

## INSPIRING PEOPLE

Escambia County School District  
Year 2 Data Review  
January 2015-December 2015

May 6, 2016

# Agenda

- Introduction and Program Overview
- Executive Summary
- Patient Success Stories
- Health Center Stats & Volume/Engagement
- Screening and Risk Identification
- Health Outcomes
- Claims Analysis
- Satisfaction
- Performance Guarantees
- Next Steps/Strategies

# Capturing Value

## Identify Risk

- Data Mining
- HRA
- Biometric Screen
- Population Stratification

## Mitigate Risk

- CHR
- Action Plans
- Coaching
- Disease Management
- PHR/EMR

## Change Utilization

- Alter Risk Profile
- Discover/Treat Undiagnosed Conditions
- Reduce ER/UC/Specialist & Hospital Stays

## Capture Savings

- Lower Claims
- Fewer Lost Work Days
- Higher Productivity

Primary Care Services/Disease Management/Onsite Rx

# Executive Summary

- Total average monthly encounter volume increased 22% this year
- This increase averaged 84 more encounters per month and over a 1,000 encounters for the year
- Overall employee participation/utilization increased from 43% to 51% in Y2. H&C employee participation increased from 54% to 62.5%
- Overall employee engagement increased from 37% to 45% and 46% to 55% in the H&C population
- Annual Satisfaction Survey showed an increase from 91% to 93% very satisfied or satisfied. Patient Experience Survey showed 98% were very satisfied or satisfied.

# Patient Success Story #1

## HEALTHY LIKE ME SUCCESS STORIES

“Knowing how dramatically my health is improving gives me peace of mind.”



**Thomas** *Escambia County School District*

I have gone to the ECSD Center for Health and Wellness for the last several years and each time the results of my health assessment showed reasons for concern. This last time I saw Krystal Rogers, RN, who went into careful detail with me about my current condition and explained the severity of what could happen if I did not take my test results seriously. **I left there knowing I had to change my lifestyle and eating habits to regain my health so I could be around for my 15-year-old son.**

I was overweight, had high cholesterol and high blood pressure, and I just felt tired and not well overall. These health issues caused me to have shortness of breath and poor sleep habits.

Now I have a daily regimen that involves getting on my treadmill twice a day, monitoring my caloric intake, and eating healthy fats, vegetables, fruits and very lean

meats. I only eat grilled or baked foods and I avoid all fast foods or fried food. Additionally, I have done away with simple carbohydrates and I am drinking half of my body weight (in ounces) of water.

I feel 25 years younger! I also have much better peace of mind knowing that my health is improving dramatically and it will help me avoid many common illnesses that afflict people my age. I have improved my energy and vitality, and lowered my weight, waist size, blood pressure, body fat, and cholesterol – all without medications.

Thank you, Escambia County School District, for having the Center for Health and Wellness that can assist me with my wellness monitoring and counseling. I truly believe Krystal's guidance saved my life and I'm very excited about my future!

*Tom's story:*

*“Knowing how dramatically my health is improving gives me peace of mind.”*



To see more success stories – and share your own – visit [www.marathon-health.com/healthylikeme](http://www.marathon-health.com/healthylikeme)

# Patient Success Story #2

## HEALTHY LIKE ME SUCCESS STORIES

“ Whether I wanted to admit it or not, it was difficult to catch my first and second grade students if they ran. ”



**Debra** Escambia County School District

I've been overweight but physically active for about 27 years. Aside from the obvious social stigma, being obese really limited my choice of clothing, and made it uncomfortable to sit in airplane seats and chairs with arms. Whether I wanted to admit it or not, it was difficult to catch my first and second grade students if they ran, and it was difficult to bend over to keep them safe if they were having a behavioral issue. I always said that when my weight started to have a negative impact on my life, I would get serious about losing weight. During my annual biometric screening sponsored by my employer, my blood sugar, triglycerides, and blood pressure were slightly elevated over previous years. My primary care doctor said she wasn't worried, but I knew it was time to be true to myself.

I had seen the results of my bloodwork before seeing Dr. Raina Alexander at the Marathon Health center, so I already had a goal in mind – I wanted to lose 70 pounds in an effort to improve my overall health. Dr. Alexander asked some personal questions in an effort to better know my perspective. Then, she showed me options

for tracking my food intake and exercise. It was pure encouragement – no shaming.

I have lost about 50 pounds in a little over five months. My blood pressure dropped after the first month of healthier eating and exercising. I've dropped five sizes in clothing, and lost 9.5 inches off my waist. **I am better able to provide safety for my students when they need it.**

The greatest impact my weight loss has had is in my social and emotional life. My mood is enlightened. My family life is happier, and communication is healthier. Teachers with whom I have worked for six years are initiating conversations with me, asking for advice and providing me with positive feedback. Even some of the kids around school have given me compliments. I have a feeling of belonging that I've never felt before.

Just as I promised myself that I would get serious about weight loss when it began to impact my health, I have promised myself that I will never again be obese. Taking control of my health has been more of a privilege than a burden.



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Marathon  
health  
For life.

