PAPER CLIP—DEPRESSION

Description: A medical condition in which a person feels very sad, hopeless and unimportant, and often is unable to live a “normal” way.

Possible Cause: Examples include: Abuse, certain medications, conflict, death or loss, hormones, genetics, major events and life changes, serious illness or substance abuse.

Diagnostic Tests: Physical exam, laboratory (blood) to help determine if there is an underlying medical issue and a psychological evaluation

Conversation with Member:

• General opening such as: “How are things going with your overall feelings about yourself and your life situation?”

• Offer information: “I have some information to share with your regarding your depression. Are you willing to discuss your depression with me?”

• Get more specific: “It is important that you see your provider. Your provider may wish to do a physical exam and lab tests to rule out any underlying medical problems. Also, a psychological evaluation may be done to help determine any potential causes for your depression. This will help create a care plan to help you feel better.”

• Lifestyle impacts & Medical Treatment options: “Once you and your provider determine the cause of your depression, you need to follow the plan of care instructed by your doctor. If you begin taking medication, do not stop without consulting with your doctor. It may take a few months for the medication to help you begin feeling better. Try not to make any major decisions when you are feeling down. Many people have found staying active has helped with their depression, including:
  • Keep a journal
  • Join a group
  • Socialize with friends and family
  • Structure your time
  • Start a new hobby or get back into an old hobby
  • Get more exercise and enough sleep at night.”

• Review the member’s plan of action: “Based on this information, can we make a plan for you to work with your doctor on managing depression?”

National Standard: Priority Gap for Healthcare Effectiveness Data and Information Set (HEDIS) & Star Ratings

References:

• National Depressive Manic-Depressive Association (NDMDA)
• Toll-free phone number is 1-800-82-NDMDA or 1-800-969-NMHA

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