

TOGETHER

Experiencing the possibilities



LHSEBT Health & Wellness Center

brought to you by the Employee Benefit Trust



Cerner Today


over **22,000**
ASSOCIATES

hospitals
5,431

OVER
450,000
PHYSICIAN USERS

physician practices **5,594**
3,888 EXTENDED CARE FACILITIES

98 clients named
Health Care's
2015 Most Wired

52 client hospitals named
US News and World Report
Most Connected

345+ 
PATENTS
WORLDWIDE

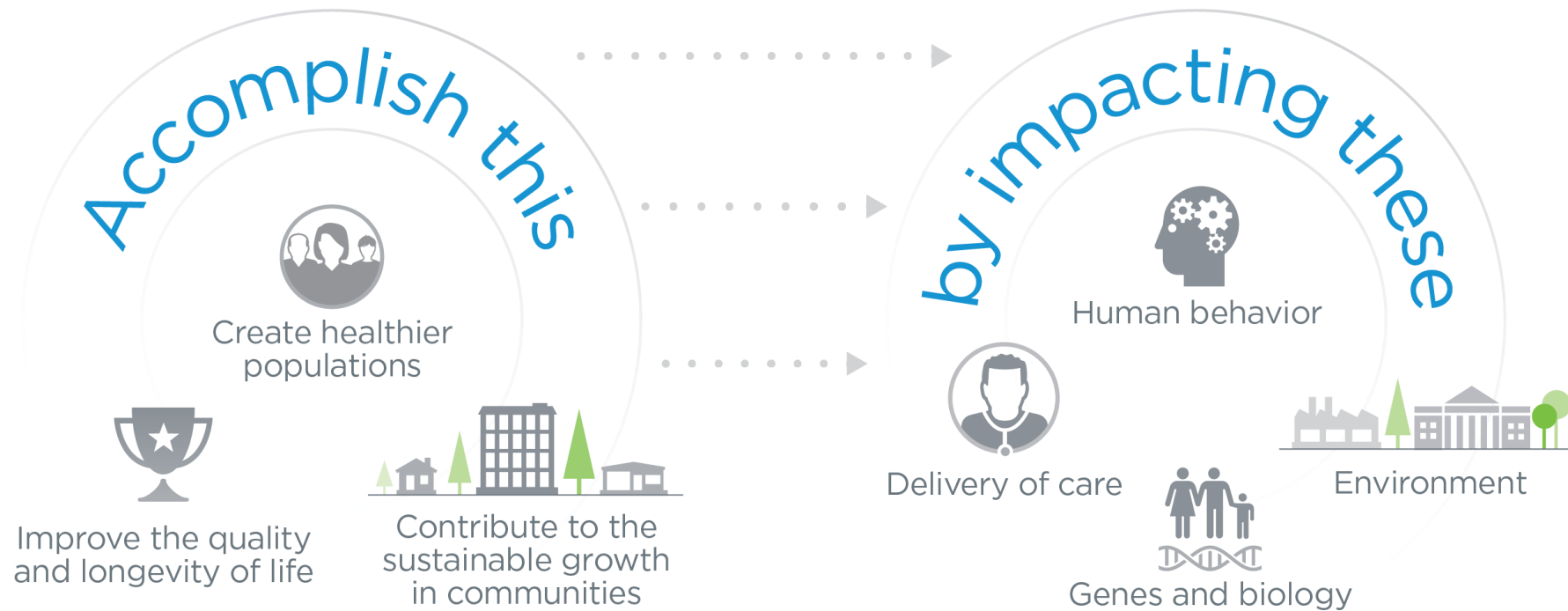

over **20,000**
CLIENT
FACILITIES 
30+ COUNTRIES

OVER **\$4.9B**
CUMULATIVE R&D INVESTMENT

\$4.4 ✓
BILLION 
2015 REVENUE

 **414** ACUTE CLIENTS **43** 
184 AMBULATORY CLIENTS **303**

Vision for population health



Health matters to people...

Reasons employers give for establishing on-site clinics

75%

Reduce lost time from work/increase productivity

74%

Reduce medical cost or health benefit spending

66%

Improve employee access to convenient healthcare

48%

Promote screening and preventive health services

13%

Provide a perk to attract employees

Source: Towers Watson

- **Employers**

- 85% say that their organization generally perceives the clinic as a success.
- 63% say it has successfully reduced lost work days.
- 58% say it has been successful in helping members control chronic conditions.

- **Return on Investment**

- For every \$1 spent...organizations save \$1.60-\$4.00.

