



## Application to Care Management Services; Evidence-Based Care and Registry Use

Case Study: Juan Hernandez

### Background

Juan is a 42-year-old patient new to the practice. He is here today for his first visit with the physician. Prior to his visit, he was sent many forms and instructed to return the forms in the self-addressed envelope inserted in the mailing.

The administrative team member responsible for entering the information in the EMR noted several questions on the forms were not completed, and of those that were complete, the answers were confusing. They did not seem to match the questions.

Information from Juan's previous provider were also sent to the practice. The information indicated Juan has the diagnosis of diabetes, COPD, and hypertension. He is also obese, with a BMI of 32.

### Today's visit

The PCP has the medical assistant obtain an A1C, Blood Pressure, Depression screening and Spirometry in the office prior to the physician's evaluation. The values of these are:

- A1C = 12
- BP = 155/88
- Depression screening = 14
- Spirometry values = Predicted normal FEV1 is 3.0 liters and Juan's FEV1 is 1.0 liter

Based on the initial assessment and evaluation, the physician has determined this patient is a good candidate for care management services. He asks you to introduce yourself and the CM role to the patient.

### CM Actions

1. Which Evidence-Based Guidelines could you use to assist you in developing the patient care plan and guide the care team in determining the treatment goals for Juan?
2. What specific information will you take into consideration and review in determining an action plan for Juan?
3. What tool(s) can you use to track progress to the treatment goals?
4. If you were to run a report to check on the status of the population with diabetics with an A1C above 8 and a BP above 139/79 what tool would you use?
5. How will you determine the frequency for monitoring values?
6. How will you determine when it will be appropriate to discharge Juan from CM services?