REMOTE PATIENT MONITORING

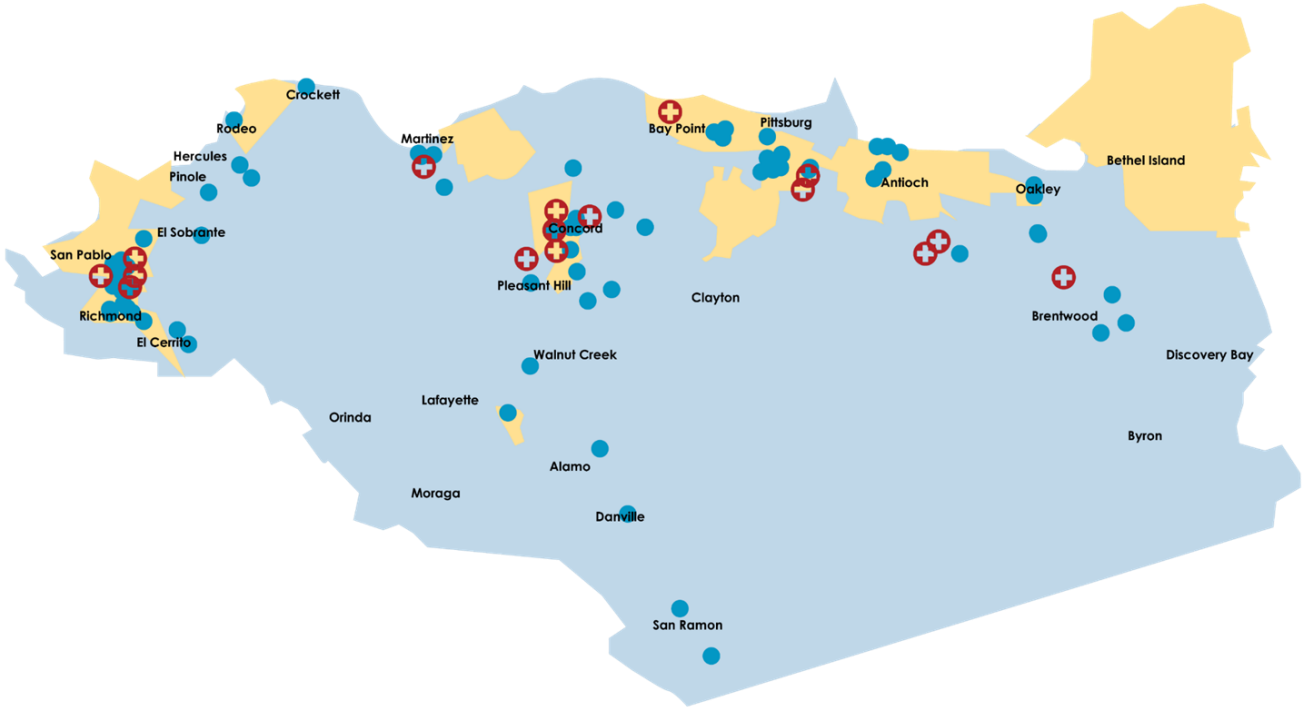
CELLULAR ENABLED GLUCOMETERS & DISEASE MANAGEMENT