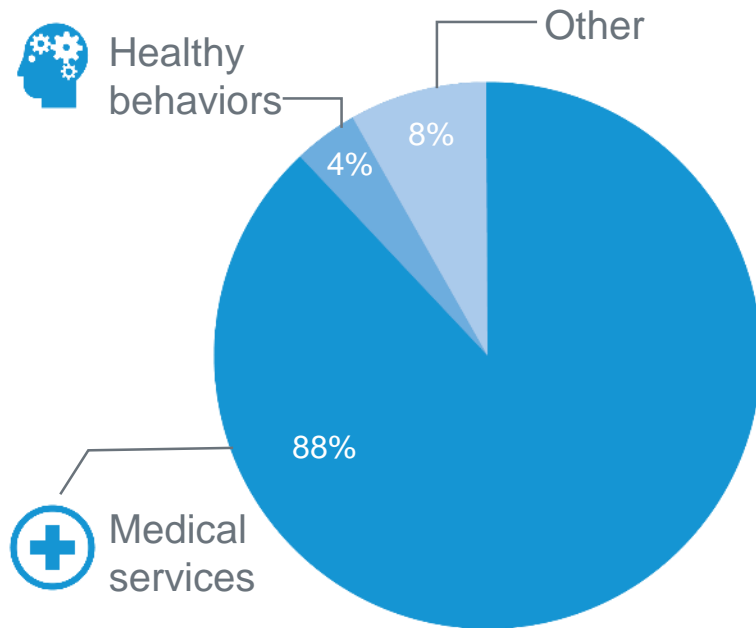
- **ModernHealthCare.com measured employee satisfaction**

- Respondents report that 45% of employees, on average, used the clinic in 2014.
- Half of respondents (48%) with a general medical clinic don't require any copayment for services
- 25% require a lower copayment than the employee would pay for comparable services under the company health plan.
- The majority of respondents with hourly employees (61%) do not require them to clock out of work for visits to the clinic.

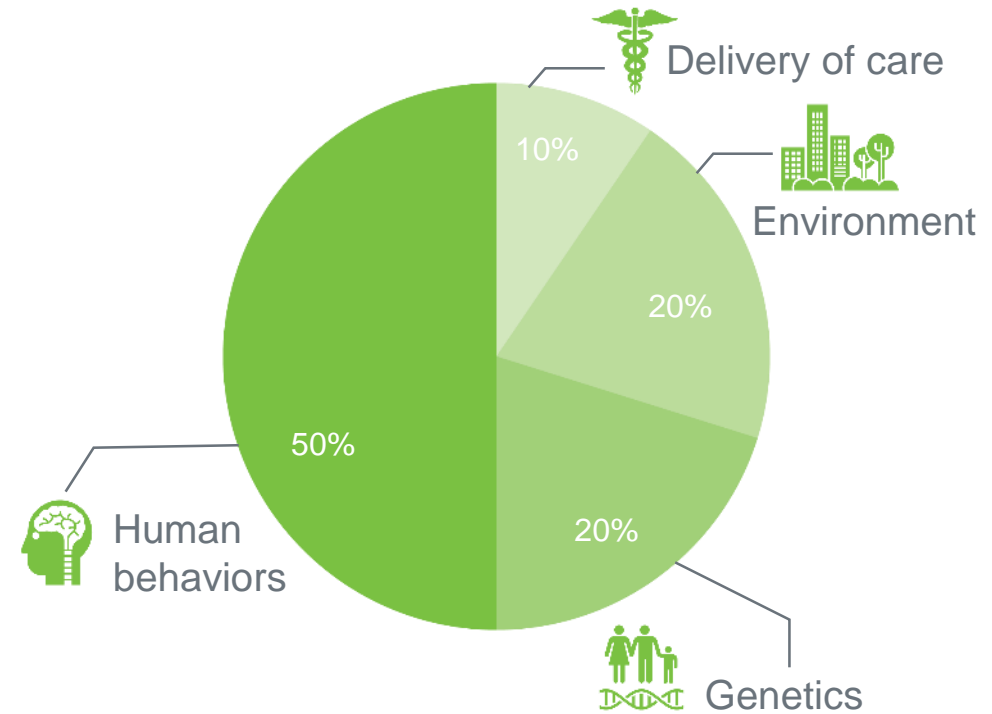
Source: Mercer, ModernHealthCare.com, National Association of Worksite Health Centers

Impact what makes us healthy

Spending on:

