**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.

**SUCCESS STORY**

84 year old male with moderate COPD and medical history is significant for hypertension and hyperlipidemia.

Member had an exacerbation treated through Urgent care and then an ED visit with an observation stay prior to joining the Breathe at Ease program. Member did not have knowledge of how to manage COPD, recognize an exacerbation, nor how to use inhalers properly. After joining the program, he is compliant with using his medications, has joined an exercise program, moves his lawn regularly and has no exacerbations.

Member’s initial GOLD score was B and after 12 months GOLD score improved to an A.

**SUCCESS STORY**

63 year old male with COPD, pulmonary hypertension, congestive heart failure, atrial fibrillation and urinary retention.

Member was seen in the ED for an acute COPD exacerbation resulting in an inpatient hospital admission prior to joining the Breathe at Ease program. Member was not taking his prescribed medications and instead was ordered prior to joining the program, our was not refill his prescription. A form was mailed and was unable to recognize the signs and symptoms of an exacerbation and to include self-use of the symptoms before the exacerbation worsened.

Member had an initial GOLD score (severe COPD) and after 12 months in the program the GOLD score improved to an A. Member is currently adhering to his medication routine and is very active. He uses coughs when necessary and lifting heavy objects, and cutting wood.

**Breathe at Ease Patient Satisfaction**

Patient Satisfaction outcome expectations are measured by achieving the designated threshold using two questions. Results: Responses from 136 out of 205 participants who have completed 12 months in the program as of May 2017.

**Maintenance Medication Refills for COPD**

The goal was to see an increase in maintenance medication prescription refills for members who completed 12 months in the Breathe at Ease program as compared to the 12 months prior to entering the program.

**Avoided Hospitalization**

Avoided Hospitalization works in conjunction with a reduction in ED visits and admissions. While the program puts members in better health to reduce visits and admissions, it also demonstrates that members are able to identify and take control of a serious situation before their condition worsens and require an ED visit which can result in an IP admission.

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**GOLD CLASSIFICATION**

GOLD classification is a condition management and disease education program. The program is led by a respiratory therapist and focuses on teaching members how to recognize, prevent or lessen the frequency and severity of acute exacerbations of COPD, increase the individual’s ability to self-manage their condition and improve overall health and quality of life.

**The Breathe at Ease program** was developed between Network Health and St. Elizabeth Hospital. The concept of the program was inspired by a randomized controlled trial conducted by the Veterans Affairs medical centers in 2006, with results published in January, 2010.

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**OUTCOME**

Central to this program is the development of the individualized action plan.

This involves self-recognition of a change in symptoms followed by the initiation of a predetermined series of steps to manage the symptoms. These steps often include starting medications such as oral corticosteroids and antibiotics, including the use of a rescue inhaler and promptly communicating with a health care providers. The program lasts for 12 consecutive months with an option to be renewed for another year if it is deemed beneficial for the member.

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