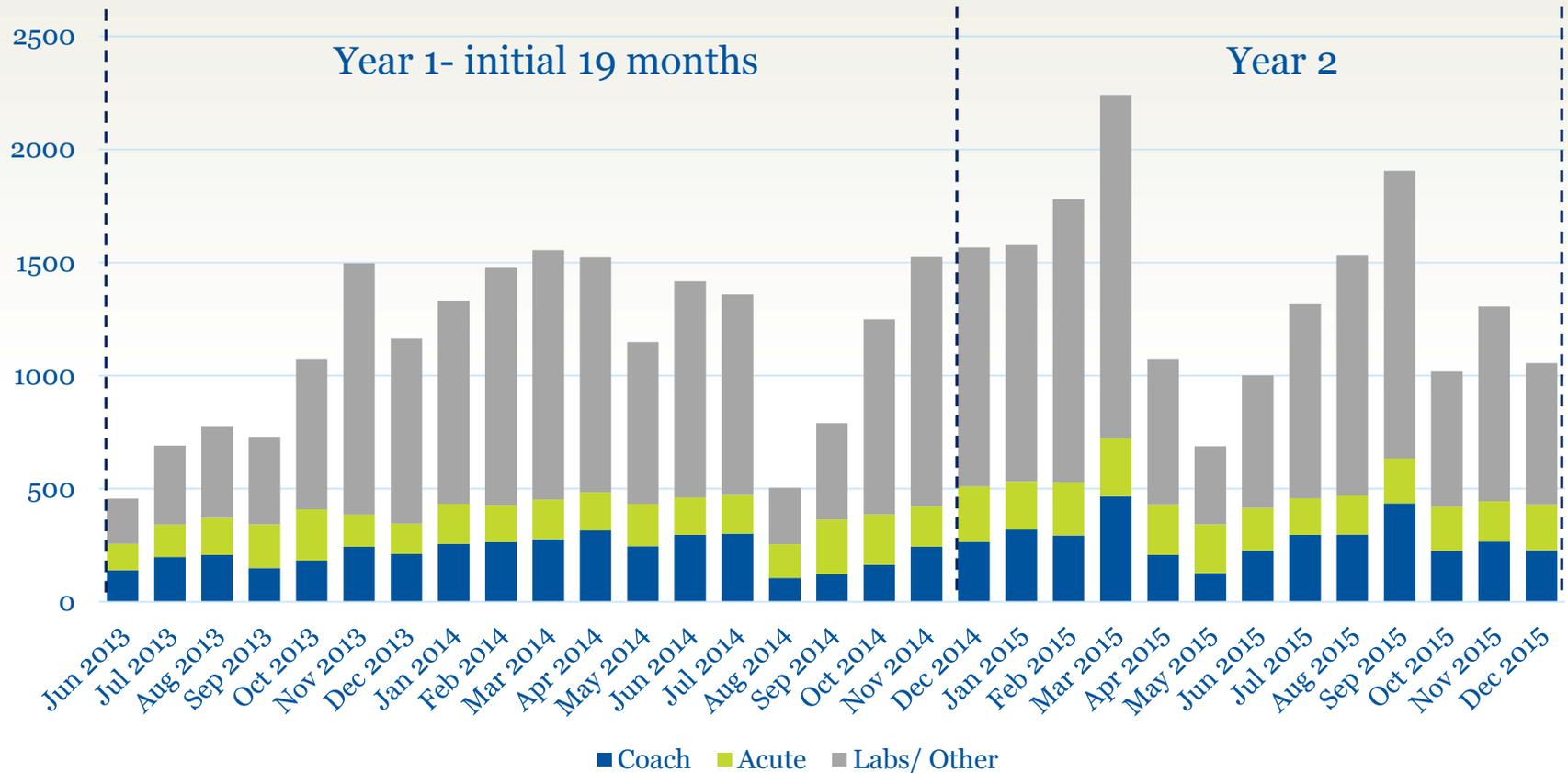
*Debra's story:*

*“Whether I wanted to admit it or not, it was difficult to catch my first and second graders if they ran.”*

# Health Center Volume and Engagement

# Total Monthly Service Volume

## All Members



	Avg. Monthly Coaching Visit	% Coaching Visits	Avg. Monthly Acute Visit	% Acute Visits	Total Avg. Monthly Visit	Avg. Total Labs
Year 1 (6/13-12/14)*	221	55%	177	45%	398	751
Year 2 (1/15-12/15)	282	58%	203	42%	486	889
Year over Year	28%		15%		22%	18%

