

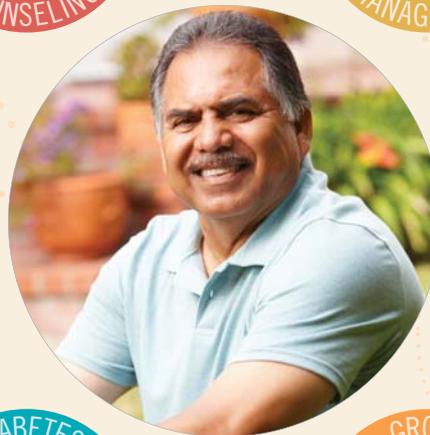
# touchpoints

Connecting you to the Heritage Provider Network

Issue 23 | FALL 2015

## The Rise of Diabetes:

What We're Doing About It



Providing a complete circle of care to diabetic members

### »» LATEST NEWS

Heritage Provider Network is committed to providing the tools to effectively manage diabetes. Get updated on page 2.

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Heritage Provider Network (HPN) is keenly aware of the devastating toll the growing diabetes epidemic is taking on our members and the strain it is placing on the practices of our healthcare providers.

While diabetes is a complex disease to manage, requiring the utilization of a multitude of resources across a host of disciplines, it is eminently manageable with the right tools.

To this end, a comprehensive diabetes management program to improve our members' health has been created. This includes diabetes clinics that unite a physician, certified diabetes educator and pharmacist to provide convenient, accessible diabetes care. Additional resources to enhance member education, medication management, and follow up are also part of the program.

The results so far are extremely exciting – as shown by a marked drop in hospital and emergency room admissions for our participating members.

I couldn't be happier with the positive impact we are making on the health and well-being of our diabetic members. I'm excited that we are able to offer our providers these invaluable resources for patients.

I encourage you to learn more about our revolutionary diabetes management programs in this issue of *TouchPoints*.



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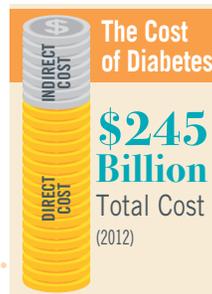
## The Rise of Diabetes: What We're Doing About It

Comprehensive diabetes management provides members with complete circle of care

Diabetes is an escalating crisis that is severely affecting the healthcare system. Today, nearly 30 million Americans are living with types 1 and 2 diabetes – with 8.1 million undiagnosed for a long time and 1.7 million new cases every year, according to the American Diabetes Association.

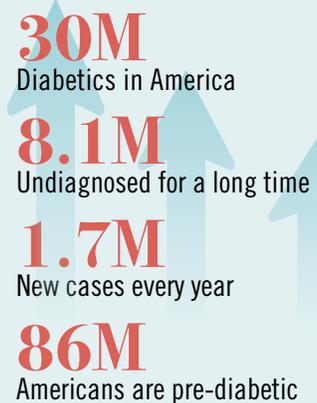
About 86 million Americans age 20 and older have pre-diabetes, a condition in which blood glucose levels are higher than normal but are not high enough for a diagnosis of diabetes.\*

The American Diabetes Association warns that diabetes is a disease that even at pre-diabetes stages increases the risk of developing heart disease and stroke tremendously.



In 2012, the total cost of diabetes was more than \$245 billion dollars, \$176 billion in direct costs, and \$69 billion in costs related to reduced productivity (National Diabetes Statistics Report, June 10, 2014). According to Kevin L. Hagen, CEO of the American Diabetes Association, if present trends continue, by the year 2050, 1 in 3 Americans will have diabetes.

### Diabetes by the Numbers\*



\*National Diabetes Statistics Report, June 10, 2014

### The Success of Heritage's Diabetes Clinics

As innovators in technology and healthcare, HPN has introduced multiple programs across our network, ensuring that all members receive the care, tools, and resources they need to fight diabetes and stay healthy.

For example, at various Regal Medical Group and Lakeside Community Healthcare clinics (Mission Hills, Simi Valley, Burbank, and West Covina locations) comprehensive diabetes programs are making a big impact.

## »»» FEATURED STORY *continued...*

The programs are free of charge to diabetic members, enabling them to receive personalized care and support. Participants are selected in two ways: If they have a hemoglobin A1c (HbA1c) value greater than nine percent or are referred by their primary care physician.

“Our diabetes programs provide a true multidisciplinary approach to diabetes management. Each member sees their team of providers at each visit, including their doctor, Certified Diabetic Educator (CDE), health educator, and pharmacist,” said Jody Knox, senior vice president, Medical Group Operations.

### The First Visit

A member’s first visit typically includes:

#### ✓ Medication reconciliation

An in-house pharmacist gathers information from the member, performs a reconciliation, and reviews with the doctor to ensure they are taking appropriate medication for specific, individualized conditions.

#### ✓ Physician meeting

Members meet with the clinic’s physician. Together, they create a comprehensive care plan that includes medication instructions, follow up visits, information, and tools to keep track of their daily blood glucose.

