

# Best Practices

in Managing Chronic  
Obstructive Pulmonary Disease



2009 CALL FOR CASE STUDIES

**AMGA**





### THE AMERICAN MEDICAL GROUP ASSOCIATION

(AMGA) and the American Medical Group Foundation (AMGF) are pleased to announce a research project which will compile evidence of best practices in managing patients with COPD. We are seeking Case Studies for inclusion in a Compendium of Best Practices. The compendium will be made available to help other medical organizations redesign care processes and practice patterns to better serve the needs of patients with chronic lung disease.

Chronic Obstructive Pulmonary Disease (COPD) is a preventable and treatable disease characterized by chronic airflow limitation and a range of pathological changes in the lung, significant extra-pulmonary effects, and significant comorbidities that may contribute to the severity of the disease in individual patients. COPD causes airflow blockage and breathing-related problems including emphysema and chronic bronchitis.

COPD is a leading cause of morbidity and mortality worldwide and results in a substantial economic and social burden that is steadily increasing. In the United States, an estimated 10 million adults had a diagnosis of COPD in 2000, contributing to 119,000 deaths, 726,000 hospitalizations, and 1.5 million hospital emergency department visits. Data from a more recent national health survey suggest that as many as 24 million Americans are affected. The prevalence and burden of COPD are projected to increase in the coming decade due to continued exposure to risk factors and the changing age structure of our population.

### A Call for Case Studies in Managing COPD

Medical groups, IPAs, academic practices, and integrated delivery systems that have incorporated the management of COPD into their chronic care models are encouraged to submit a case study. We are most interested in population-wide efforts, but will also consider case studies from pilot programs that hold the promise of impacting larger populations of patients with COPD.

An expert panel of judges will review each case study and select those that merit publication as a Best Practice and have applicability to other healthcare provider organizations. Those selected to be included in the compendium will receive \$2,500 to help defray the cost of compiling their case studies. The judges will be looking for programs that have as their goals one or more of the following:

- Early identification and diagnosis of patients at risk for or currently suffering with symptoms of COPD
- Improved medication adherence and compliance
- Continuity of care across settings and transitions of care
- Increased efficiency and reduction of unnecessary or duplicative services and waste
- Increased ability to self-manage symptoms and disease progression through healthier lifestyles
- Improved health and well-being, and patient satisfaction
- Improved physician/patient relationships

## Submissions Due March 26, 2010

### Instructions for Preparing Your Case Studies

Applicants must be direct providers of care, such as medical groups, IPAs, academic medical centers, or integrated delivery systems.

Provide an 8-12 page narrative of your program including how you have incorporated chronic care management of patients with COPD into patient care flow. Please address the following:

#### Aims and Measures

- Describe the goals and objectives of your program. Specify organizational imperatives that led you to focus on the management of COPD as a strategic initiative.
- Describe what national clinical standards, if any, did you use as your guideposts.
- Describe how you determined if you met your objectives, and your plans for sustaining the gains.
- Describe data sources and data collection processes and measures.
- Provide data on patient outcomes.

## Population Identification

- Describe your target populations and how you identified them (e.g., ICD-d-CM diagnosis or procedure codes, CPT codes, HCC scores, risk stratification models, etc.).
- Provide demographics on target populations (e.g., age, gender, stages of COPD).
- Describe any registries used to identify and manage patients, including how these registries are populated and maintained.

## The Intervention

- Describe what needs to happen to implement this intervention in daily practice. What changes, if any, were required in workflow, distribution of resources, staffing assignments?
- Describe how healthcare information technology is used to facilitate the care process.
- Describe staff members who are involved with supporting the intervention, including job titles, qualifications, and FTE where possible.
- Include a flow chart of your intervention.

## Leadership Involvement

- Describe what senior leaders specifically did to support your initiative? Provide detailed examples illustrating their involvement.
- Describe internal or external financial incentives, if applicable, tied to the outcomes.

## Lessons Learned

- What are the key elements that contributed to the success of your approach to COPD management?
- What were your biggest challenges?
- What is one thing you wish you had known before you started this initiative?
- What advice do you have for others who are building chronic care management systems for patients with COPD?



## Electronic Submission Process

Remove patient, provider, and all clinic identifiers, including logos from your submission except for the cover sheet with the contact information. Applications will be evaluated in a blinded review process.

To apply, send your case study by e-mail to [COPD@amga.org](mailto:COPD@amga.org) by close of business on Friday, March 26, 2010, and include the following attachments:

<b>Cover Sheet</b>	Include project title, organization, primary contact information (name, title, e-mail address, phone number, and address).
<b>Program Description</b>	<ul style="list-style-type: none"><li>■ Prepare an 8-12 page narrative that describes your goals and results, the interventions, leadership involvement, implementation plan, and retrospective thoughts and advice for others.</li><li>■ Include the supporting information in the same Word file when possible.</li></ul>
<b>Outcomes</b>	Submit in Excel or Word format. We are looking for clinical metric of process and outcomes. In addition, feel free to add additional indicators such as improved medication compliance and adherence, smoking cessation, utilization measures, and patient or provider satisfaction.
<b>Supporting Information</b>	<ul style="list-style-type: none"><li>■ Include an organizational profile that gives the reader an understanding of the size and scope of your organization, including population served, without revealing your organization.</li><li>■ Include copies of any tools, protocols, case management or practice guidelines, and educational materials that apply to your COPD care management program.</li><li>■ Please cite and label the supporting documents in an appendix. It is highly preferred that supporting documents be included in the same file and clearly labeled as appendices.</li></ul>

## Questions or Comments?

Visit the AMGA website at [www.amga.org](http://www.amga.org) or contact Danielle Flowers at (703) 838-0033, ext. 347 or [dflowers@amga.org](mailto:dflowers@amga.org).



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