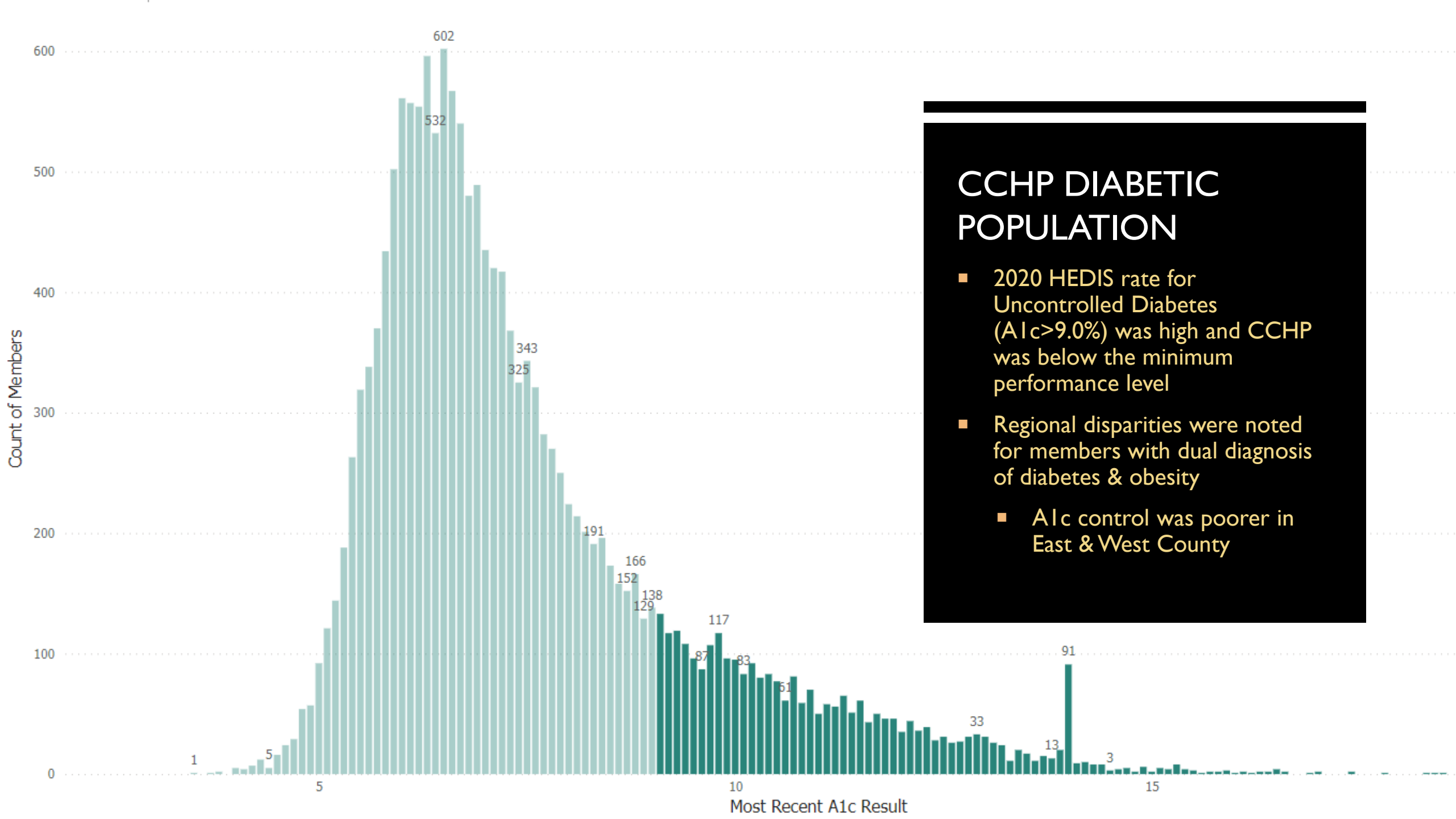
FEBRUARY 2023

CONTRA COSTA
HEALTH SERVICES

CONTRA COSTA HEALTH PLAN

- Serves nearly 200,000 in our Regional Medical Center & Community Provider Networks
  - Some of our bigger partner organizations include La Clinica de la Raza, Lifelong, and John Muir
- ¼ of members are Spanish speaking
- County is generally divided into East, Central, and West County
  - Over 40% of members live in East/Far East region of County

