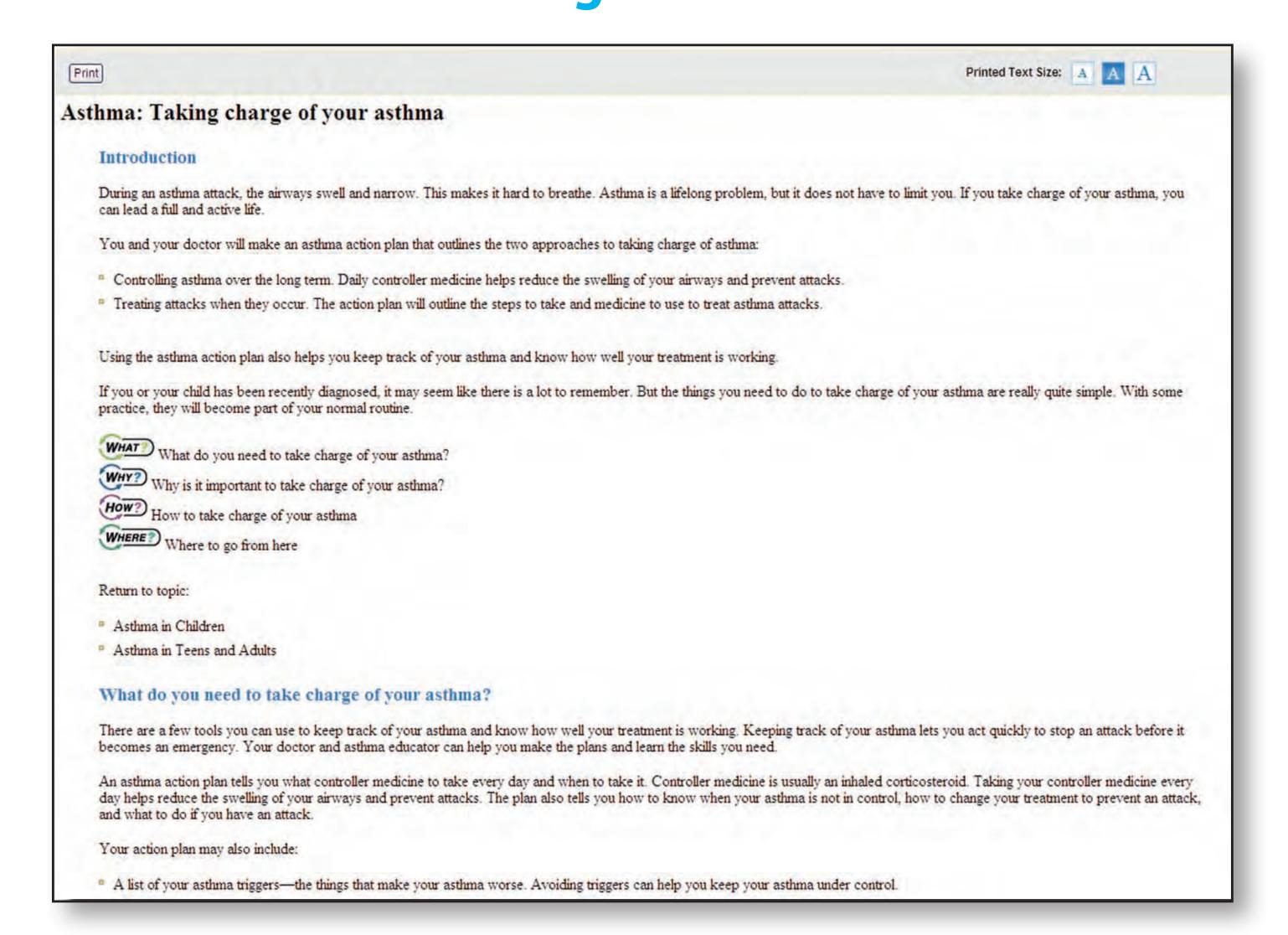### Referral Action Form

Care Management Referral Form

Care Management Welcome Letter

Assessment Question

Are there any environmental triggers that exacerbate the patients asthma?
- ○ Yes
- ○ No
- ○ Uncertain

Care Plan

Milestones (grouped by goal)	Type	Due Date	Priority	Open
Goal: Patient, family and caregivers will implement strategies to manage, reduce...	Short Term	5/16/2012		
Educate patient, family, and caregiver re: management, reduction, and/or elimination...	Intervention	5/16/2012		
Identify patient's needs for equipment to reduce environmental trigger exposure	Intervention	5/16/2012		
Coordinate ordering and delivery of appropriate equipment	Intervention	5/16/2012		
Refer patient to NHP's Asthma Home Visiting Program	Intervention	5/16/2012		
Patient receives necessary equipment to reduce environmental trigger exposure	Outcome	5/16/2012		
Patient is referred to NHP's Asthma Home Visiting Program	Outcome	5/16/2012		

Lack of knowledge regarding identification and management of asthma environmental triggers

Information Only Letter

Healthwise Knowledgebase

Asthma: Taking charge of your asthma

Reporting

The care management system allows NHP to capture vast quantities of data, which are then managed and analyzed to ensure that NHP is meeting NCQA standards and state regulations, as well as:

- Penetration of Massachusetts high risk populations
- Monitoring of care management levels: Complex Care Management, Care Management, Consultation
- Measurement of care management outcomes
- Assessment of member quality of life pre-and post-care management experience
- Auditing efficiency and productivity of care management programs