\* Year 1 is 19 months

# Health Center Encounters by Member Type

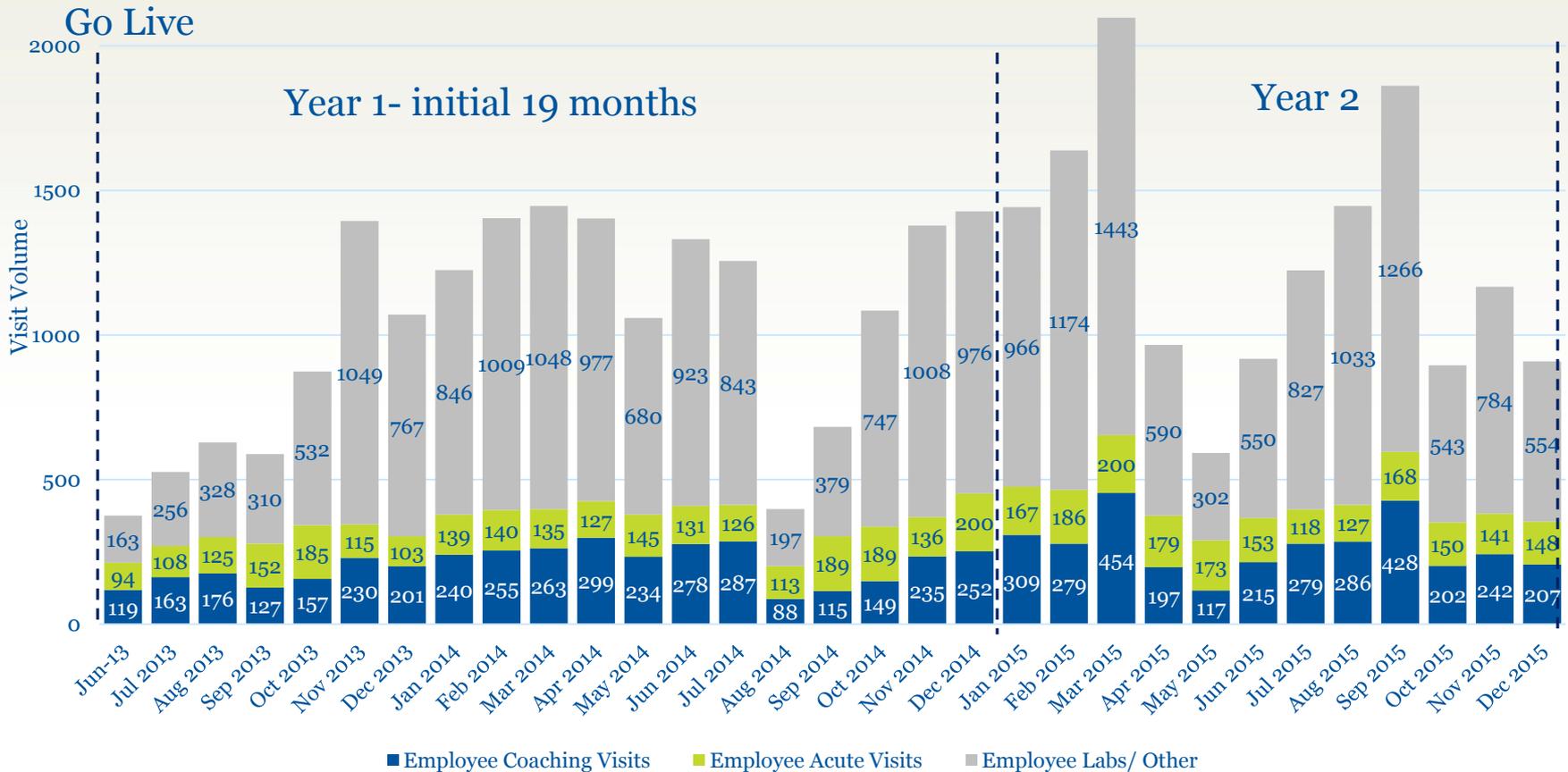
## Exclude Labs



	Avg. Monthly Employee Encounter	Avg. Monthly Dependent Encounters	Avg. Monthly Total Encounters
Year 1 (6/1/13-12/31/14)*	343	55	398
Year 2 (1/1/15-12/31/15)	427	59	486
Year over Year Change	24%	7%	22%