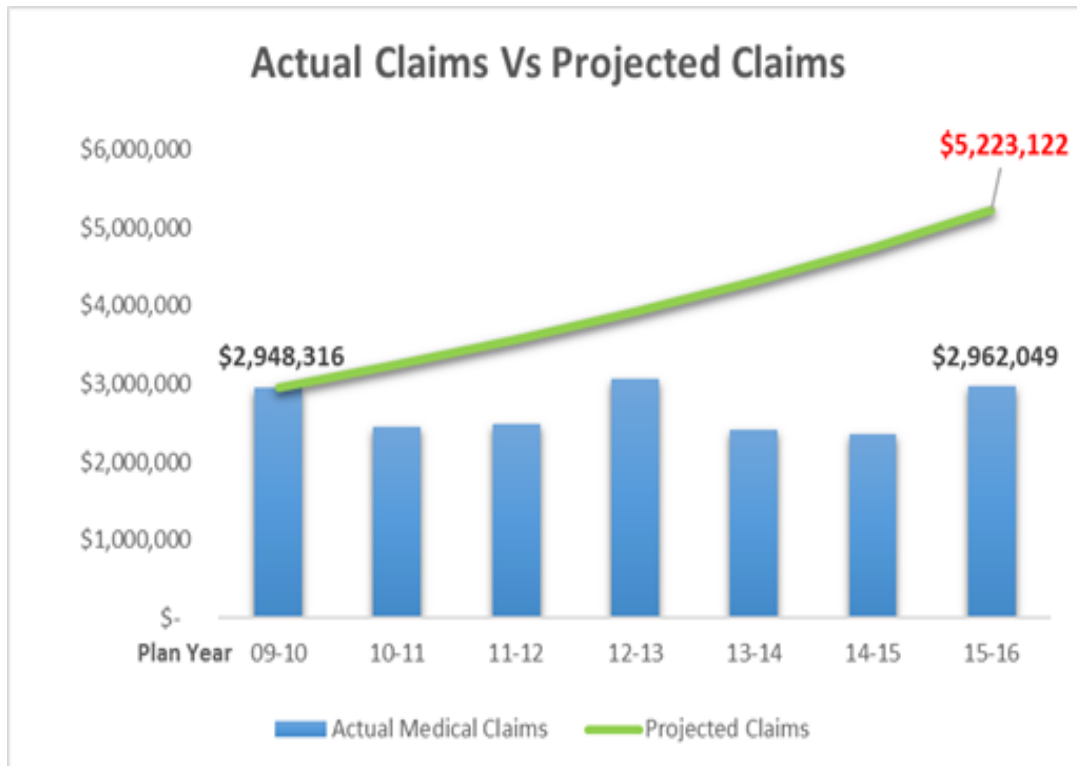


Should be spending on:

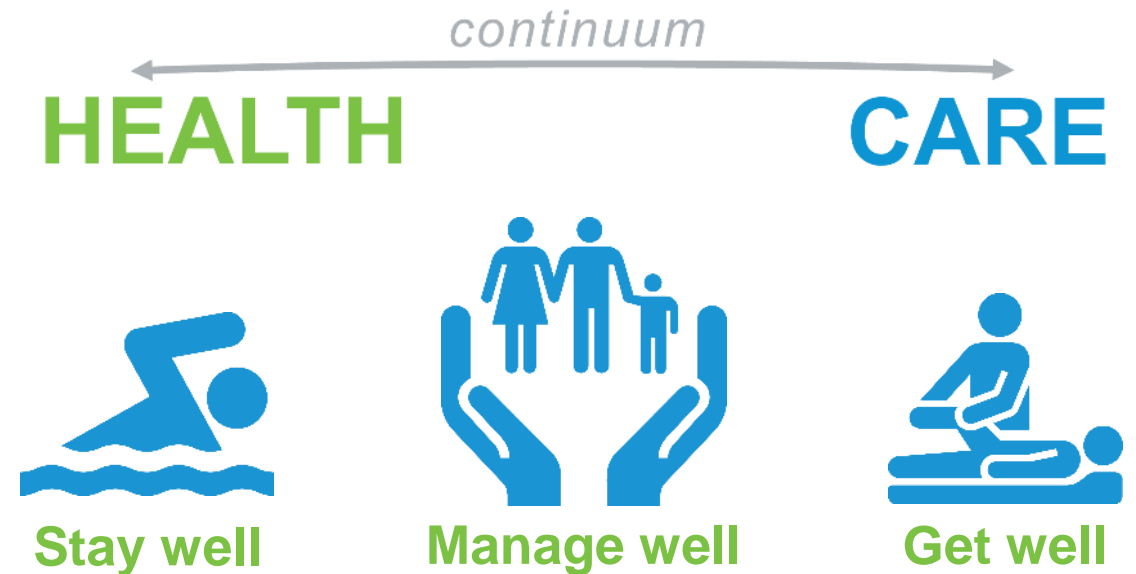


Our Why – Proactive Strategy

Our realization



Our proactive strategy





LHSEBT shifting from reactive care >>> to proactive health



Know

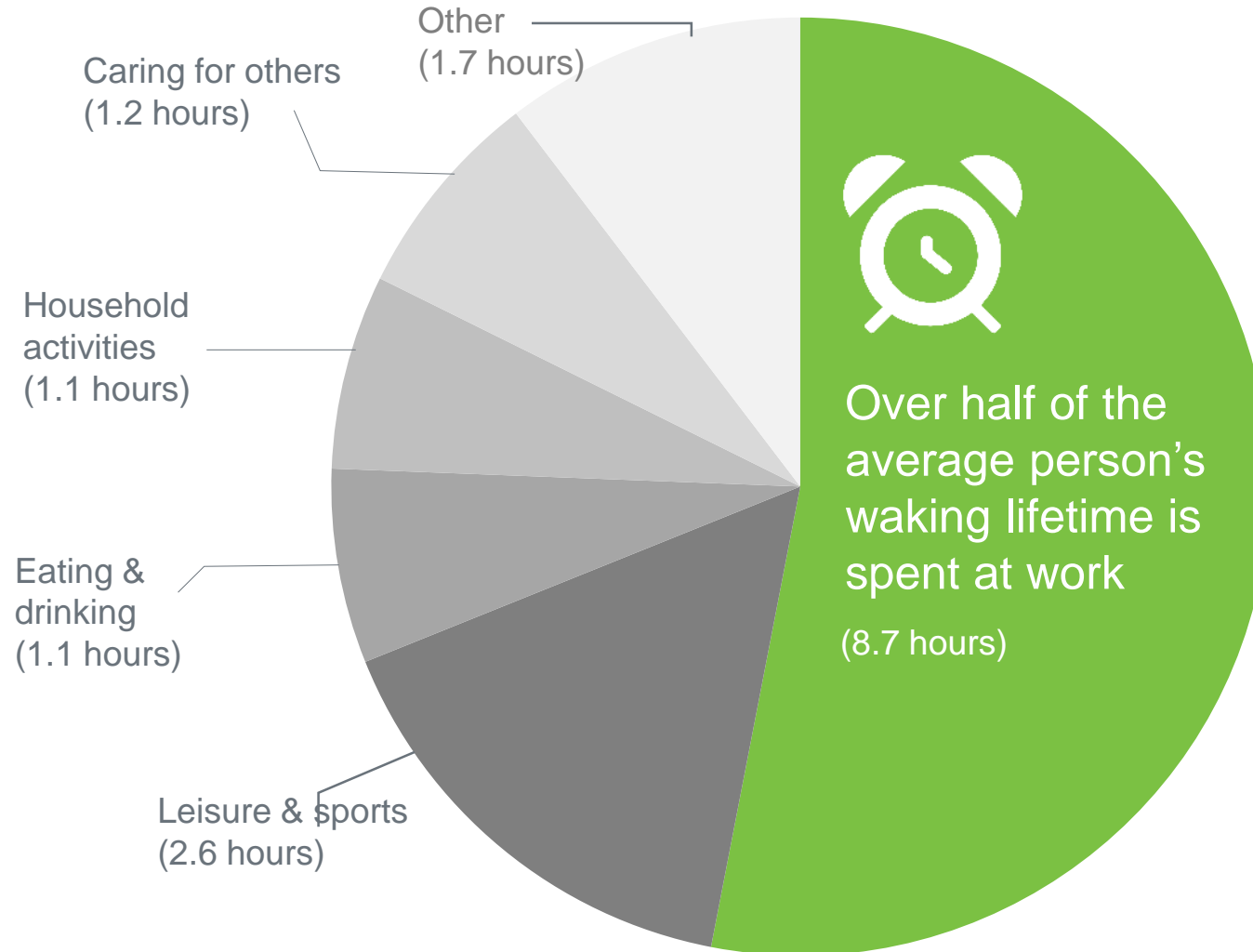


Engage



Manage

Lake Havasu School District - in a position to drive change



Giving back to school district employees

- ✓ Easier access to health care services
- ✓ Able to keep more of their personal income
- ✓ Easy access to health records with patient portal
- ✓ Reduced absenteeism and sick days
- ✓ Benefits programs coordinated with clinic services
- ✓ Improved physician / patient communication
- ✓ Chronic health conditions managed better



Ultimately, more time and energy to focus on their mission to prepare for tomorrow, one student at a time.

About the LHSEBT Health & Wellness Center

- Opened May 1, 2012
- Staffed by
 - Two full time family nurse practitioners, Crystelle (Chrissy) Carmack FNP-BC and Laura Shackelford FNP-BC
 - Two full time medical assistants, Diane Nyberg CMA and Robert Singleton
- Center hours:
 - Monday 7-5
 - Tuesday 7-5
 - Wednesday 12-6 (8-2 in summer)
 - Thursday 7-5
 - Friday 7-5
 - Saturday 7-12 and Sunday-closed
- Offers primary care services, urgent care services (minor illnesses/injuries), and the employer's wellness (W.O.W.) program