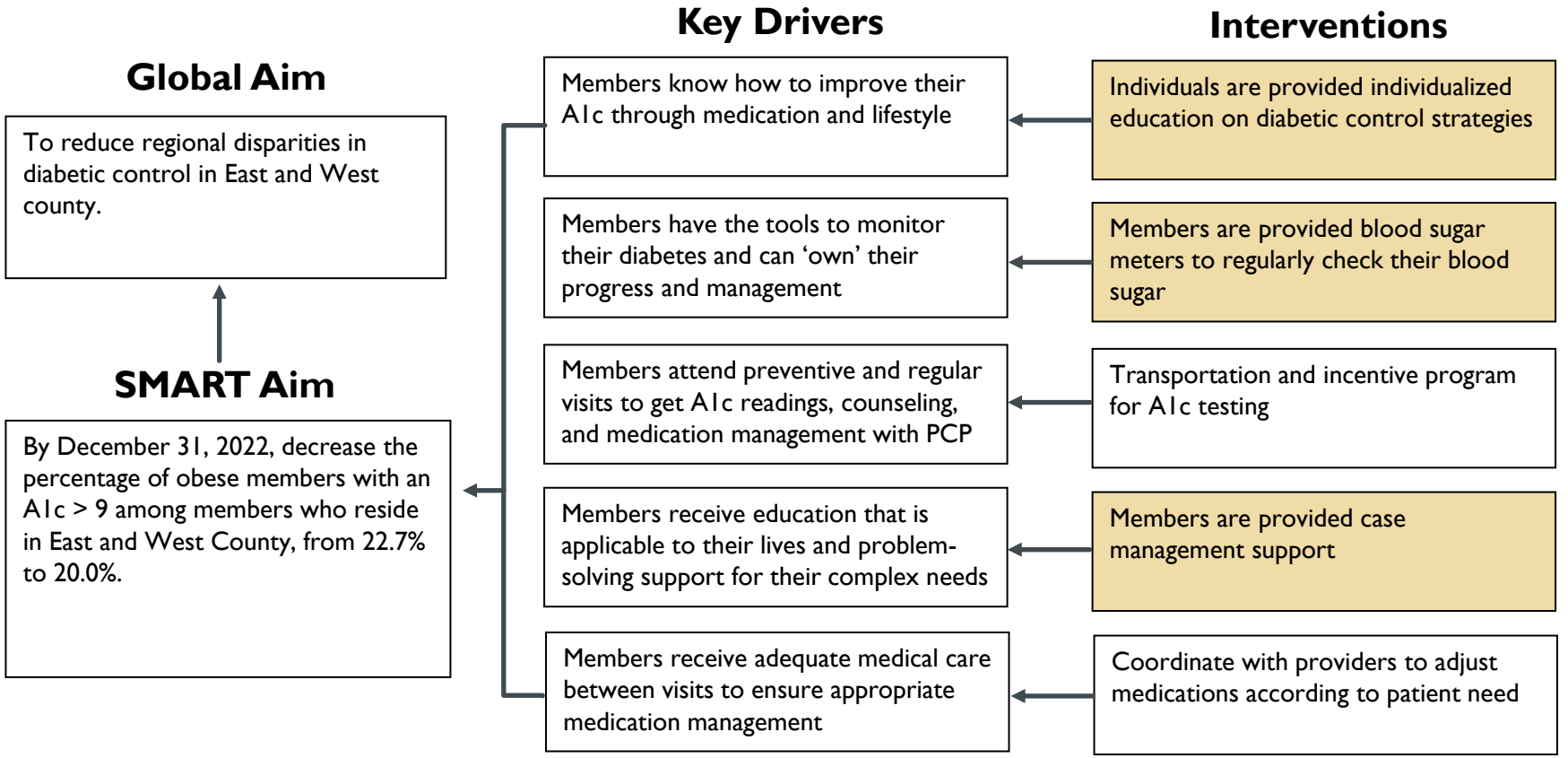




CCHP DIABETIC POPULATION

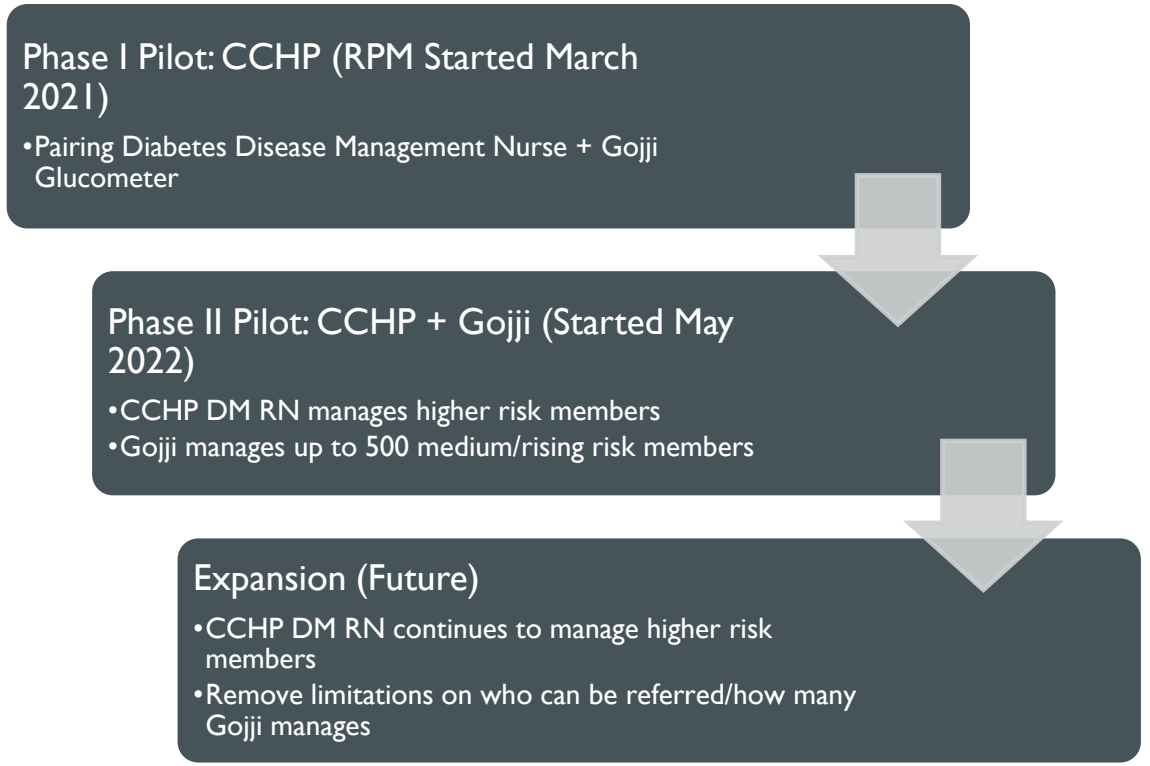
- 2020 HEDIS rate for Uncontrolled Diabetes (A1c>9.0%) was high and CCHP was below the minimum performance level
- Regional disparities were noted for members with dual diagnosis of diabetes & obesity
  - A1c control was poorer in East & West County

KEY DRIVER DIAGRAM



REMOTE PATIENT MONITORING

- Partnered with Gojji Pharmacy for cellular enabled glucometers & diabetes disease management
- Members were considered for inclusion if:
  - CCHP Medi-Cal (no Medicare duals)
  - Reside in East/West County
  - Obese
  - Most recent A1c >= 9.0%
- Small pilot with CCHP Disease Management Nurse
- Expanded pilot to 312 members



