

2012 Healthcare Benchmarks

Diabetes Management



Note: This is an authorized excerpt from *2012 Benchmarks in Diabetes Management*. To download the entire report, go to <http://store.hin.com/product.asp?itemid=4349> or call 888-446-3530.

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2012 Benchmarks in Diabetes Management

83 healthcare organizations describe strategies and tactics they have used for management of this disease, program components and challenges, and outcomes, metrics and ROI.



"[The greatest success we have achieved with our diabetes management program] is a high level of patient engagement as well as an increase in patient-provider contacts and communication. We also saw a reduction in hospitalizations and overall costs."

> **Health Behavior Incentive Management**



"Our [greatest success with our program] was that 35 percent of program participants significantly reduced their A1c levels."

> **Hospital/Health System**



"Standardization of the diabetes management programs, incentives, benefit enhancements, and enhanced methods to reach all members who opt out of 1:1 nurse coaching were all [achieved with our program]."

> **Health Plan**



"[The success we achieved with our diabetes program] was an increase in staffing to provide more educational opportunities and programs to our diabetic population."

> **Hospital/Health System**

Table of Contents

About the Healthcare Intelligence Network	6
Executive Summary	6
Survey Highlights	7
Key Findings	8
Program Components	9
Results and ROI from Diabetes Management Programs	11
Sampling of Reported Program Successes.....	13
Methodology	14
Respondent Demographics	15
Analysis of Responses	16
Overview of Survey Results	16
Comparing All Responses to Top 2 Sectors	17
The Hospital/Health System Perspective.....	18
The Health Plan Perspective	19
Respondents in Their Own Words	20
Greatest Program Success Achieved.....	20
Conclusion	21
Responses to Questions	22
Part I: Overall Survey Responses	22
Part II: Responses from Hospital/Health Systems	23
Part III: Responses from Health Plans.....	23
1:01: All - Program to Improve Outcomes for Diabetes Patients.....	24
1:02: All - Responsibility for Improving Diabetes Management.....	24
1:03: All - Identifying Patients for Program	25
1:04: All - Program Components	26
1:05: All - Offering Incentives for Successful Self-Management.....	26
1:06: All - Diabetes Management Program ROI	27
1:07: All - Greatest Challenge of Diabetes Management	27
1:08: All - Program Impacts	28
1:09: All - Organization Type	28
1:10: Hospital/Health Systems - Program to Improve Outcomes for Diabetes Patients.....	29
1:11: Hospital/Health Systems - Responsibility for Improving Diabetes Management	29
1:12: Hospital/Health Systems - Identifying Patients for Program.....	30
1:13: Hospital/Health Systems - Program Components	30
1:14: Hospital/Health Systems - Offering Incentives for Successful Self-Management.....	31
1:15: Hospital/Health Systems - Diabetes Management Program ROI	31

1:16: Hospital/Health Systems - Greatest Challenge of Diabetes Management	32
1:17: Hospital/Health Systems - Program Impacts	32
1:18: Health Plans - Program to Improve Outcomes for Diabetes Patients	33
1:19: Health Plans - Responsibility for Improving Diabetes Management.....	33
1:20: Health Plans - Identifying Patients for Program	34
1:21: Health Plans - Program Components	34
1:22: Health Plans - Offering Incentives for Successful Self-Management	35
1:23: Health Plans - Diabetes Management Program ROI	35
1:24: Health Plans - Greatest Challenge of Diabetes Management	36
1:25: Health Plans - Program Impacts.....	36
Glossary	37
Appendix A: 10 Questions On Diabetes Management Programs Survey Tool	38
About the Presenter	40

About the Healthcare Intelligence Network

The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the-minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

Executive Summary

Three-fourths of survey respondents believe that diabetes patients should be offered incentives for successful self-management.

An overwhelming majority of respondents to the December 2011 “10 Questions” e-survey are using a disease-specific approach to manage diabetes. Responses to the latest Healthcare Intelligence Network survey provided qualitative data on strategies and tactics for management of this disease, program components and challenges, and outcomes, metrics and ROI.

2011 data from the American Association of Diabetes indicate that 25.8 million children and adults in the United States — 8.3 percent of the population — have diabetes. The total cost of diagnosed diabetes in the United States in 2007 amounted to \$174 billion. Adults with diabetes are more likely to have strokes and heart disease than those without diabetes.

