

Helping Bon Secours Mercy Health Improve Diabetes Care



THE CHALLENGE

More than 9 percent of the U.S. population suffers from diabetes, and 1.5 million people are diagnosed with this costly and chronic disease each year.

For Bon Secours Mercy Health (BSMH), a large hospital system that serves poor and underserved people in the Midwest, reducing the cost and community impact of diabetes was an urgent matter. Finding a pharmacy benefit manager that could support their initiatives with clinical expertise and up-to-the minute data about their patient population and individual high-risk members was key.



BSMH'S APPROACH

BSMH developed and implemented a multifaceted diabetes management and adherence program that included:

Omni-channel communications and education programs.

Beginning at enrollment, BSMH communicates continuously with members to answer questions, track progress, share information, and encourage them to stay adherent. Communications channels include emails, outreach phone calls, and in-person visits by specially trained staff.

Technology. BSMH uses MyChart, a secure, online tool that connects members to their electronic medical record and allows them to view test results, schedule appointments, and securely send and receive messages with their provider.

Expert care team. BSMH's clinical and case management teams are specially trained and coordinated to help people manage diabetes. It includes:

- Physicians to oversee and coordinate care
- Pharmacists who conduct comprehensive medication review, provide high-touch medication therapy management, and monitor daily claims
- Diabetes educators and ambulatory care coordinators who reach out to members whose A1c is not under control

A whole health approach: BSMH takes a holistic approach to care, particularly for individuals with diabetes who experience a variety of other serious and chronic conditions. For example, since these members have a higher-than-average rate of heart disease, BSMH waives co-payments on medications that lower cholesterol.

Metrics. The BSMH team carefully tracks the number of people enrolled in its diabetes management program, the number of outreaches, lab results, costs, adherence to diabetes medications, statins, and other drugs.

Bon Secours Mercy Health At-a-Glance



43 Hospitals



57,000 Employees



2,100 Providers



7 million Patient encounters annually



1,000 Sites of care



MedImpact's Quality Performance Monitoring Program (QPMP)

MedImpact's Quality Performance Monitoring Program (QPMP) is an essential tool in BSMH's efforts to improve the health of people with diabetes. QPMP uses advanced analytics to identify poor adherence, gaps in care, and safety issues. By stratifying members, prioritizing interventions, and conducting outreach, QPMP helps BSMH intervene with the right members early to help achieve the greatest impact at the lowest cost.



THE RESULTS

BSMH's efforts, in partnership with MedImpact's team and technology, were able to achieve significant clinical and financial results.

Enrollment: 42% of identified members with diabetes.



CLINICAL:

- 7%** ↑ improvement in number of members with bg A1cs < 8 mg/dl
- 7%** ↑ improvement in members with 70% oral diabetes medication adherence
- 32%** ↑ improvement in members on statins
- 21%** ↑ improvement in members on ACE/ARB
- 5%** ↑ improvement in formulary compliance with preferred diabetes medications



FINANCIAL:

- 21%** ↓ reduction in PMPM costs for prescription-related claims since the program began
 - 20%** ↓ decrease in member copays from 2017-2018
- Projecting long-term future savings of **\$1.24M** ↓ cost avoidance from program clinical interventions

To learn more about how MedImpact's Quality Performance Monitoring Program helps health plans and hospital systems improve care for people with chronic conditions, email info@medimpact.com, visit pbm.medimpact.com or contact your Account Executive.

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