**Emergency Department (ED) Visits**

A desired outcome of the program was to reduce the number of ED visits for members who had completed 12 months in the Breathe at Ease program, as compared to the 12 months prior to entering the program.

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**CHALLENGES**

- Members are often unaware of the effects of chronic illness and/or have difficulty deciding to seek medical care.
- Lack of time or knowledge to properly take medications.
- Fear of developing medication side effects.

**SUCCESS STORY**

A 66-year-old female bus driver with emphysema

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An 82-year-old male referred to the program by a hospital care manager as a high risk candidate with COPD

The member had several exacerbations and was told to receive an initial COPD action plan and an action card to keep. The member was referred to a program as a high risk candidate with COPD. The member was referred to a program as a high risk candidate with COPD.

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