

CCNC: Ten steps to better health and lower costs.

THIS IS JENNIFER

1

A 31-year-old single Mom from Garner who struggles to control her asthma.

Jennifer and her daughter are Medicaid patients who see a family physician who participates in Community Care of North Carolina.



2

Today, Jennifer is suffering from another asthma attack.



3

She heads to the emergency room for treatment. This is her **third** trip in less than **two months**.



4

CCNC receives an **ALERT** that she is having problems and has been in the ER.



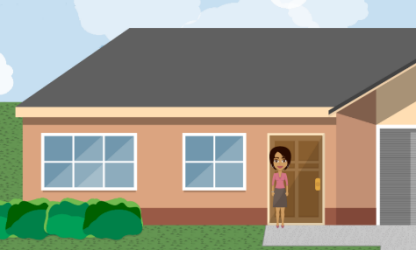

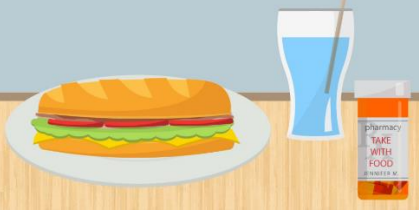

The **CCNC Care Manager** assigned to Dr. Adams, Jennifer's family doctor, is notified.



5

The **CCNC Care Manager** reviews Jennifer's prescription records and see she **hasn't been regularly refilling** her new asthma medicine.



<p>6</p>	<p>The CCNC Care Manager also finds out that Jennifer has taken an older medication that may reduce the efficacy of her new prescription.</p>	
<p>7</p>	<p>The CCNC Care Manager calls Jennifer to suggest a home visit to talk about her asthma and to review her medications.</p>	
<p>8</p>	<p>When the CCNC Care Manager arrives at Jennifer's home, she asks her to collect all her medications, including what was prescribed at the hospital.</p> <p>A CCNC pharmacist looks for problems between medications. He lets Dr. Adams know about Jennifer's complications.</p>	
<p>9</p>	<p>The CCNC Care Manager helps Jennifer schedule an appointment with Dr. Adams and shows her the correct way to use an inhaler to prevent an asthma attack from becoming an emergency.</p>	
<p>10</p>	<p>With a heads-up from CCNC Care Manager and recommendations from the CCNC pharmacist, Dr. Adams adjusts Jennifer's prescriptions at her next appointment and confirms she understands how and when to take her medications.</p>	
<p>One year later, Jennifer has her asthma under control and hasn't been back to the emergency room.</p> <p>By working with Medicaid patients like Jennifer, CCNC reduces ER admissions statewide.</p> 		
<p>To view the animated version of Jennifer's story, go to http://www.ccnccares.com/</p>		