Our personalized model - quality versus quantity

Proactive medicine vs Reactive



LONGER APPOINTMENT TIMES=
QUALITY HEALTH
CARE EXPERIENCE

OPEN

6 days a week
51 hours

<5 min AVERAGE
wait time



Providers driven by
quality metrics

FLEXIBILITY

Early morning AND
evening appointments

Quarterly After hours wellness classes
Yearly Flu clinics on-site

NEWSLETTER

focused on
wellness

HEALTHY COOKING CLASSES
WALKING GROUP
SKIN SCREENING DAYS

Employee Utilization

Average Unique
Patients Per Year

*Jan-Nov Represented for 2016

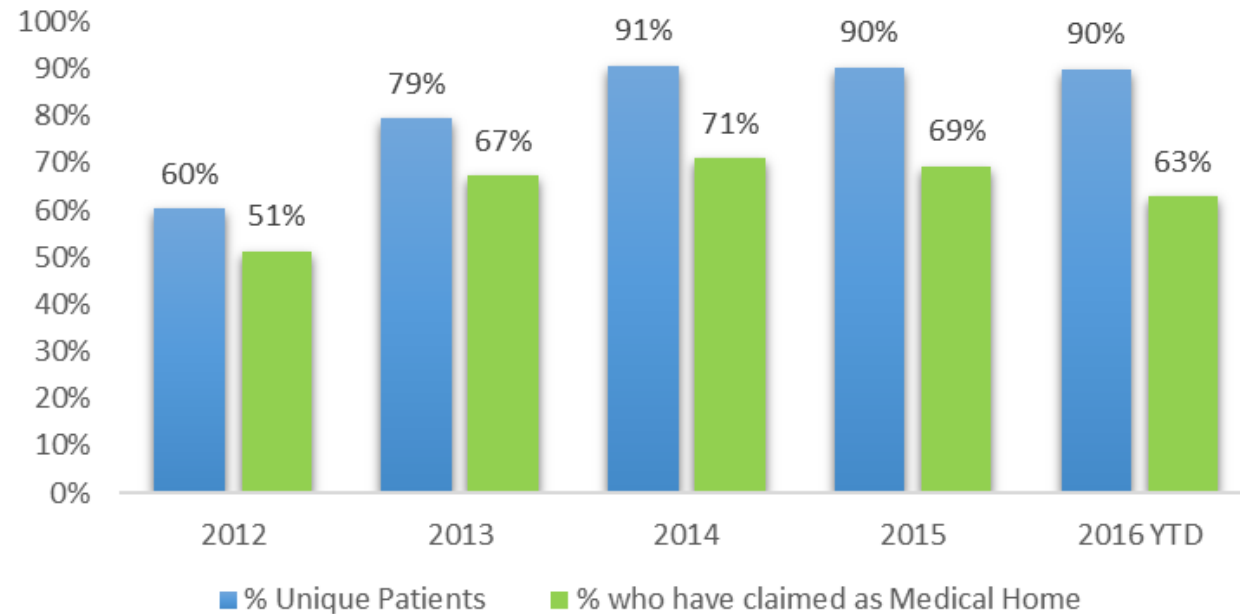
781

Average Unique Member
Count that claimed
Health Center as their
Medical Home each year