\* Year 1 is 19 months

# Employee Monthly Health Center Volume



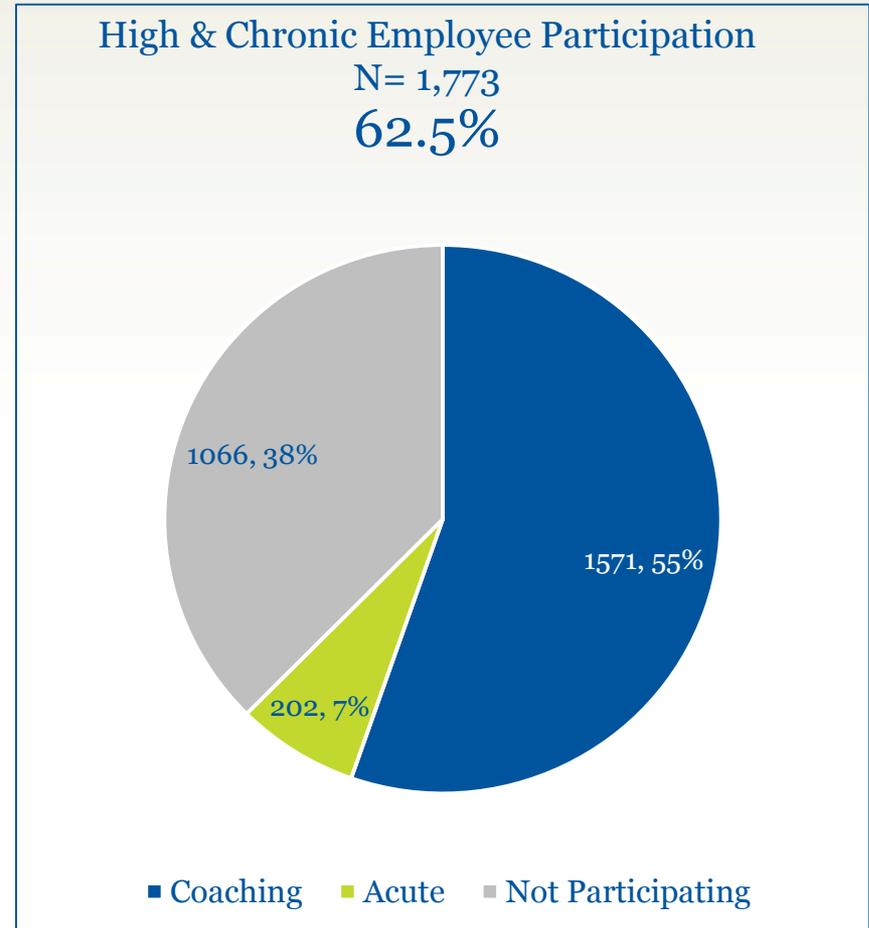
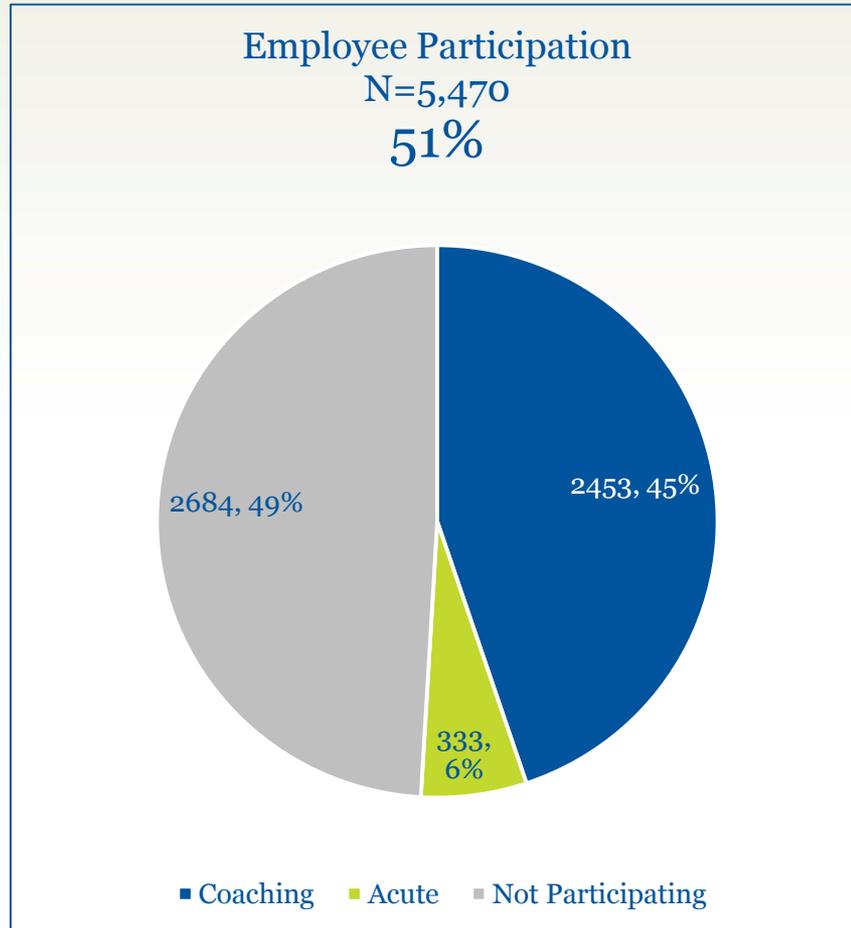
	Avg. Monthly Coaching Visit	% Coaching Visits	Avg. Monthly Acute Visit	% Acute Visits	Total Avg. Monthly Visit	Avg. Total Labs
Year 1 (6/13-12/14)*	204	59%	140	41%	343	686
Year 2 (1/15-12/15)	268	63%	159	37%	427	836
Year over Year	32%		14%		24%	22%