#### ✓ Health educator and diabetes educator meeting

The on-site health educator and CDE meets with the member, registering them for free diabetes and weight management classes offered at the clinic. The health educator provides information about food, diet, and exercise. They create an individualized care plan to help the member learn healthy coping skills, better options for healthy eating, risk reduction and blood glucose monitoring techniques, and some form of regular physical activity. Members are also encouraged to participate in the free diabetes and weight management classes offered at the clinic and surrounding areas.

“Our goal is for each member to be successful,” said Dr. Carmen Slavov, who works at the Mission Hills clinic. “We form a plan for each member based on their individual profile. That way, we are able to create a regimen that they follow and understand.”

Member Diane Harmon, who is currently participating in the diabetes program in Mission Hills, has seen significant results over the past months. She worked closely with her team: Dr. Slavov, Julie Ngo, Pharm. D., Tina Patel, Pharm. D., Cristal Jones, CHES, Griselda Ambriz, M.A., and Laleh Mohajerani, plus Pilar Flores from Novo Nordisk.

“I couldn’t live without this clinic and Dr. Slavov has been wonderful,” she said. “I now have the resources I need to maintain a healthy life.”



### Awareness and education



In collaboration with Novo Nordisk, a global healthcare company with more than 90 years of innovation and leadership in diabetes care, Regal Medical Group and Lakeside Community Healthcare are addressing another crucial element of the program: Diabetes awareness and education.

To provide members with information about healthy grocery shopping, regular tours are scheduled at local supermarkets, giving them the tools they need to be healthier. And with the help of Novo Nordisk’s educational materials and assistance, they receive additional, helpful information about how to better manage their lifestyles – for the long haul.

# Unique Approaches to Diabetes Management

## High Desert Medical Group's Approach

High Desert Medical Group (HDMG) has created a program to manage diabetes in their members as part of their overall disease management strategy. The team, including a physician, clinical pharmacists, and pharmacist assistants, provide coordinated care as they work with members and their primary care providers.

### Goals

The pharmacists, under supervision of a physician, have successfully managed more than 1,500 members with uncontrolled diabetes for the past four years. The overall goal of the program is to reduce HbA1c values, which leads to the reduction of diabetic complications and ultimately, improved quality of life for these members.

### How members are supported

Members are managed with clinic visits, phone calls, and medication adjustments supervised by the physician. This management leads to rapid control of blood sugar and subsequent HbA1c values, which is achieved within the first three months. Members are also taught proper nutrition and lifestyle changes while pharmacists optimize their diabetes medications.

Since 2012, when the diabetes pilot program started with its first 10 members, enrollment has increased to 2,700 members – with pharmacists managing 1,100 diabetes patients at any given time.

*“Improving the health of those we serve is paramount and our disease management program, particularly in regards to diabetes, has demonstrated to be very effective,” said Rafael Gonzalez, administrator for HDMG. “Each year, the diabetes program increases enrollment and manages more members than the year before and we see better HbA1c value improvement.”*

## Desert Oasis Healthcare's Approach

Desert Oasis Healthcare (DOHC) has more than 6,000 members with diabetes and uses a multi-tiered approach to detect diabetes at its earliest stages.

### Goals

It begins with annual population-wide preventive screening of members to identify members at greatest risk and who are potentially in need of a more intensive engagement plan. Members have access to a comprehensive care team that provides education, coaching, face-to-face visits with a pharmacist, and maintenance group visits.

### How members are supported

Primary care physicians are kept informed of member progress and have an important role in reinforcing treatment plans along the way. The goal is to activate and motivate members internally so that wellness is achieved for the long haul.

Scaling DOHC's comprehensive diabetes program to meet the needs of their entire population has required innovative strategies like group diabetes appointments, which are scheduled for up to 10 members at a time. A nurse practitioner, pharmacist, optometrist for retinal screenings, clinical dietician and other diabetes educators are present to address the group.

“Members enjoy the interaction with other people affected with diabetes during group visits,” said Binh Nguyen, Pharm. D., ambulatory care pharmacist. “It provides them a sense of comfort knowing they are not alone in their struggle with diabetes. The group setting is a good way to motivate and encourage members to control their diabetes.”

Targeted diabetes programs have a tremendous impact on the disease process that has predictably poor outcomes when untreated. DOHC's programs have repeatedly demonstrated a positive impact on decreasing all cause utilization once a member gets enrolled and engaged into one of the collaborative protocols. The durability of this effect is observed long after discharge – with more than 75 percent of members reaching goal HbA1c values within six months.

# Heritage in the News

## HPN Garners Elite Status in CAPG Survey



HPN and its family of medical groups has been awarded Elite Status – the highest possible ranking for outstanding quality care – in the California Association of Physician Groups (CAPG) 2015 Standards of Excellence Survey.

**This is the eighth consecutive year HPN has achieved this honor.**

The Standards of Excellence Survey is a voluntary, critical self-assessment for CAPG's 180 medical group members in California and 29 other states.

The survey scores how well-equipped, structured physician groups are able to deliver an overall improved member experience, improved population health, and improved overall affordability. The survey helps set the bar for healthcare consumers to evaluate a physician group's technical quality, responsive member experience, and cost effectiveness.