*Jan-Nov Represented for 2016

573

Eligible Member Utilization



Health center utilization

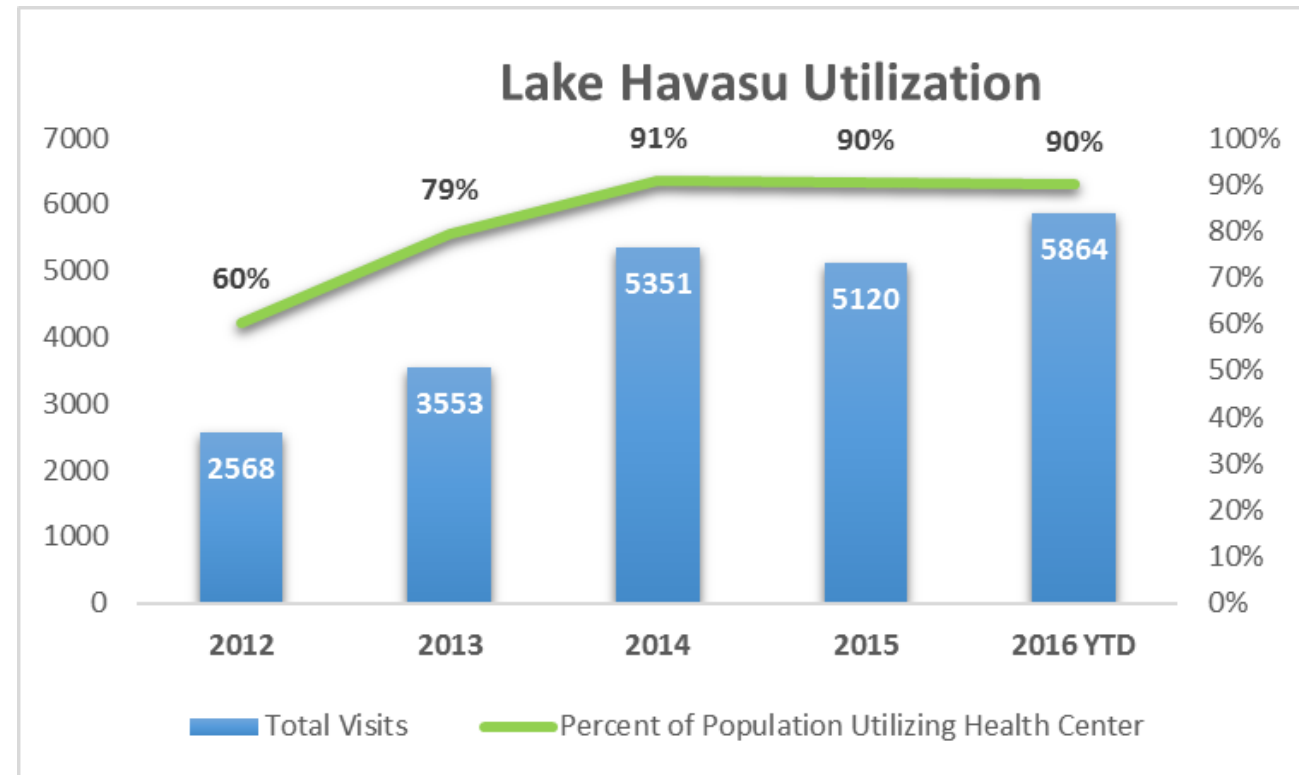
22,456

total visit count

4,491

Average total visits
per year

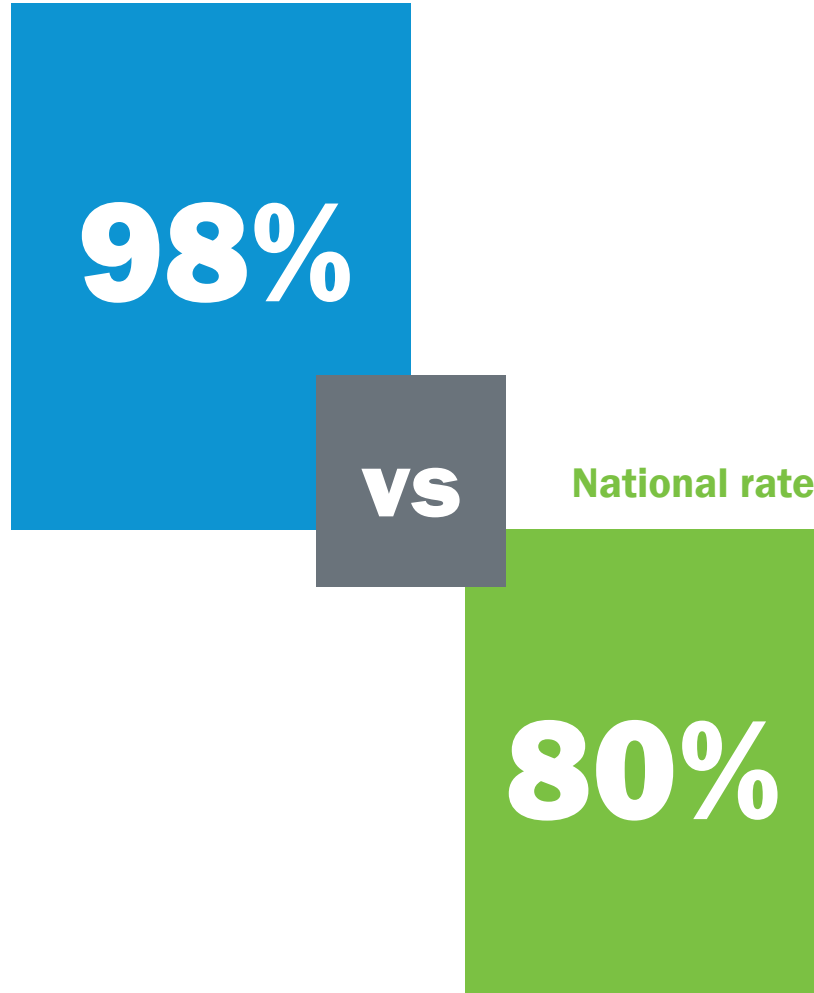
*Jan-Nov Represented for 2016



Over 90% eligible utilization the last three years

Patient satisfaction

Patient satisfaction rate



“The staff is always so helpful and attentive. I am so grateful and appreciative for our clinic and ALL they do for our families.”

“This is one of the best things the district has ever done.”

“The staff are always warm and welcoming. No wait time is a great change and the Rx can’t be beat- free. The surroundings are so calm and relaxing after a long day. I got the help I needed and was listened to as a person not a number. Thanks so much.”