\* Year 1 is 19 months

# Employee Participation and Engagement

Participation- at least one visit (acute/coach) in the last 18 months

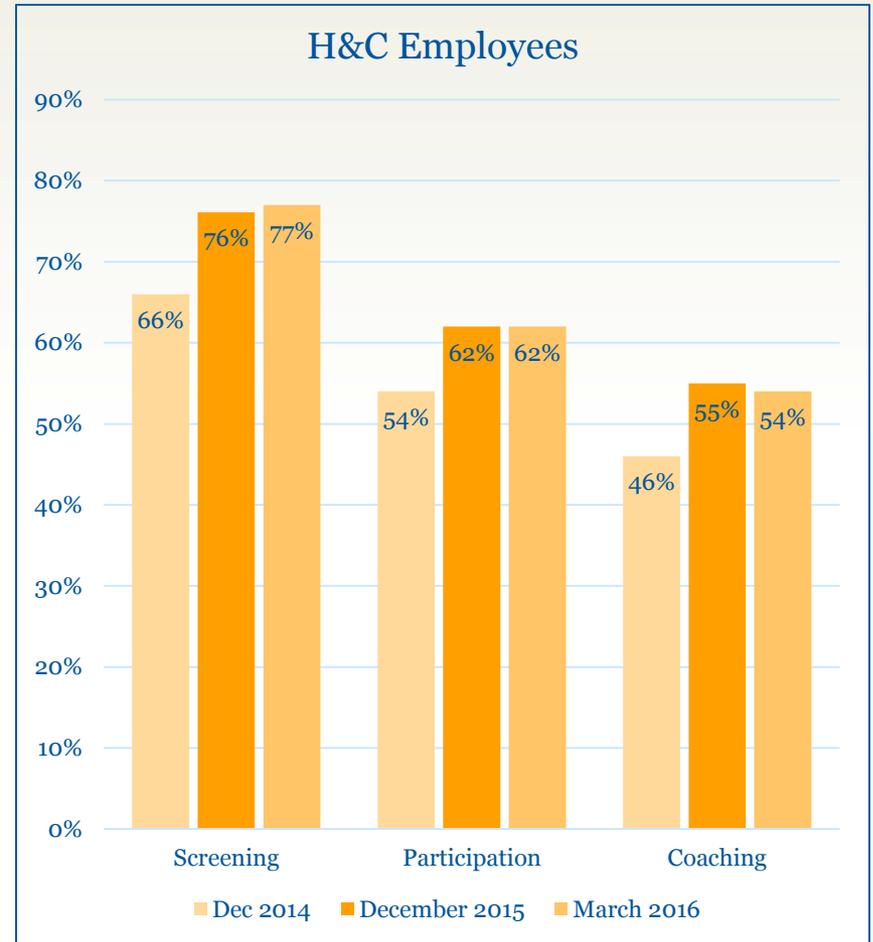
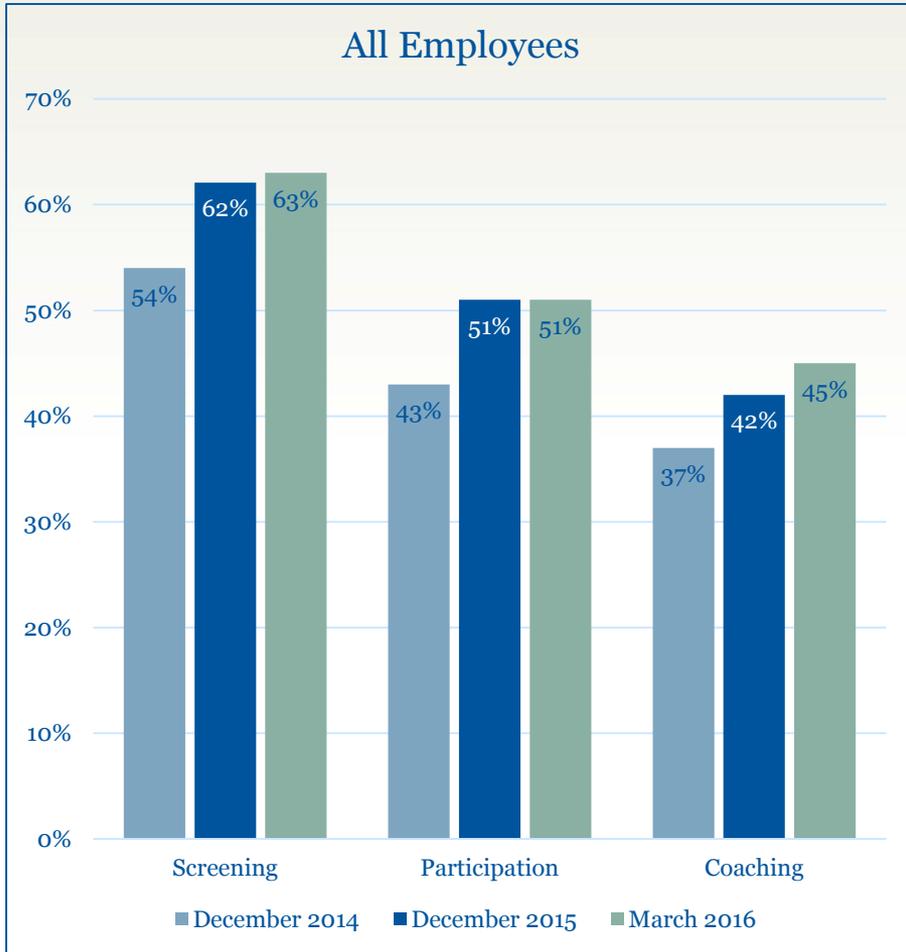
Engagement- at least one coaching visit in the last 18-months