HPN received the Elite Status of Excellence for its medical groups in every category including Care Management Practices, Information Technology, Accountability and Transparency, Patient Centered Care, Group Support of Advanced Primary Care, and Administrative and Financial Capability.

**“Heritage Provider Network continues to prove to be an industry standout in California, consistently meeting our rigid standards of excellence,” said Don Crane, president and CEO of CAPG. “Dr. Richard Merkin and his entire team at HPN are to be applauded as they lead the way for the rest of the country to provide quality, cost-effective healthcare for their members.”**

## Do you have questions about **Medicare** or **Health Plan** coverage ?

We can refer members and providers to resources that can help them understand their benefit options.

For questions about Medicare or health plan coverage or to RSVP for informational meetings, contact the affiliated group in your area to be referred to a regional qualified benefits specialist.

- › **Bakersfield Family Medical Center**  
**661.846.4852**
- › **Coastal Communities Physician Network**  
**805.540.6204**
- › **Desert Oasis Healthcare**  
**800.500.5215**
- › **Heritage Victor Valley Medical Group**  
**760.261.1496**
- › **High Desert Medical Group**  
**661.945.5984**
- › **Regal Medical Group, Lakeside Community Healthcare, and ADOC Medical Group Patient and Provider Assistance Line (PAL)**  
**888.787.1712**
- › **Sierra Medical Group**  
**661.273.7346**



**The Medicare Advantage Annual Election Period is October 15 through December 7 this year.** This is the period of time when members may be allowed to make certain changes and/or additions to their Medicare health plan coverage.

## Heritage Continues Community Support Legacy



### Heritage Games Promotes Fitness and Fun Heritage Victor Valley Medical Group

The third annual Heritage Games recently took place and was a big success. The highlight? The Think Pink 5K Obstacle Race and a 2K recreational version of the race. One hundred percent of the proceeds were donated to breast cancer charities.

Participants came together from all areas of the community, representing all levels of fitness – from beginners to pro elite athletes. In addition to the obstacle course, the games featured the “In It to Win It” race and spirited team competitions squaring off schools, businesses, municipal employees, seniors, and others.

The event also offered free fitness demonstrations, assessments, prizes, and giveaways.

“This event is about bringing people together to inspire each other to step up through sound fitness training and diet, attaining bigger personal goals,” said George Mangum, Heritage Lifefit fitness director. “That feeling is unstoppable and creates a thriving, vibrant, healthy community.”



### Senior Expo Tapped into Nostalgia as 25 Years of Senior Health Were Celebrated High Desert Medical Group

Happy seniors, happy experiences. HDMG’s enormously popular Senior Expo recently occurred at the Antelope Valley Fairgrounds. In a nod to its 25-year history, the theme of this year’s expo was, “Tell us ‘bout the good ole days.”

During the event, country music singer Naomi Judd spoke to the crowd about her strategy for aging gracefully. The expo also featured an array of resources to enhance senior health.

Free health screenings were offered, including cholesterol, glucose, bone density, vision, and body fat. HDMG’s care coordination team, comprised of clinical pharmacists, care managers, and health educators were available to discuss results. Free flu shots were also given.

This event has grown to more than 7,000 participants each year, making it the Antelope Valley’s premiere destination for senior health and wellness resources. This growth underscores HDMG’s commitment to foster a healthy and vibrant senior community.





## "Celebrando su Salud" for Latino Communities Throughout Southern California

Regal Medical Group and Lakeside Community Healthcare are hosting three large community events, "Celebrando su Salud" (Celebrating Your Health), for the Latino community. The first event took place in San Bernardino in October and two more events will take place in Northridge and Los Angeles in November. The events feature Angélica María, a singer, songwriter, and actress dear to the Latino community, who is interacting with attendees and signing autographs.

The goal of Celebrando su Salud is to bring greater health awareness to the Latino community, including the importance of having health insurance, how to select doctors that are the best fit for their families, and the tools and knowledge they need to stay healthy. Enrollment agents are available onsite to advise and help interested attendees with insurance coverage questions and enrollment.

In addition to Angélica María's live appearances, attendees at the events enjoy prizes and raffles, free flu shots and health screenings, healthy cooking and exercise demonstrations, family-friendly entertainment, music, activities and more.



### Upcoming Events

**November 7, 2015 from 11am – 3pm**

California State University, Northridge (CSUN)  
Zelzah Ave. between Nordhoff St. and Lassen St.  
Northridge, CA 91330

**November 15, 2015 from 12pm – 6pm**

Olvera Street – Downtown LA  
845 North Alameda St., Los Angeles, CA 90012

## Happy Holidays From Heritage Provider Network

The Heritage Provider Network family would like to wish all our members, providers and partners a very safe, healthy and happy holiday season. We are grateful that you have chosen to be a part of our healthcare family. Your vitality and health is the measure of our success.

As we go forth into the new year, our purpose will remain the same. We will continually innovate and improve the business of managing healthcare to deliver quality, compassion and vitality to every life that we touch. The resulting health and satisfaction in the communities we serve is our reward and compass.

**Here's to the end of a fantastic year! We look forward to continued success and collaboration with you in 2016. Cheers!**