

## Grant Outcome Report

### Promoting Self-Management Programs for People with Multiple Chronic Conditions

#### The Problem

People with diabetes are more likely to have multiple chronic conditions and are in need of self-management programs that will engage them to better manage their care and medication regimen.

A variety of interventions are emerging that foster self-care management and meaningful engagement in care and services for people with multiple chronic conditions. The National Council on Aging (NCOA) has set an ambitious goal to make self-management an integral part of U.S. health care for people with multiple chronic conditions by 2020. It established the Self-Management Alliance (SMA) to bring to scale proven self-management programs (including spreading the use of the online Chronic Disease Self-Management Program, or CDSMP), increase community capacity to offer self-management services, and create financing mechanisms to support self-management programs.

The idea for SMA originally was explored in February 2011 at a meeting of leaders from federal agencies, private foundations, health plans, and pharmaceutical companies. The group was asked to examine the feasibility of creating a collaborative initiative to maximize the use of proven self-management services by individuals with multiple chronic conditions. The attendees agreed that they had shared goals related to advancing self-management, this type of collaborative would advance these goals, and they would find value in shared efforts. Based on this initial response, SMA was formed, and NCOA agreed to serve as its management hub and provide support for its operations.

In 2011, the New York State Health Foundation (NYSHealth) awarded a grant to NCOA to help support the development of SMA. This grant complemented the strategy of NYSHealth's Diabetes Campaign to reverse the diabetes epidemic in New York State. One of the Campaign's goals was to mobilize communities to become aware of diabetes prevalence and increase access to and use of self-management programs, particularly for diabetes patients.

#### KEY INFORMATION:

**GRANTEE**

National Council on Aging

**GRANT TITLE**

Self-Management Alliance

**DATES**

July 2011 – September 2012

**GRANT AMOUNT**

\$50,025

**FUNDING**

Improving Diabetes Prevention and Management

## Grant Activities and Outcomes

SMA brought together the following foundations, corporations, and federal agencies as collaborative partners: Administration on Aging, Agency for Healthcare Research and Quality, Bristol-Myers Squibb, California HealthCare Foundation, Centers for Disease Control and Prevention, Center for Medicare & Medicaid Innovation, Centers for Medicare & Medicaid Services, Ernst & Young, Novartis, NYSHealth, Patterson Foundation, Robert Wood Johnson Foundation, Sanofi, Tufts Health Plan Foundation, UnitedHealth Group Optum, U.S. Department of Health & Human Services, U.S. Department of Veterans Affairs, and U.S. Food and Drug Administration. In January 2012, SMA partners came together to share their vision for success, identify key opportunities and needs, discuss first-year priorities, and address key issues related to its operations. NCOA drafted a work plan and circulated it to all partners for comment. Based on that feedback, SMA developed a formal strategic action plan to achieve the following goals:

- Establish a shared measurement framework to track progress in making self-management education and support available to people with multiple chronic conditions;
- Leverage existing resources to build a national network of community-based organizations and health care systems linked together to provide evidence-based education and support for self-management;
- Increase public awareness and motivate individuals with multiple chronic conditions to manage more effectively their health and health care;
- Develop and maintain a skilled workforce to provide self-management education and support;
- Address critical gaps in knowledge, including demonstrating the cost-effectiveness of self-management education and support;
- Identify, develop, and implement patient-centered approaches to medication management; and
- Develop a supportive policy environment that encourages patients, providers, employers, and insurers to make investments in and practice self-management and self-management support.



In the project's first year, SMA partners worked to raise awareness about the importance of self-management support for people with multiple chronic conditions, their caregivers, and health care professionals. NCOA began work on improving payment and financing for programs and services that have integrated proven features of self-care management in both clinical and nonclinical settings. It also

explored opportunities to include self-care management research and demonstration projects in various federal initiatives that support innovations in health care services and delivery.

NCOA staff members developed an inventory of evidence-based self-management programs, model programs<sup>1</sup>, and innovations to post on the Administration on Aging's website. NCOA and Administration for Community Living collaborated on documenting the business case for self-management in different populations through several demonstration programs.

NCOA held meetings with Center for Medicare & Medicaid Innovation staff members on designing programs to include evidence-based self-management interventions, such as CDSMP. The two organizations hosted a meeting with national payers to identify barriers to contracting with community-based organizations. NCOA staff conducted outreach to organizations applying to become Pioneer ACOs (accountable care organizations) to educate them on including self-care management in their plans.

SMA also looked at options to create and finance a nationwide infrastructure to support the diffusion of CDSMP in communities and online. Through a cooperative agreement with Administration for Community Living, SMA established a workplan to develop technical standards for linking community-based organizations to integrated health systems; develop marketing materials and tailored value propositions for key stakeholders (e.g., payers, patients, providers); and create a national network to support the wide-scale dissemination of evidenced-based programs.

## The Future

Following the NYSHealth grant, NCOA continued to support SMA on achieving its goals, including:

- Establishing a more systematic process for continuous improvement;
- Increasing staff member support, especially for research, communications, and public policy;
- Collaborating more closely with federal partners to maximize communications and mutually reinforcing activities;
- Identifying additional ways for partners to participate in SMA's work, including workgroups, learning networks, pilot projects, and national meetings;
- Building linkages among SMA and others engaged in similar work; and
- Continuing to identify partners who add value, perspective, and resources to SMA.

NCOA received a \$4.9 million grant from the Bristol-Myers Squibb Foundation to partner with the national YMCA, OASIS Institute, WellPoint, and Stanford University to evaluate health and cost outcomes of the

<sup>1</sup> For more information, visit: <http://www.ncoa.org/improve-health/center-for-healthy-aging/where-to-find-evidence-based.html>

Stanford Diabetes Self-Management Program (DSMP). The project directly addresses key barriers to getting public and private payers to add the DSMP to their benefit packages by providing evidence of a highly scalable delivery model that will produce cost savings and improve health outcomes for their insured population.

NCOA received a \$4.9 million grant from the Bristol-Myers Squibb Foundation to partner with the national YMCA, OASIS Institute, WellPoint, and Stanford University to evaluate health and cost outcomes of the Stanford Diabetes Self-Management Program (DSMP). The project directly addresses key barriers to getting public and private payers to add the DSMP to their benefit packages by providing evidence of a highly scalable delivery model that will produce cost savings and improve health outcomes for their insured population.

## BACKGROUND INFORMATION:

### ABOUT THE GRANTEE

The National Council on Aging (NCOA) is a nonprofit organization dedicated to improving the lives of older adults. It has been a national voice for older adults—especially those who are vulnerable and disadvantaged—and the community organizations that serve them. NCOA has formed strategic partnerships with nonprofit organizations, businesses, and government to develop creative and sustainable solutions that improve the lives of all older adults. It has worked with organizations across the country to help seniors find jobs and benefits, improve their health, live independently, and remain active in their communities. NCOA has been known to organize, mobilize, and support nationwide communities of leaders to foster and diffuse innovations that will improve the lives of older adults. NCOA formed the Center for Healthy Aging to be a national resource for community-based organizations that offer health promotion programs for older adults.

### GRANTEE CONTACT

Richard Birkel, Ph.D.  
Vice President and Director  
National Council on Aging  
1901 L St. NW, 4th FL  
Washington, DC 20036

Phone: 202-479-6981

E-mail: [Richard.birkel@ncoa.org](mailto:Richard.birkel@ncoa.org)

Website: <http://www.ncoa.org/improve-health/center-for-healthy-aging/national-self-management.html>

### NYSHEALTH CONTACT

Bronwyn Starr

### GRANT ID #

11-00311