

Disease Management Association of America (DMAA) Research Agenda

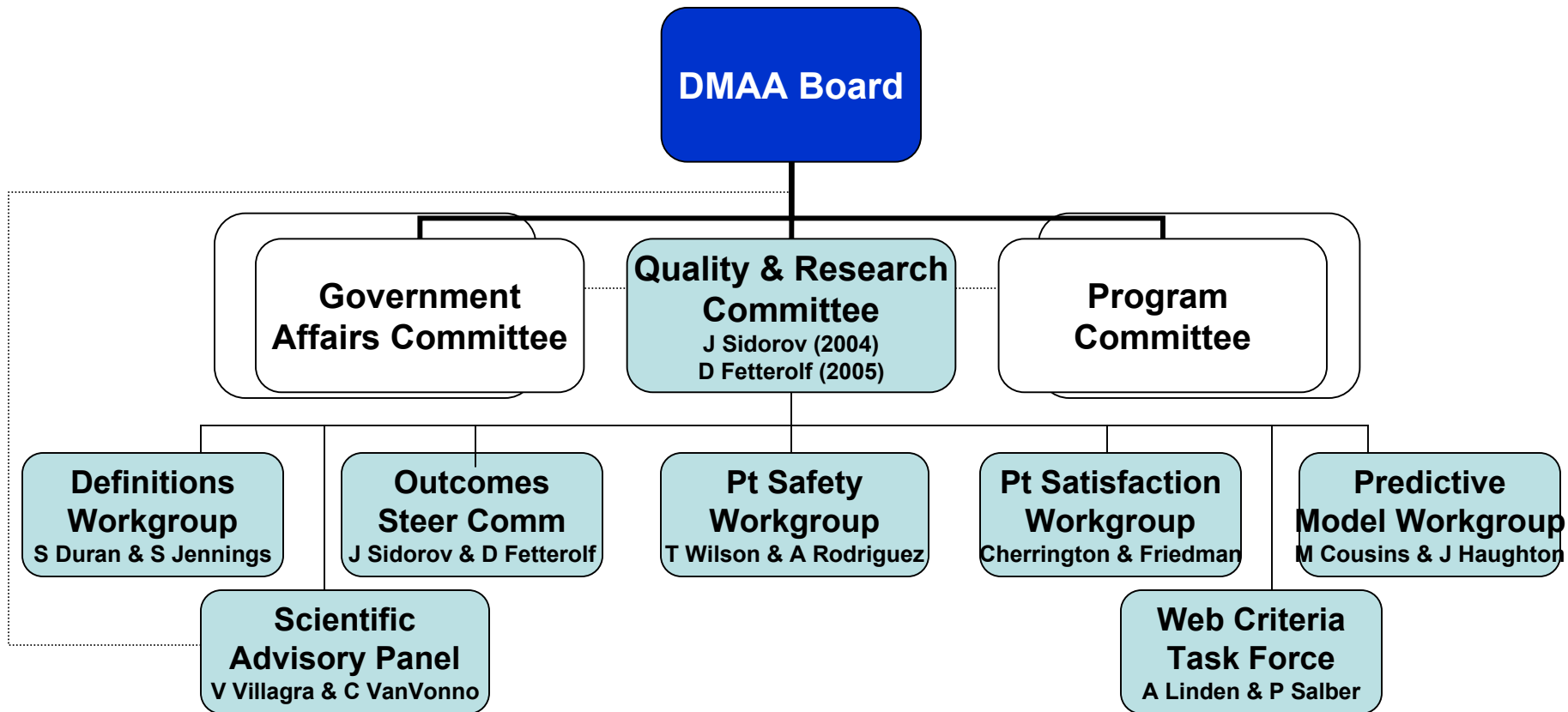
Karen Fitzner, PhD

*Director of Research and Program
Development, DMAA*

The Disease Management Association of America

- Our vision is that every person has access to coordinated, comprehensive, evidence-based care.
- Our mission is to be a catalyst to change the system to that end.
- Our activities to achieve that mission are advocacy, education, research, and policy development.