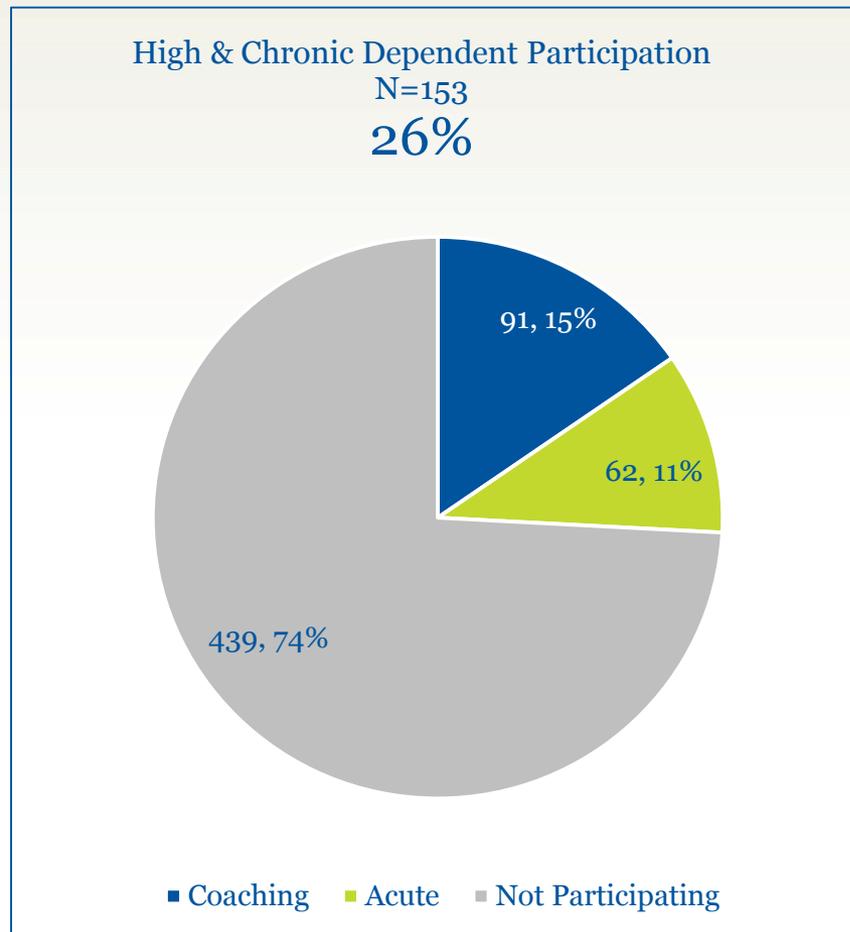
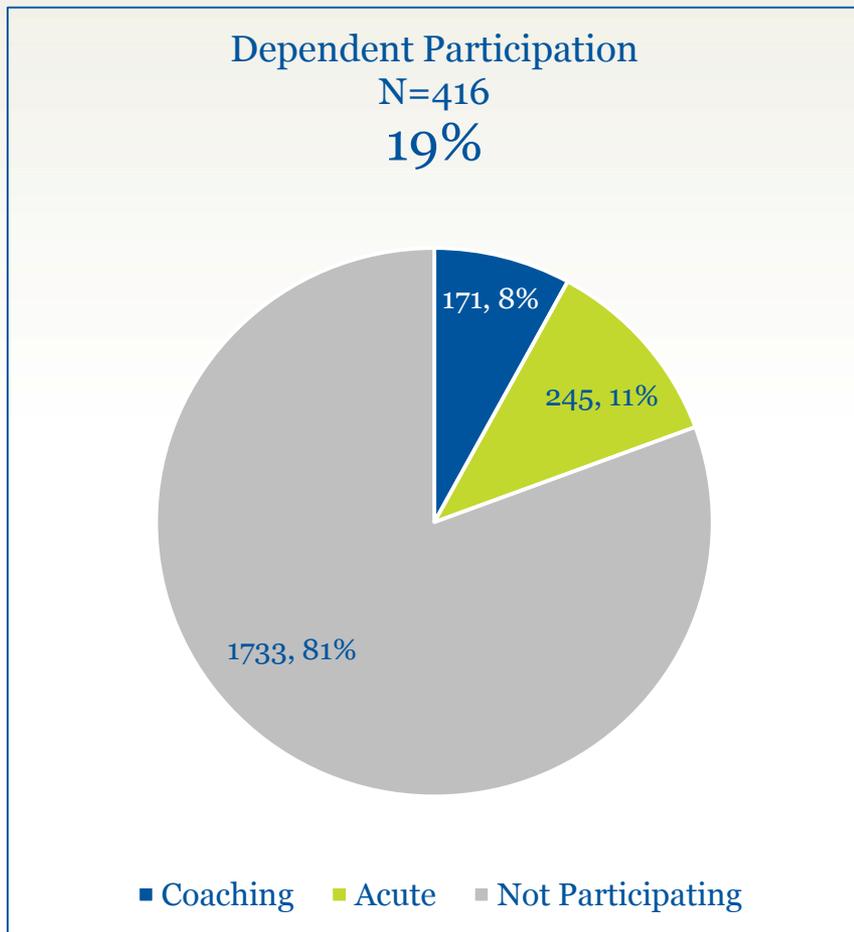
• Data as of December 2015