“The Wellness Center never disappoints me. The staff is warm, caring, and always attentive to my needs. I was ill this appointment and they did everything possible to see me promptly and to get me back on the road to health. I love this place. Thank you for this center.”

Improving health outcomes, one patient at a time

The situation

59 year-old walks in for a skin lesion check on the nose

The result

Referred to dermatology for skin survey. Melanoma was identified on the leg and removed without complications.

55 year-old comes in for a sinus infection and was found to have a blood pressure of 200/110

Diagnosed with hypertension. To-date patient has lost 51 pounds and has normal biometrics.

55 year-old presents with a fish hook embedded in the hand

Foreign body was removed by center staff without complications. No emergency room visit was needed.

Improving health outcomes, one patient at a time

The situation

58 year-old obese patient with high blood pressure & high cholesterol who was motivated to lose weight

The result

Patient down 65+ pounds after one year with improved blood pressure, cholesterol and quality of life.

58 year-old presents with chest pain

Seen by cardiology as a same day visit instead of an emergency room visit. Final diagnosis was musculoskeletal cause.

17 year old seen twice for persistent sore throat. In-house strep testing was negative

Throat culture obtained and sent to the lab. Atypical strep infection identified and treated successfully.

Proven Results



Improving blood pressure outcomes

Background

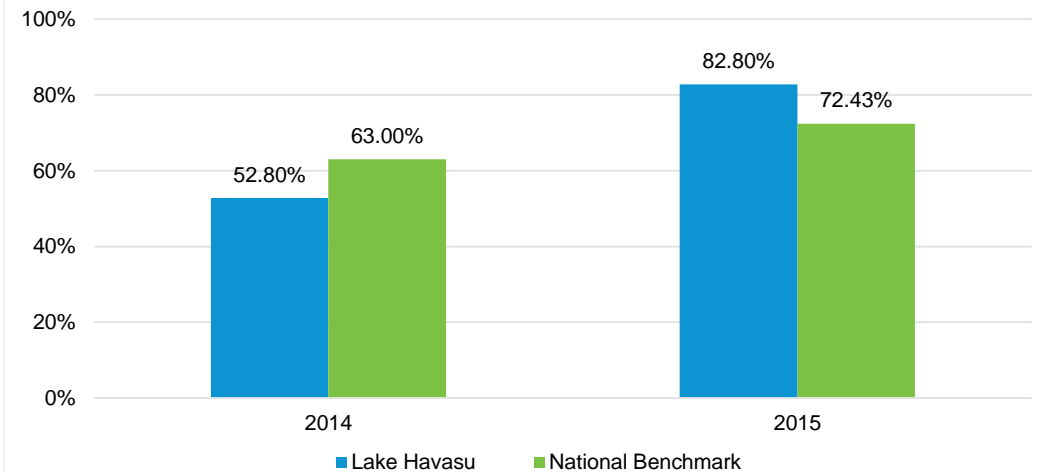
Employer-sponsored interventions, such as on-site health centers and wellness programs may lead to an improvement in blood pressure (BP) control and associated health services leading to lower costs.

Method

- Compiled list of patients who had a hypertension diagnosis
- Reviewed their on-site EHR and wellness records for recent appointments and blood pressure readings
- Scheduled patients to come in for follow-up examinations to discuss their diagnosis
- Assessed BP control, adjusted medications, advised on lifestyle modifications, and scheduled follow-up appointments
- Provided handouts on hypertension and encouraged home blood pressure readings
- Tracked patients through on-site health center data and wellness reports; launched outreach efforts on the effect of weight loss, exercise, and low sodium diet on blood pressure; ensured patients with elevated readings on isolated occasions scheduled follow-up visits

Results

Controlled BP in hypertensive patients
(Controlled BP: <140/90)



Year in review: health center highlights

- Highly skilled, dedicated staff with the ability to create therapeutic relationships with patients and provide them a complete medical home (**71% claim center as their primary care provider**)
- More effective utilization of hours of operation to accommodate patients
- Approximate 26% increase in center visits when compared to 2014 through 2015
- Offering expanded services such as skin biopsies and routine allergy shots
- Successful completion of quality improvement goal to improve blood pressure control in our hypertensive patients
- Continued collaboration with wellness team to highlight a monthly wellness theme and promote wellness offerings such as classes and flyers

Year In Review: Wellness

Holiday Nutrition Wellness Class

- Discussed healthy holiday eating
- Collaborated with Taher to conduct a cooking demonstration with food sampling
- Approximately 20 participants

Managing Holiday Stress Presented by Alliance

Importance of Heart Health Wellness Class

- Presented by Dr. Dalloul
- Approximately 20 participants

Wellness initiative: sun safety

- Approximately 25 screenings preformed by a community dermatologist provider in September 2015 and 25 screenings performed in February 2016
- Distributed sunscreen and lip balm samples to all employees