Structure of the Quality and Research Committee



DMAA Research Vision

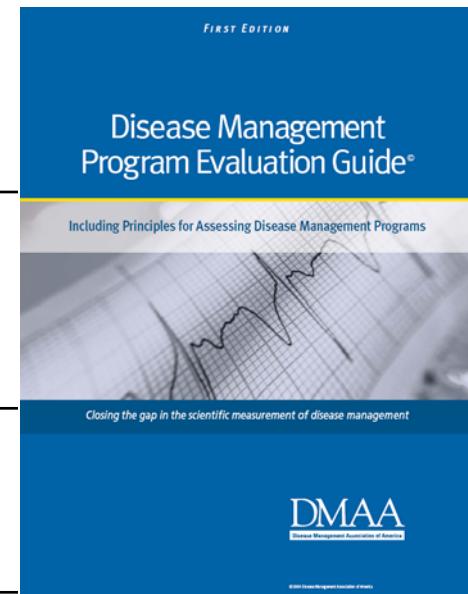
- Establish a research agenda that positions DMAA to:
 - Undertake a concerted effort as the health care community leader to promote rigorous outcomes research on disease management (DM) programs and their components
 - Showcase quality and research initiatives in the DM Community
- Create opportunities to collaborate with other agencies and groups that have an interest in quality and research to advance DM as an integral health care component

Quality and Research (Q&R)

- In Dec 2004, the Board approved a research agenda with 4 strategic aims:
 - *Close the Gap* – advance measurement and standardization
 - *Assess Special Populations* – promote opportunities for expansion into new/expanding markets and support DMAA efforts to be an authoritative voice for Medicare/Medicaid
 - *Educate Users/ Providers and Those Impacted by DM* – enhance offerings for members via technology solutions
 - *Align Research Across the Health Care Community* – engage in strategic collaboration/outreach and seek grant funding

Outcomes Evaluation Project

What:	The Outcomes Steering Committee developed the <i>Guide</i> to achieve greater uniformity & rigor in DM evaluation.
Process:	Evaluating need for spin-offs to address new strategies and government programs
Co-Chairs:	Drs J Sidorov, Geisinger & D Fetterolf, Highmark
Status:	<ol style="list-style-type: none">1. Available at www.DMAA.org & Amazon.com2. 2nd printing underway



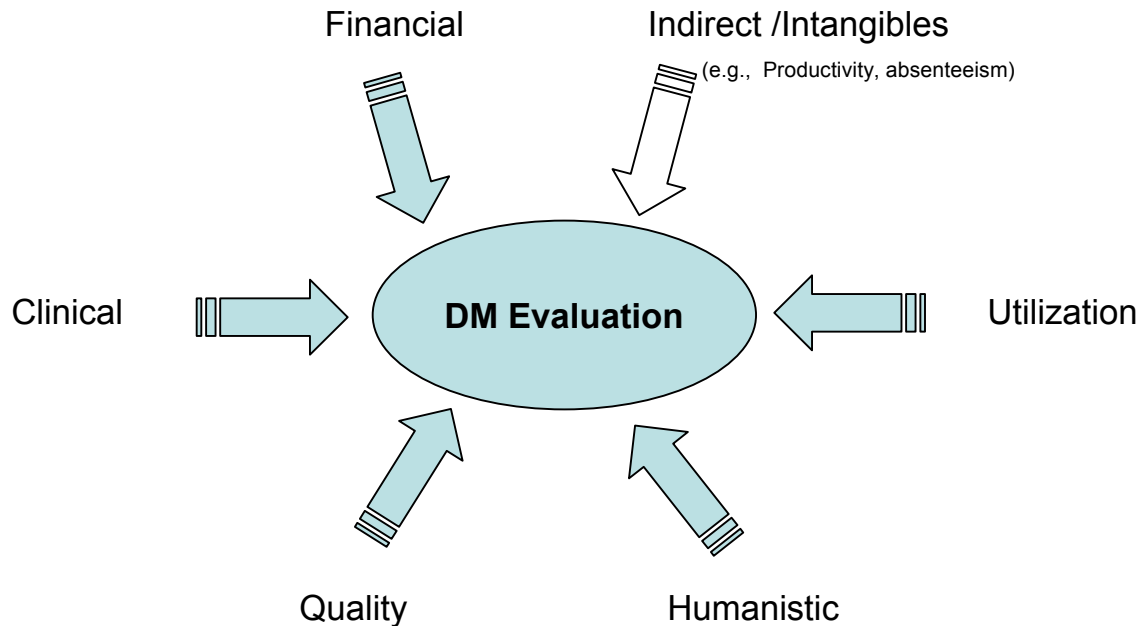
Defining Robust Research Methods and Study Designs

