### Program Description and Summary

The Oncology Program is an integral component of the Care Management Department and includes:

- Proactive member identification
- Coordination of Care
- Member Education

The Oncology Nurse Care Manager works collaboratively with members, their caregivers and their health care providers to ensure clinical quality and the most appropriate plan of care, reduce unnecessary utilization, and promote adherence to the plan of care through member/family education and support. The Care Management Program for Oncology demonstrates an effective implementation that empowers members to manage their illness and improve the quality of their life, while reducing overall costs.

### Program Goals

- Early identification of members
- Coordinated management of symptoms that negatively impact quality of life and increase utilization and costs, including infections and fatigue
- Improved quality of life through symptom management
- Medication adherence
- Reduction / prevention of avoidable side effects of medications and treatments
- Coordinated management of routine and preventive health care
- Disease management and education
- Reduction / prevention of avoidable hospitalizations, readmissions and ER visits
- Increased identification and reduction of the complications of depression
- Ongoing psychosocial support for achieving and maintaining self-care and health behavior changes
- Provision of care in the most clinically appropriate, cost effective location
- Improved management of end-of-life care
- Increased and earlier referral to palliative care and hospice when appropriate
- Containment and reduction of PDMPM costs for managed members

### Program Components

#### Coordination of Care

- Telephonic outreach
- Clinical assessment of health status and co-morbidities including depression
- Coordination of care among multiple providers
- Coordination of symptom management with providers
- Co-management with behavioral health providers
- Hospital follow-up
- Referral to social work for specific psychosocial needs
- Education regarding benefits

#### Member / Caregiver Education

- Self-care strategies including pain management and energy conserving behaviors to manage fatigue
- Provision of bilingual (English/Spanish) educational materials and tools
- Accessing information about clinical trials
- Promotion of independence and optimal wellness
- Introduction or discussion of advance directives, living will, MOLST, power of attorney, palliative care, end-of-life care and hospice services

#### Member Identification

- Algorithm based on claims data
- Hospital census data
- Nurse care manager / URN referral
- Primary care provider referral
- Oncologist / Specialist referral
- Member self-referral
- Health Questionnaire (HQ)
### Program Eligibility
- Adult and pediatric members with ASO accounts who have purchased the Oncology Program
- Fully-insured commercial account members, excluding members assigned to HVMA
- All Medicare Advantage members

### Outcome Reporting & Metrics
Employer reports include:
- Prevalence rate
- Stratification rate
- Engagement rate
- Admission rate / Readmission rates
- ER visits /1000 of managed population
- Outpatient (facility) visits /1000 of managed population
- Hospice Utilization: Admission rates and LOS
- Account-specific participation and outcomes report

### HPHC Contacts
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