March Nutrition Wellness Class

- Presented a cooking demonstration in collaboration with WAVE
- Approximately 30 participants

Wellness appointments

- 605 initial wellness appointments were completed
- Flu clinic
- Over 300 flu vaccinations were administered



KNOW

THE POPULATION



ENGAGE

MEMBERS



MANAGE

OUTCOMES

What we have done (2012-2014)

- Start better transparency, understanding and connections

- In 2012, Wellness Center & Wellness Program launched
- Historically, wellness program has focused primarily, around PHA completion, labs and achieving W.O.W. goal
- 2013, launched W.O.W Program to covered spouses.
- Offer health coaching / condition management through Health & Wellness Center

- Identified top conditions within broader population
 - Hyperlipidemia
 - Obesity
 - Hypertension
- Supported healthy activity levels by encouraging members to participant in exercise challenges, and provide incentives to members for completing coaching appointment and meeting W.O.W. goal.

- Engaged 440 Employee Members, and 93 Spouse Members completed personal health assessment (91%)
- Engaged 429 Employee Members, and 93 Spouse Members completed wellness screening (89%)

What we are doing (2015/2016)

- Foundational Wellness Initiatives
- Increase Member Awareness

- Utilizing Personal Health Assessment (PHA), labs/biometrics, and historical to determine key components of the wellness program.
- Further develop two way communication and outreach through education sessions / Wellness classes

- Provide a new / look and feel of W.O.W. dashboard
- Offered flu shots
- Offered Biometric Screenings
- Offered dermatology skin screenings
- Variety of onsite wellness classes
- Accommodating wellness center hours
- Promote EAP services and provided referrals
- Cooking demonstrations

- Increased number of preventative screenings (mammograms, paps, and colonoscopies)
- Wellness Center providers obtained DOT certification to complete DOT exams
- Collaborate/finalize 2016 strategic project plan to focus on increasing participation
- Create wellness offerings and initiatives around the wellness theme calendar
- Facilitate a steps challenge for members
- Recommend workshops specific to condition and fitness education

What we want to do (2016 and beyond)

- Increase general education & increase participation rates
- Grow population into activity & outcomes based culture
- Curb cost trend

- Increase education opportunities thru Wellness Classes / On-site presentations
- Develop long-term strategy and goals through strategic quarterly meetings
- Offer outcome based incentive (OBI) design that aligns with portal settings

- Offer Quarterly Wellness Classes
- Onsite Cooking Class
- Steps Challenge
- Chair Massages
- Host Walking Club
- Promote onsite fitness activities (yoga, cycling, etc.)
- Highlighting resources and upcoming events provide Monthly Newsletter and Resource pages highlighting month observances

- Value-of-Investment (VOI): Look at the impact of Lake Havasu's Health & Productivity Strategy
- Strategic discussion on telehealth and the benefits
- Strategic discussion around Livongo and impact on the diabetic population
- Strategic discussion around HealthRegistries / HealthIntent

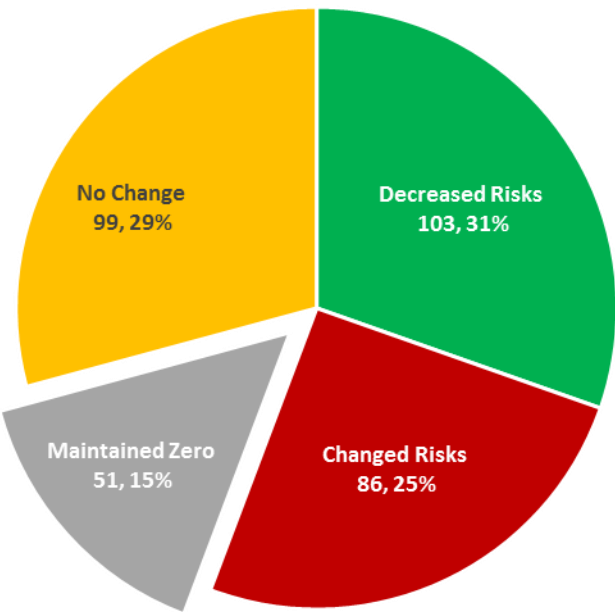
Cohort - Changes in Health Risk

Source: PHA and Wellness Screenings (7/7/15 – 6/30/16)

Cohort Health Condition Risk Shift

- From 2014 to 2016, 253 members or 75% of the cohort reduced the number of high risk factors, or had no change
 - 103 members or 31% decreased high at-risk condition count from 2014 to 2016
 - 99 members or 29% had no change in high at-risk conditions from 2014 to 2016
 - 51 members or 15% maintained zero high at-risk conditions from 2014 to 2016

Risk Migration (Cohort) 2014-2016



Shift in Number of Risks (Cohort) 2014-2016