- Can you demonstrate the validity of DM evaluations?
- What level of confidence can we have in the results of existing evaluations?
- Are there agreed upon research methods and measures that allow for program comparison?
- Are they “auditable”, i.e., what are the minimum standards of public accountability, disclosure and transparency that will result in public trust of the reported value of DM?

The Guide Addresses Fundamental Questions

- What do we want to know?
- How should the study be conducted?
- What should we measure?
- When should it be measured?
- Who should be included in the study and how?
- How do we know the DM program caused the outcome?
- Can we trust the findings?
- What tools are available to support DM evaluation?

What Should be Measured and What Metrics Should be Used?



Definitions Project

What:

The Definitions Workgroup is promoting standardized use of terminology in DM across the DM community

Process:

Creating 25 additional in-depth & several short defs

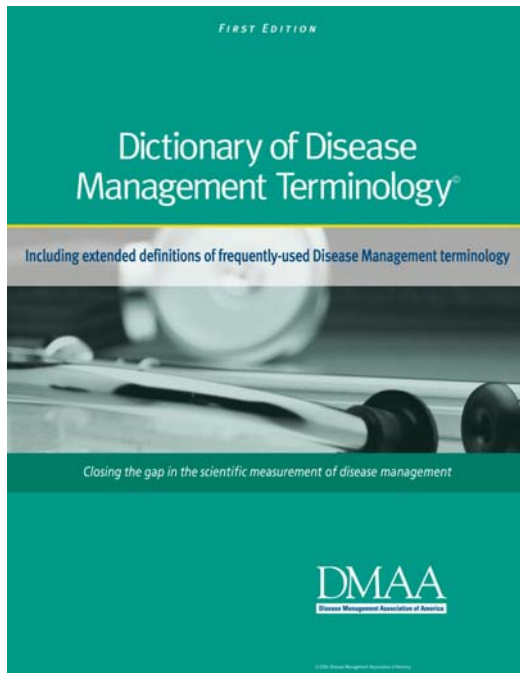
- collaborate with Gov. Affairs Committee
- expand the “At-a-Glance” comparisons to NCQA, JCAHO, URAC, CMS

Co-Chairs:

S Jennings, PhD, Pfizer Health Solutions & Sally Duran, Mamsi/United; Ed., I. Duncan

Status:

Available at www.dmaa.org & Amazon.com



Patient Safety Initiative

What:

The Patient Safety Workgroup is:

- encouraging best practices in and advocacy of patient safety issues in DM programs
- collaborating with NCQA, JCAHO, URAC

Progress:

1. Issued call for papers to document how DM contributes to the avoidance of medical errors
2. Synovate is surveying key stakeholders regarding their patient safety activities
3. Articles published in industry journals

Co-Chairs:

