

# Help Patients Manage Their Heart Disease

## YOU PLAY A KEY ROLE IN THEIR HEALTH

**The goal of the Heart Failure Management Program (HFMP) is to improve the health of patients with heart failure diagnosis.** *These patients have very high morbidity and mortality rate.*

### Use the outline below as a guide for:

- Best practices to manage and evaluate your patients' disease.
- Treatments and medications to use for each stage of heart failure.
- Tips to share with your patients.

### Start with the Summary of Heart Failure Guidelines



- 1 Obtain detailed history including a review of all symptoms that may suggest heart failure.** Examine the patient and determine what additional diagnostic tests are needed.
- 2 Come up with diagnosis.**
  - a. Apply the appropriate New York Heart Association (NYHA) classification.
- 3 Address common factors that precipitate heart failure decompensation.**
  - a. Minimize use of medications that may cause or exacerbate heart failure.
- 4 Based on clinical presentation, stage and NYHA classification determine appropriate goals and strategy for treatment.**
  - a. Adjust medication treatment based on stage.
- 5 Review the drugs and doses commonly used for heart failure patients.**
- 6 Refer to hospital discharge best practices and apply recommendations as needed.**
- 7 Review patient recommendations to educate and enable patients to self-manage their disease.**

(continued)



## You are best qualified to make health care recommendations

- Review your patient's current therapy and consider what changes may be helpful based on the Summary of Heart Failure Guidelines.
- If you feel a change in medication is appropriate, discuss the change with your patient before sending a new prescription to the pharmacy.



## Non-medication treatment

- Offer resources to patients, such as the American Heart Association (AHA) website at [www.heart.org](http://www.heart.org). There are many topics and tips for heart failure patients.
- Explain how important medication adherence is for their treatment.
- Go over how they can have a heart-healthy lifestyle.



## Comprehensive medication management (CMM)

For patients at high risk of having heart failure decompensations, California Health & Wellness Plan (CHWP) will assign a clinical pharmacist to provide CMM. Identified members are sent details on:

- Recognition of early signs and symptoms of heart failure decompensations.
- How important medication adherence is for treatment.
- Education about their disease.
- Self-management tools.

### THE PHARMACIST ALSO REVIEWS MEDICATIONS TO:

- Ensure members are receiving appropriate heart failure guideline directed management and therapy (GDMT).
- Reach out to providers with more therapy recommendations.

This service and any follow-up are provided via telephone.



## Referrals

Providers can refer their patients to Care Management (CM) based on their patients' needs.

Go to the CHWP website at [cahealthwellness.com](http://cahealthwellness.com) and select *For Providers*. Choose *Provider Resources > Manual, Forms and Resources > Forms* to find a copy of the Care Management Referral Form. Submit the form to Care Management as indicated.



## Questions on medications

Contact the **Clinical Pharmacy Department** at **1-800-782-2221**.

### Questions?

Contact Provider Relations via email at

**CHWP\_Provider\_Relations@centene.com**