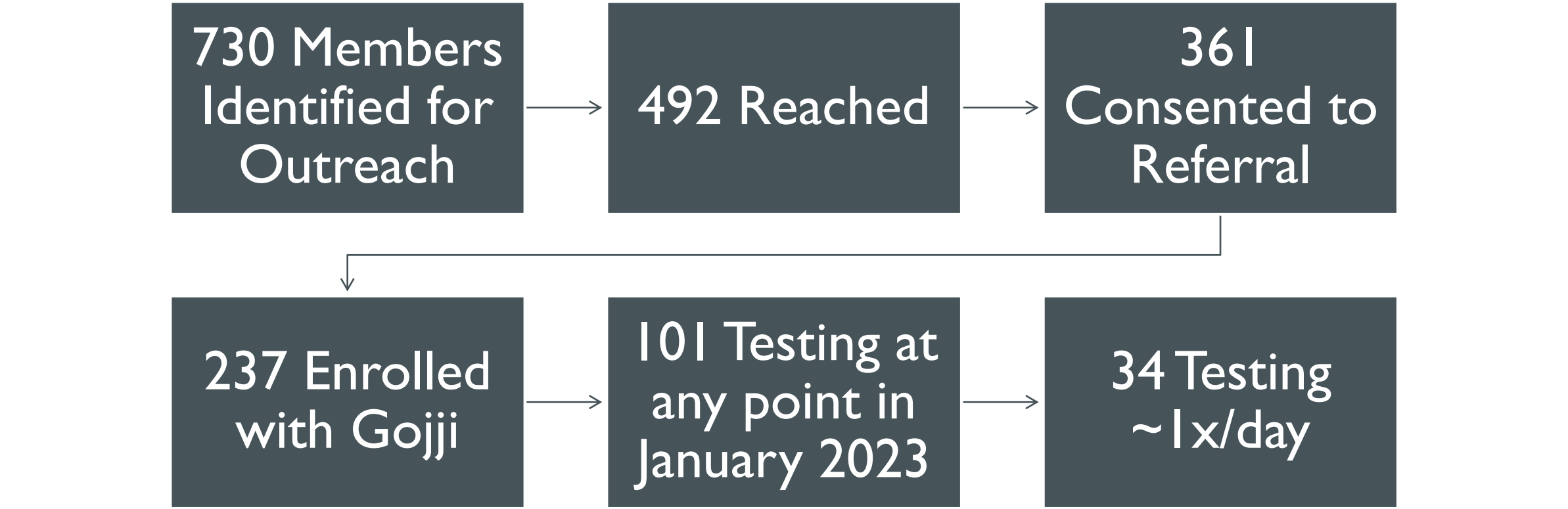
REMOTE PATIENT MONITORING ACTIVITIES

CCHP Disease Management + Gojji

- Review BG alerts and trends
- Individually tailored member education based on testing habits and BG readings
- Medication optimization/titration if applicable

Gojji:

- Meal planning by RDs based on member lifestyle & readings



MEMBER OUTREACH RESULTS

PROGRAM OUTCOMES

Percentage meeting testing recommendations	13.6%
Percentage with average blood glucose <= 180 mg/dl	56.6%
Percentage with most recent A1c <9.0%	34.1%

SUCCESSES

- Enrolled 312 total members
- Providers are supportive of the project & eager to see outcomes for their patients
- Over 80% of respondents to a survey indicated that their overall experience in the pilot was positive
- Survey respondents stated the education and resources provided were helpful

CHALLENGES

- Getting it off the ground
- Data Integration
  - How to notify providers of enrollment
  - Integrating testing data into CCHP EHR
- Member Responsiveness
  - About ½ of members identified for outreach by CCHP were interested in referral to Gojji
  - Only about 2/3 of members referred ultimately enrolled
- Member Engagement
  - Fewer than ½ of active members testing at any point

NEXT STEPS

1. Continue to collect & analyze outcome data
2. Expand eligibility to all members with A1c >= 8.0%
3. Utilize a data driven approach to identify members, obtain consent, and automate referral process
4. Integrate BG testing data into EHR
5. Expand RPM to other chronic diseases