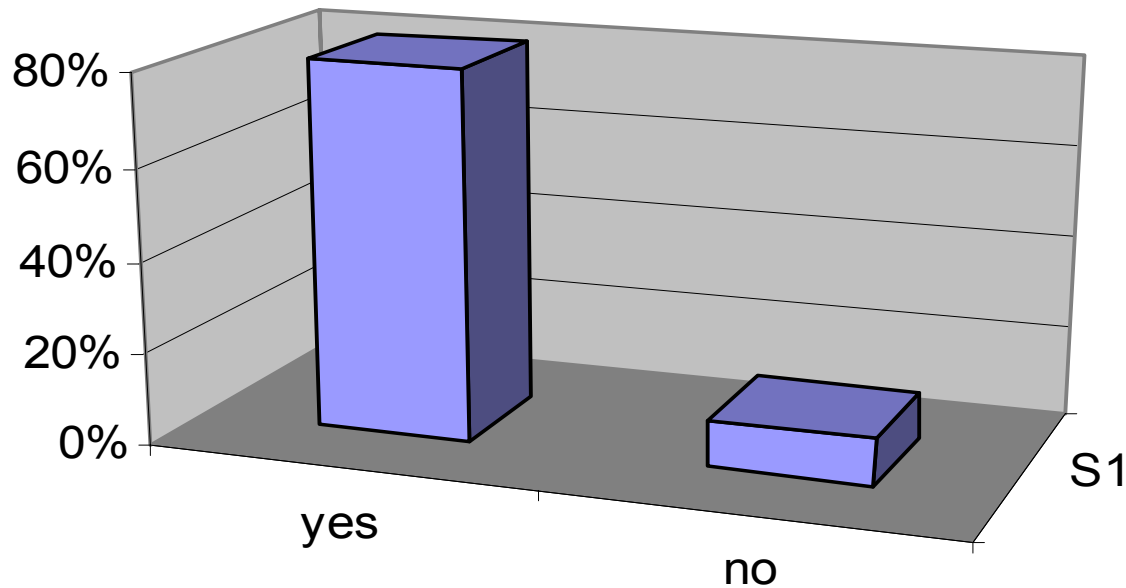
T Wilson, PhD, Trajectory & Dr A Rodriguez, Magellan

Status:

1. Preliminary findings being analyzed
2. Case studies and report findings will be presented at 2005 DMLF

Patient Safety in DM Pilot Survey findings

**% of DM Program Providers Who Created a DM
Patient Safety Committee**

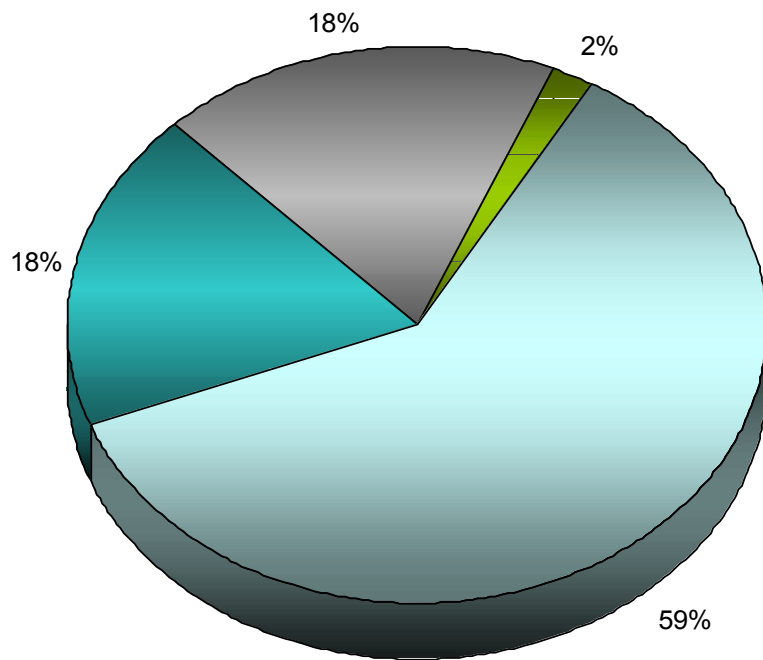


n = 10 health plans

Patient Satisfaction Project

What:	The Patient Satisfaction Workgroup is creating a uniform assessment tool for patient satisfaction for the DM community.
Progress:	The Workgroup, with AHRQ, NCQA, URAC, AAAHC and JD Power and Associates is exploring collaborative strategies and developing a timeline. Poster exhibited at Building Bridges.
Co-Chairs:	G Cherrington, Matria & Dr N Friedman, Wellspan HealthSouth
Status:	<ol style="list-style-type: none">1. Patient satisfaction assessment “tool” be available for field testing in 2005 & in the public domain early 20062. Pursuing other activities relating to use of the tool