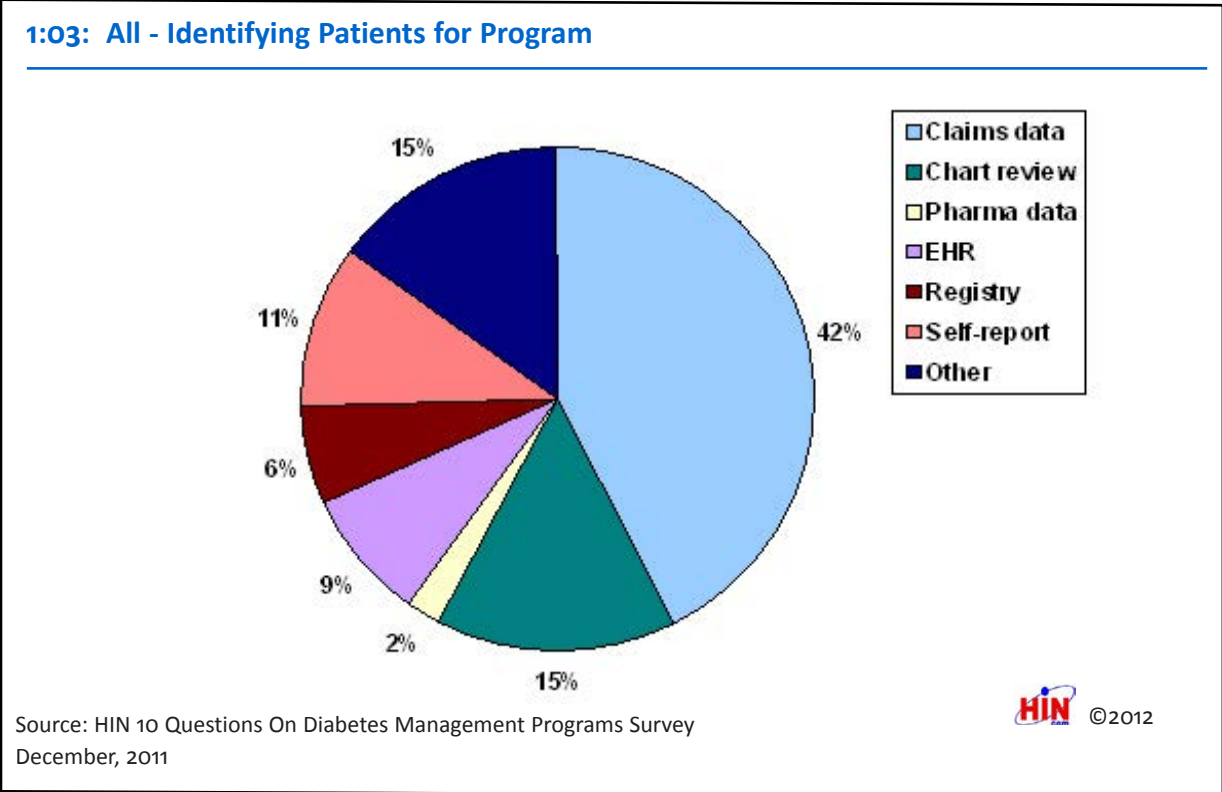
The healthcare industry has launched many interventions to reverse these trends, from the hiring of certified diabetes educators (CDEs) to the construction of diabetes ‘mini’ medical homes to coordinate care for high-risk, high cost patients.

Responses provided by 83 healthcare organizations reveal a growing reliance on CDEs and case managers to help individuals control this disease. Weight management in individuals with diabetes is by far the greatest challenge associated with controlling this disease, report a majority of respondents.

Survey Highlights

- ▶ More than three-quarters of respondents — 77 percent — use a disease-specific approach to improve health outcomes and self-management for patients with diabetes.
- ▶ The primary care physician has main responsibility for management of diabetes in a population, say a third of respondents, followed by case managers (21 percent), and certified diabetes instructors (as reported in many open-ended responses).

What is your primary method for identifying patients eligible to participate in your diabetes management program?



Which of the following are part of your diabetes management program?