\*Engagement based on 18-month look-back

# Continued Growth in Employee Utilization

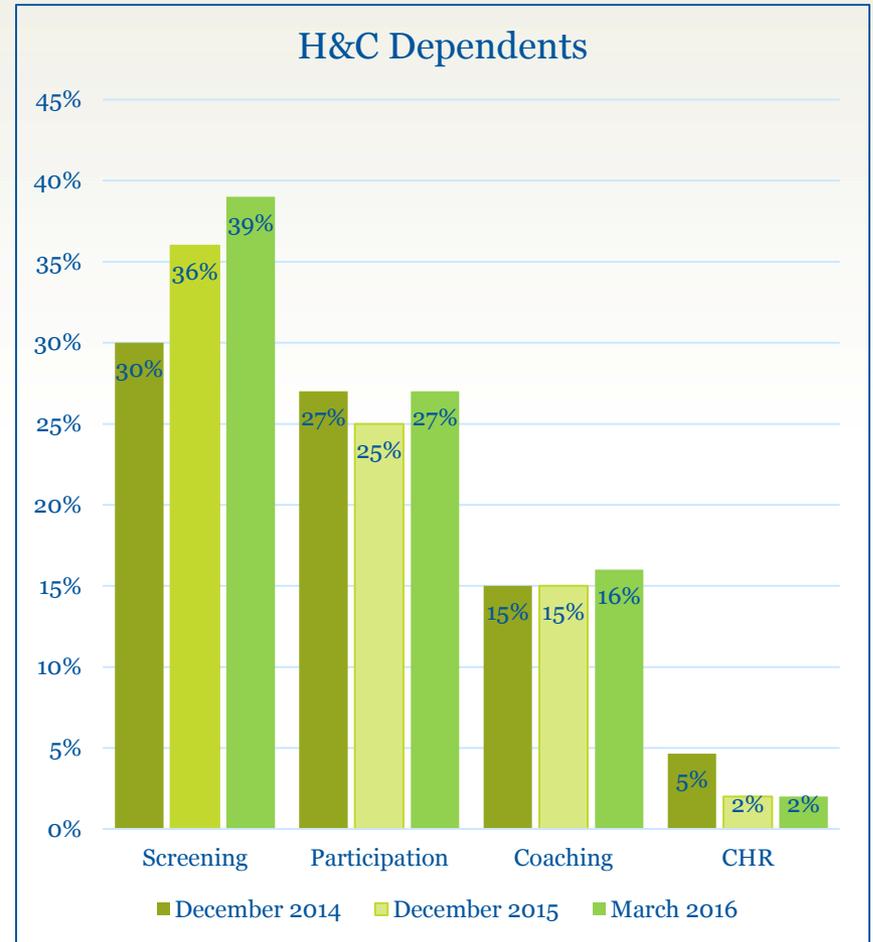
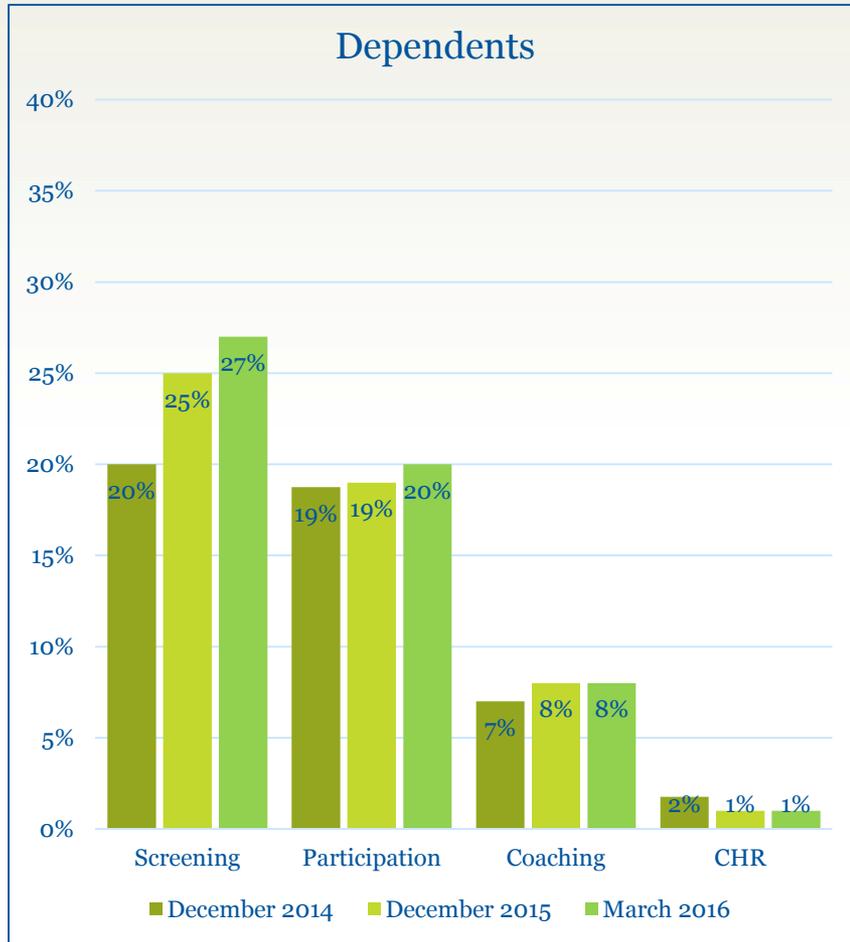