Most respondents use a general survey instrument to measure patient satisfaction



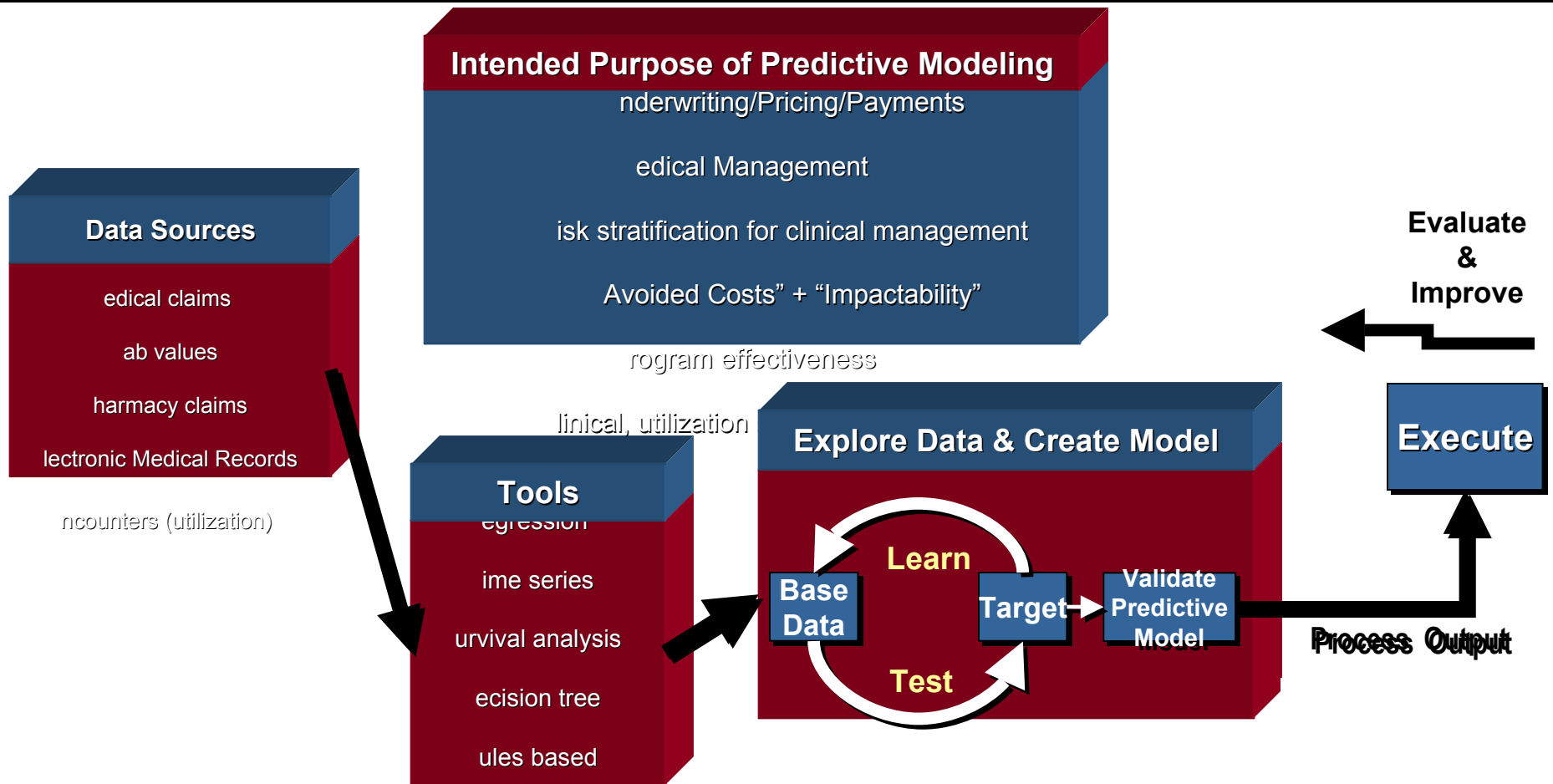
Which of the following best describes the approach you use to survey your patients across your different disease management programs?

