



“Spotlight on Improvement” highlights real stories of current efforts, including: programs being initiated; practices being implemented; and outcomes being targeted and/or achieved. They’re an opportunity for learning from others as well as a spark for further ideas on how we may work together to improve health care quality in the region.”

Yakima’s Chronic Disease Self-Management Education

Background

Yakima Valley Memorial Hospital is a 226-bed hospital with 327 physicians on staff, representing 35 specialties.¹ Yakima County is a diverse population of 247,000 with 21% living in poverty (Washington state 12.5%), 46% Hispanic or Latinos (WA 11%), 5.7% American Indian (WA 1.8%), and 30% under the age of 18 (WA 23%).² Yakima is also a strong community, knitted together by the pride residents take in their beautiful valleys, bountiful harvests, and innovative solutions.

Problem

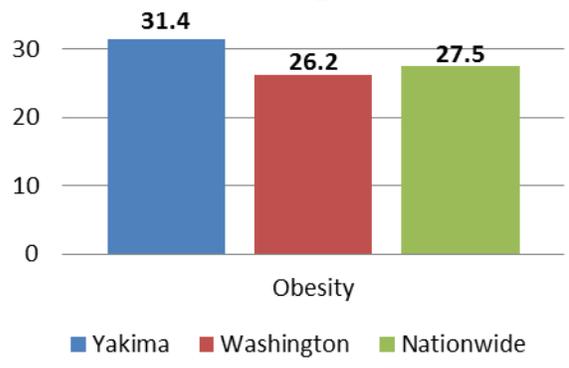
In the United States, 75% of healthcare dollars go to the treatment of chronic diseases that are the leading cause of death and disability.³ Similar to

appropriate.⁵ Soon after the first class was launched, the program received a boost from additional funding partners: the Cambia Foundation and the Southeast Washington Office of Aging and Long Term Care.

The overall goal of Memorial’s CDSMP program is to build self-confidence in maintaining and managing one’s own health and chronic disease condition. The CDSMP classes are offered for six weeks, with 8-18 people in each class. To date Memorial is averaging 10 classes in English and seven classes in Spanish each year. Curriculum highlights include topics on managing pain, disease self-management, nutrition, exercise and realistic goal setting. Classes always include a meal, as an educational tool to teach healthy alternatives.

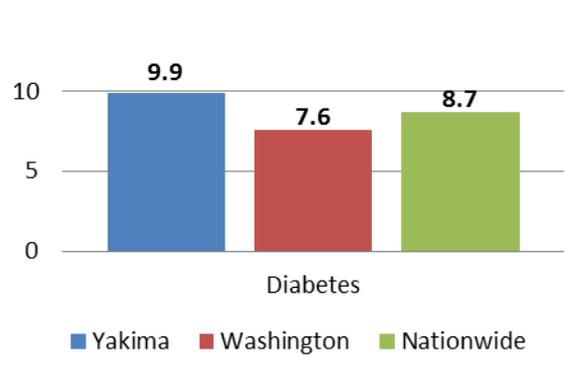
The CDSMP programs are promoted to community members through traditional media channels and, in 2013, Memorial began focusing on physicians so that doctors can easily refer patients to this free service. In early 2014, the CDSMP program will also be included in Memorial’s employee wellness program to allow employees to participate. The program’s distinctive quality is how closely the CDSMP program is connected to the hospital and medical providers, allowing a more comprehensive look at the patient’s longitudinal care and providing robust data analysis on the program’s effectiveness.

Figure 1: Obesity rates in Yakima compared to Washington and National averages, BRFFS 2010⁴



other communities across the country, Yakima experiences a high prevalence of chronic disease. In fact, Yakima has higher rates of obesity and diabetes than both Washington state and national averages, as seen in figures 1 and 2.⁴ Lifestyle choices, such as diet and exercise, can alleviate or exacerbate chronic disease. ***Patients need to be actively engaged in the care of their disease and in making improved life choices.***

Figure 2: Diabetes rates in Yakima compared to Washington and National averages, BRFFS 2010⁴



Solution

In 2008, Memorial Hospital began providing educational programs for Yakima community members with chronic disease with the Stanford’s School of Public Health’s **Chronic Disease Self-Management Program (CDSMP)** called “Taking Control of Your Health” (Tomando Control De Su Salud). The program includes a curriculum that is evidence-based and culturally and linguistically

Results

Comparing one year before and one year after the CDSMP intervention, findings demonstrate that CDSMP participants had an **18% decrease in overall outpatient visits (5- 25 minute office visits)** and a **28% decrease in overall emergency department (ED) visits** to Yakima Valley Memorial Hospital, as seen in figures 3 and 4. Additionally, despite being only 6 months into the program, the retention rate for patients referred by their provider is 94% compared with an 89% retention rate for patients who learn about the program from other sources.

Want to recommend a program for an upcoming Spotlight? Contact us! Teresa Litton at tlitton@WAhealthalliance.org

Results, CONT'D

In addition, participants also reported a 46 percentage increase in how they exercised each week and a 25 percent improvement in daily fruit and vegetable consumption, as seen in figure 5.

