

WWW.LSUHOSPITALS.ORG

FOR IMMEDIATE RELEASE

LSU HCSD Achieves a Decade of Successful Disease Management

Baton Rouge (August 13, 2008) – The LSU Health Care Services Division (HCSD) reports statistically significant improvement in key health care indicators in the current issue of the international peer-reviewed journal *Disease Management*.

Of 37 disease management measures for five programs—diabetes, congestive heart failure, asthma, HIV, and cancer screening—23 showed statistically significant improvement for both the uninsured HCSD patient population and the total patient population.

Nationwide, care for chronic illnesses accounts for 75 percent of total annual health expenditures, underscoring the importance of effective disease management programs.

The article, entitled “Disease Management Programs for the Underserved,” examines 10 years of data beginning with the first year of implementation of the programs in 1997. High-volume, high-cost chronic diseases were the initial targets for this eight-hospital safety-net system caring mostly for the uninsured and undersinsured.

“The health care we provide adheres to evidence-based guidelines set forth by professional organizations,” said Dr. Michael K. Butler, acting CEO of LSU HCSD and study coauthor. “To monitor quality of care, we defined indicators within each program and benchmarked them to achieve the most effective measures in the patient population.”

A clinical expert for each program guides improvement and sets goals systemwide and typically is a clinical lead at an LSU hospital.

To support clinicians with disease management decision-making, LSU HCSD developed and deployed in 2003 a computerized clinical information system called CLIQ (for CLinical InQuiry).

CLIQ’s clinical data repository and web-based clinician portal receives and organizes data, in real time, from multiple source systems, such as laboratory, radiology, pathology, cardiology, pharmacy, transcription and others, into a patient-centric electronic record.

CLIQ makes this record securely available via computer to clinicians caring for patients anywhere, anytime, independent of the LSU HCSD facility location or the availability of the paper medical record.

CLIQ also provides clinicians with a preventive health summary view of a patient’s health and chronic disease management status, including reminders for preventive health testing such as mammograms and pap smears, graphical presentations of historical and recent blood pressure and BMI measures, and display of the latest assessments for chronic disease status – such as glucose and lipid assessments for patients with diabetes.

CLIQ currently contains more than 13 million results and reports on over 500,000 patients of LSU HCSD and its partner community provider organizations. CLIQ is used daily by clinicians at eight LSU hospitals, more than 15 community clinic locations, and several OPH health clinics. Each day the system serves approximately 1,500 unique users logging in more than 6,000 times to access more than 8,000 patient records.

LSU HCSD also launched its Medication Assistance Program (MAP) for patients unable to buy medications, linking these patients to pharmaceutical company programs for free or discounted medications. MAP has led to improved clinical incomes and has kept many patients out of the emergency room and hospital.

Since launching the initial disease management programs, LSU HCSD has added programs in smoking cessation, chronic kidney disease, and diet, exercise, and weight control, and more recently, has targeted other areas, such as hypertension, emergency departments, patient goals, and patient access and satisfaction. LSU HCSD strives to improve all measures in all programs regardless of performance reported in the study.

The LSU Health Care System Health Care Services Division is one of the largest public health care delivery systems in the country. It has over 31,000 admissions, 180,000 patient days, 981,000 outpatient visits, and over 270,000 emergency department visits. Each year 1100 residents and fellows from the LSU and Tulane Schools of Medicine and Ochsner Health System and 2,200 nurses and allied health students from many colleges and universities are trained in LSU facilities.

LSU is the largest single provider of uncompensated inpatient care in Louisiana. LSU HCSD hospitals have an economic impact of over \$1.4 billion in asset business activity, \$568 million in personal earnings, and generate over 12,000 jobs.

For more information, contact Marvin McGraw, Director of Communications and Media Relations, LSU Health Care Services Division, 225.922.1424 or mmcgra@lsuhsc.edu.