- One general/core survey instrument across all of our programs
- General/core survey instrument across some of our programs, custom instrument for some
- Customized survey instruments for each of our programs
- Other

Predictive Modeling Projects

What:	The Predictive Modeling Workgroup is advancing the use of risk adjustment and modeling tools in DM and providing education on the topic.
Progress:	<ol style="list-style-type: none">1. Kicked-off DMAA Q&R Audio-conference series (Apr & May)2. Created new brochure for educational purposes
Co-Chairs:	M Cousins, PhD, HealthDialog & Dr J Haughton, DocSite
Status:	<ol style="list-style-type: none">1. Developing an overview of Predictive Modeling, Buyers' Guide and Case Studies for inclusion in a "DMAA book"2. Hosting a joint seminar with Society of Actuaries in July

Predictive Modeling Flow & Model Creation Process



Web Criteria Task Force

What:

The Web Criteria Task Force aims to enhance DMAA's on-line capability to support our members' Q&R activities.

Progress:

1. Finalizing guidelines for accepting papers on the DMAA "web library"; piloted the criteria in reviewing the Outcomes Consolidation Literature Review paper
2. Creating blueprint for a Q&R "on-line library" capability
3. Advising on FAQs with Definitions Workgroup & Gov Aff. Committee

Co-Chairs:

A Linden, DrPh, Linden Consulting Group & Dr Patricia Salber, Center for Practical Health Reform

Workgroup request:

Please submit questions to build our FAQs and materials to consider for inclusion in our web library to: outcomes@dmaa.org

Scientific Advisory Panel

What:

SAP is an academically oriented group of researchers that offers ongoing strategic guidance in the identification of research needs, opportunities for funding and dissemination of knowledge related to DM.

Progress:

1. Provided critical review of the Research Agenda and outcomes papers; advised on Scientific Track review criteria
2. Advising on the Scientific Track and Outcomes Symposium and serve as reviewers

Co-chairs:

C VanVonno, PhD, VanVonno Technologies and Dr V Villagra, Health and Technology Vector, Inc.

Status:

Plan to expand membership in 2005/06

Outcomes Symposium and Scientific Track

What:	To raise overall confidence in DM program outcome findings, the: <ul style="list-style-type: none">• Outcomes Symposium provides a venue for sharing and discussing DM program outcomes• Scientific Track reaches out to the scientific, research, academic communities to showcase the best research relating to DM
Progress:	Outcomes Symposium being sponsored by Quality Metrics Scientific Track: <ul style="list-style-type: none">• Reviewers: MDs, RNs, PhDs and MBAs from Academic Institutions, DMOs, Health Plans, Gov. and Research Centers• Poster Exhibition will showcase ~50 posters
Chairs:	G Berg, PhD, McKesson
We invite you to:	Join us in San Diego Oct 19 th at the Disease Management Leadership Forum (DMLF)

**Disease Management:
Changing Behaviors, Changing Lives**



2005
DM LEADERSHIP
FORUM OCTOBER 16-19

2005 Q&R Activities Past, Present and Future

- ***Closing the Gap***
 - DMAA/Medstat Outcomes Survey Report (in press)
 - Report on Patient Satisfaction Assessment (in press)
 - Outcomes Consolidation Literature Review White Paper (www.dmaa.org – avail to members)
- ***Educating Users/Others***
 - Audio-conference Series
 - Preparing for Outcomes Symposium, Scientific Track & Poster Exhibit
- ***Aligning Research Across the Health Care Community***
 - Predictive Modeling Conference with Society of Actuaries (SOA)
 - Patient Safety Initiative with URAC, AHRQ, NCQA, JCAHO, AAAHC Institute for Quality Improvement
 - Outreach to employers and physicians on P4P & obesity

Thank you

Learn more and contact us at:

www.dmaa.org

research@dmaa.org