Figure 3: Office visits before and after patients participated in CDSMP program

Patients tracked 12 months before and after intervention

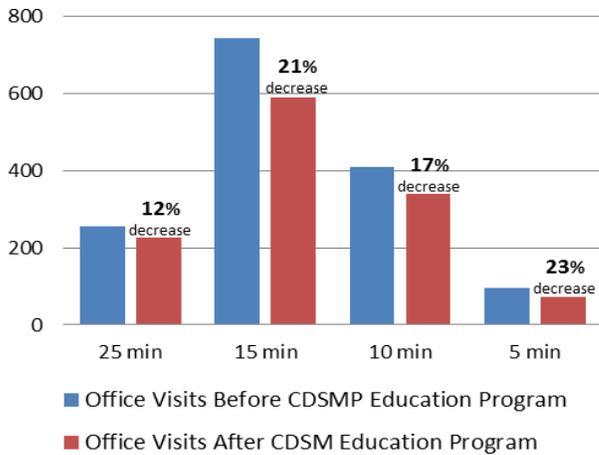


Figure 4: Emergency Department visits before and after CDSMP program

Patients tracked 12 months before and after intervention

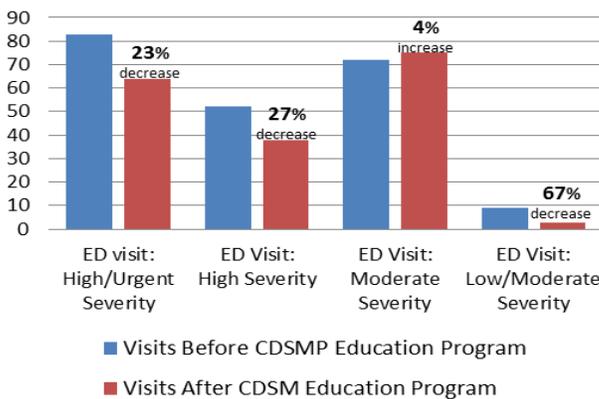
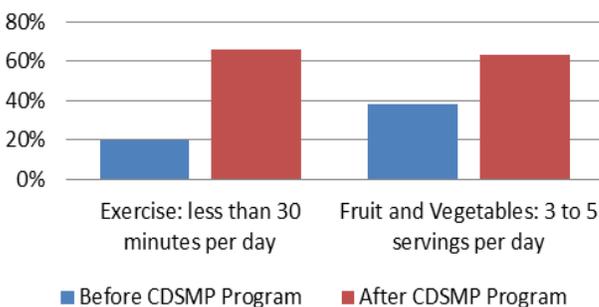


Figure 5: Exercise and Diet Choices before and after the CDSMP program

self-reported survey conducted January-June 2013



understand potential funding streams for the future.

- There are currently a limited number of providers participating in the program. A broader awareness campaign to providers is needed.

Challenges

- Sustainable funding: The current philanthropic funding for the program is ending in 2014 and the need to charge a class fee is a possibility. However, it's unknown how a class fee may impact a patient's ability to be involved in the six-week program.
- Currently self-management educational programs are not reimbursed in Washington state. Learning from other states with health plans that reimburse for similar programs is important to better

Keys to Success

- Having executive leadership that believes in prevention and community partners who are committed to health education is essential.
- Having the support and referrals by participating providers who make CDSMP part of their treatment plan has proven successful for both the patient and for the referring provider.
- Providing classes in the heart of the community – community centers, senior centers, etc.—is important to reach out to community members.
- Removing barriers to access, such as transportation limitations, providing childcare, and offering the classes in the evening, has improved both patient access and retention.

For more information, contact:

Bertha López, Community Health Director
Yakima Valley Memorial Hospital
509.249.5266, BerthaLopez@yvmh.org

Resources

1. Memorial Hospital: www.yakimamemorial.org
2. Census: <http://quickfacts.census.gov/qfd/states/53/53077.html>
3. CDC: <http://www.cdc.gov/chronicdisease/index.htm>
4. BRFFS Yakima 2010: <http://apps.nccd.cdc.gov/brfss-smart/SelQuickViewChart.asp?MMSA=121&Year=2011>
5. Stanford School of Medicine: <http://patienteducation.stanford.edu/materials/spanish.html>

About the Alliance

The [Washington Health Alliance](#), an Aligning Forces for Quality Community, is a non-profit made up of those who provide, pay for and use health care, working to improve quality of care at a price more people can afford. More than 165 organizations have joined the Alliance, including The Boeing Company, Starbucks, Puget Sound Energy, WA State Health Care Authority, King County and many other employers, physician groups, hospitals, consumer organizations, unions, health plans, pharmaceutical companies, associations and others.

A cornerstone of the Alliance work is the [Community Checkup](#), a regional report to the public comparing the performance of clinics and hospitals for basic measures of quality care in Washington State.