



Connect Care

CHOICE *A Care Management and Wellness Program*

What do Physicians Value about the Connect Care Choice Program?

Dr. Diane Minasian, EBCAP Riverside

"Connect Care Choice has been a tremendous resource for our practice. With the invaluable help of our competent and compassionate Connect Care Choice nurse, some of our most challenging patients have been successful with medication compliance, behavioral changes and medical follow-up."

Dr. Jerry Fingerut, Medical Director at Blackstone Valley Community Health Care

"Having daily contact with a Nurse Case Manager who is onsite has convinced me of the value of the Connect Care Choice program and the benefits that accrue to our patients. The continual interaction with the Clinician staff, dedication and the problem solving skills of the Nurse Case Manager have improved the medical care delivered, enhanced the process for achieving quality goals, improved patient satisfaction and decreased inappropriate ER visits. Patients and Clinicians are unanimous in their praise of this program and the individuals providing the day to day services."

Dr. Elise McCormack MD, University Medical Group

"Connect Care Choice allows me to better manage my complex clients medical and social needs. I can rely on the Nurse Case Manager to keep me informed of the clients progress toward achieving wellness."

Emphasis on Chronic Care and Self Management Goals

With the Connect Care Choice Program's emphasis on chronic care management and self-management goals, Rhode Island's adult Medicaid members can achieve wellness and slow the progression and incidence of co-morbid chronic conditions over time. This will positively impact utilization of expensive acute care and long-term care services and produce significant cost savings.

Clinical Measures of Program Success

Diagnosis	Goal	Member Success Rate
Diabetes		
HgbA1C	<8	43%
Blood Pressure	<130/80	53%
LDL (Cholesterol)	<100	40%
Coronary Artery Disease (CAD)	On Beta Blocker*	55%
Depression	On Antidepressant*	64%
Smoking Cessation	100% of smokers are educated on smoking cessation	67%
Self-Management Goals	100% of high risk pts will achieve self-mgmt goals	45%

based on 2010 data (2,300 members) from first year of program.

*Data Source: DUR Board

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Connect Care Choice

A health care option for adults who have RI Medical Assistance, focusing on wellness and preventive care.

Open Enrollment for Connect Care Choice

April 1, 2012

to

May 31, 2012

This is a RI Medicaid covered benefit.

Call 401-462-6392 to enroll!



Rhode Island EOHHS/
Medicaid Program

For health care professionals:

If you are a health care professional seeking information about Connect Care Choice, call 401-462-6311

To learn about joining or for member related information:

Call the Connect Care Choice Member Services Department at 401-462-6392

Connect Care Choice Practice Sites:

- Anchor Medical Associates*
- Aquidneck Medical Associates*
- Blackstone Valley Community Health Center*
- Coastal Medical, Inc.*
- Cranston Comprehensive Community Action*
- East Bay Community Action Program
- Hillside Family Medicine*
- The Immunology Clinic at Miriam Hospital
- Memorial Hospital Center for Primary Care and Prevention*
- The Miriam Hospital Primary Care Clinic
- Providence Community Health Centers*
- Rhode Island Hospital Ambulatory Clinic
- Thundermist Health Center*
- TriTown Community Action Program
- St. Joseph's Ambulatory Clinic*
- University Medical Group*
- University Medicine Foundation/Governor St. Primary Care Center*

*NCQA recognized practice

Connect Care Choice Success Stories

"From nursing home to an apartment to a college education"

This success story is about a young quadruple amputee who had also suffered severe burns to his body. He was originally referred to me by the Nursing Home Transition team at the Executive Office of Health & Human Services. This patient was residing at a nursing home and wanted to transition back into the community. Prior to his discharge he needed a primary care physician. I got him a primary doctor at Hillside Family practice. He also required assistance with transportation which I arranged through RIPIN. He was transitioned to a high rise apartment with services in place including skilled nursing for wound care, physical and occupational therapy and a CNA. He is managing well at home with adaptive equipment and capable network supports. A major concern that I had for this patient was isolation, given a history of depression and the fact that most of his neighbors are elderly. He said he wished he could go back to school and pursue his interests in computers. He received his GED but he was overwhelmed with the thought of the application process, finances and transportation. I researched information on scholarships for disabled students and how to enroll. I met with this patient at his home and I rode the RIPTA bus with him to show him the route to CCRI. We met with the financial aid officer, disabilities office and with a financial aid consultant. He is currently enrolled. We then met at the Office of Rehabilitation Services. Their function is to provide additional financial, adaptive and supportive services for the disabled, with a goal towards employment. This all happened through the coordinated services of the transition team and the Connect Care Choice nurse.

Connect Care Choice Nurse Case Manager—Karen McNally, RN BSN, CCM

"Connect Care Choice member never felt so good after leaving a physician's office"

I assisted a client in a Connect Care Choice practice site close to her home. She was looking not only for convenience in terms of location, but a personal touch from a physician who would take her health problems seriously. After her initial meeting with her new doctor and me, as her new nurse care manager, I phoned her to follow up on her satisfaction with the overall visit. She remarked that she "never felt so good after leaving a physicians office" and particularly mentioned the attention to detail that she noted at the visit. She remarked about how happy and surprised she was that the care team had attended to not only her immediate needs, but health promotion measures and topics as well.

Connect Care Choice Nurse Case Manager—Rebecca Garofalo RN MSN

Meet the Connect Care Choice Nurse Case Managers!



Top row: Evelyn Rodriguez RN BSN, Sharon Kurose RN CDOE, Ellen Mauro RN MPH (Program Administrator), Sandy Curtis RN BSN CDOE, Cindy McLeod RN, Rebecca Garofalo RN MSN, Sandra McNamara RN CCM
Bottom: Nolan Byrne RN BSN CCM (Communities of Care Rep), Patricia Mackie RN BSN CDOE, Shayne Amaral (Program Coordinator), Siana Wood RN BSN