

# Guideline Development



## SDMS

# INTERVENTION SERVICES GUIDELINE DEVELOPMENT

**GOAL:** Establish practice standards based on nationally recognized guidelines and assessment of local, organization and provider needs.

- Promote standards of care
- Build provider consensus
- Support quality initiatives
- Fulfill regulatory requirements

### *What Quality Standards Do You Have In Place?*

The Agency for Health Care Quality says cardiac rehabilitation services are widely under-used in spite of their proven benefits—less than a third of all cardiac patients receive rehabilitation although potentially all could benefit.<sup>2</sup>

### *SDMS Guides You*

SDMS Guideline Development Services establish practice standards for the evaluation, treatment, medication, counseling and management of disease-specific populations. An active, participatory process, Guideline Development helps you achieve an end-point determined by your organization's individual needs and capabilities.

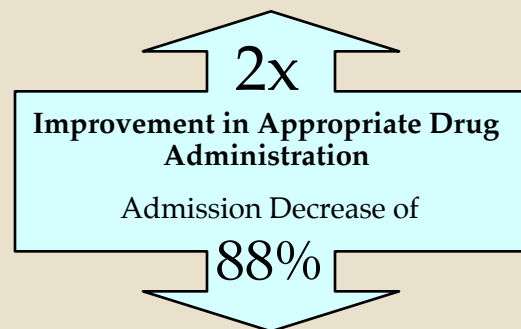
### **NYLCare Study proves success of cardiac rehabilitation program.<sup>1</sup>**

**One year before** instituting SDMS disease management practices:

- 23% of the health plan's members with CHF were getting the drugs of choice;
- 72% of hospital admissions for members 65+ years old were due to complications associated with CHF.

**After one year** of standardizing CHF treatment in their provider network, the plan found:

- Twice as many patients were receiving the drug of choice
- Hospital admissions for CHF declined by 88% for members who received only guideline-based provider-directed interventions.



## *Why SDMS?*

- Familiar with the treatment of disease-specific populations (CHF, Asthma, Hypertension, Diabetes)
- Extensive research capabilities,
- Provider behavior modification and education expertise
- Experience with various health care organizational structures

## *Benefits*

- Integrate nationally recognized guidelines into local clinical approach, needs and network structure
- Achieve provider consensus and support
- Reduce practice variance
- Help satisfy NCQA and other industry quality standards

## *Steps*

SDMS Guideline Development assures your efforts through careful organization of the guideline development process:

- Setting goals
- Organizing your CQI Guideline Development Team
- Planning frequency of meetings
- Refining goals and timelines
- Establishing staff/provider mix
- Customizing guideline templates
- Providing support literature

## *Forging the Critical Provider Link*

Provider's support for and adherence to your guidelines is essential. SDMS will help you

- Distribute completed guidelines to the entire provider network
- Reinforce guideline compliance with additional mailings
  - information inserts for your provider newsletter
  - updates for provider's health plan binder
- Expand reinforcement with accredited PBL courses through the **SDMS Provider Education Service**
  - based on actual case studies
  - led by an expert facilitator
  - designed to accommodate busy schedules
- Periodic office calls to targeted physicians (optional)

## **NCQA and Other Industry Standards**

SDMS ensures that the essential steps are followed to meet NCQA and other requirements, including:

- NCQA standards QI 6.0, 6.2, 6.3, PH 1.4, 2.0, 3.0 and UM 3.3
- HEDIS
- HCFA

### **Sources:**

1. Am J Manag Care. 1997 Dec; 3 (12):1831-9. "Disease management interventions to improve outcomes in congestive heart failure." Roglieri JL, Futterman R, McDonough KL, Malya G, Karwath KR, Bowman D, Skelly J, Warburton SW Jr. Accessed at PubMed website. PMID: 10178473 <http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?CMD=File&DB=pubmed>
2. "CARDIAC REHABILITATION BENEFICIAL BUT UNDER-USED, SAY NEW AHCPR GUIDELINES." Press Release October 7, 1997. Originally published by Agency for Healthcare Research and Quality Website. URL: [www.ahrq.com](http://www.ahrq.com). Accessed October 2001