# Dependent Participation and Engagement Data as of December 2015



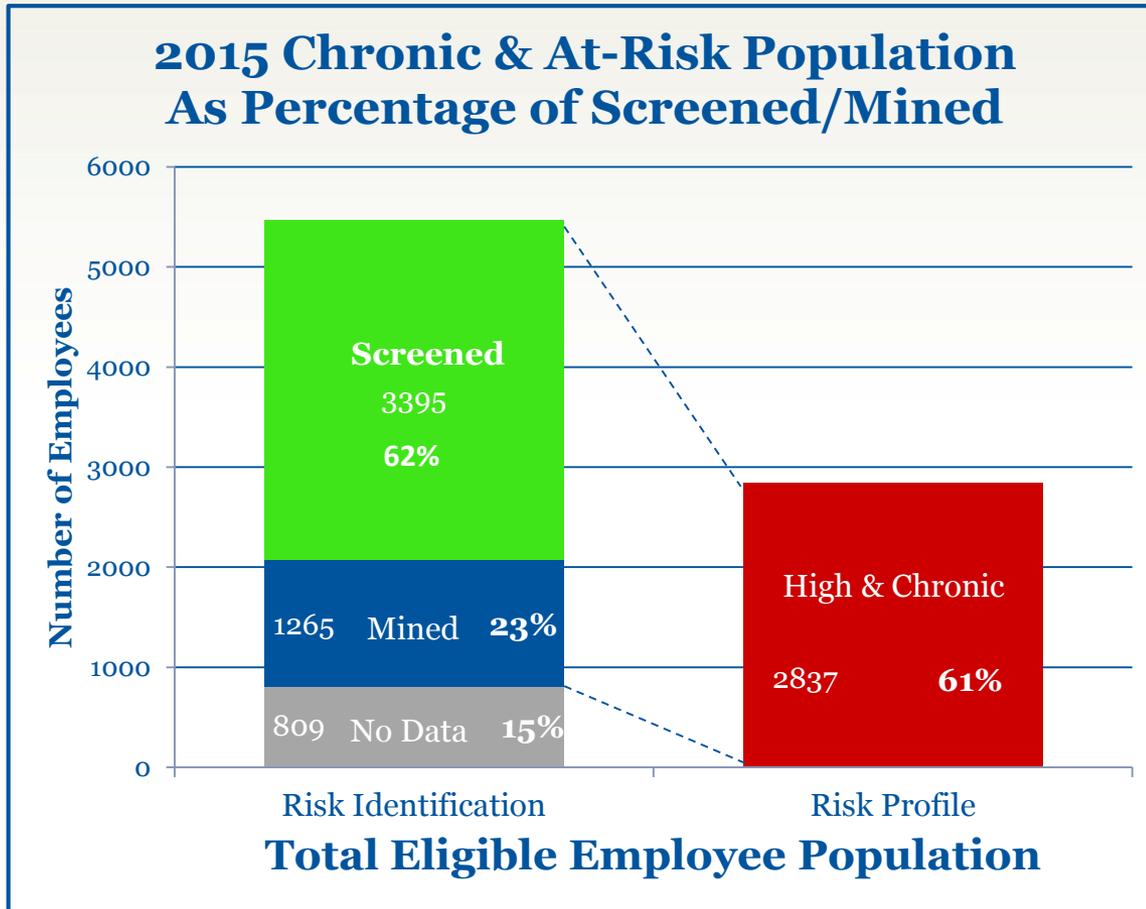
\*Engagement based on 18-month look-back

# Continued Growth in Dependent Utilization



# Screening and Risk Identification

# Employee Risk Identification



61% of those screened/mined are in the target population (having high risks and/or chronic conditions, "H&C").

# Employee Top Risk Factors Identified

Risk Factor/Chronic Condition	Data Source	# of EE's with risk factor / disease	Sample Size	Escambia 2014	Escambia 2015	U.S. Prevalence Rate	Status
High Blood Pressure/HTN <sup>†</sup>	Screening/Claims	1822	4660	39.1%	39.1%	30.0%	Red
Obesity	Screening	1465	3384	39.0%	43.3%	35.7%	
Inadequate Sleep	HRA	1167	3138	36.7%	37.2%	30.4%	Green
High Stress Levels	HRA	459	3196	15.7%	14.4%	10.0%	
Physical Inactivity	HRA	490	3179	15.5%	15.4%	36.2%	Green
High Cholesterol*	Screening	455	3005	13.3%	15.1%	23.8%	
Work-Loss Days	HRA	308	2964	11.0%	10.4%	20.0%	Red
High Blood Sugar/Diabetes <sup>†</sup>	Screening/Claims	567	4660	10.6%	12.2%	12.1%	
Asthma	Claims/Health Center	426	4660	6.3%	9.1%	7.7%	Green
Tobacco Use	HRA	158	3205	6.3%	4.9%	16.8%	
Chronic Bronchitis (COPD)	Claims/Health Center	221	4660	5.1%	4.7%	4.0%	Yellow
Coronary Artery Disease (CAD)	Claims/Health Center	191	4660	3.4%	4.1%	4.9%	
Job Dissatisfaction	HRA	47	3148	1.9%	1.5%	55.0%	Green
Life Dissatisfaction	HRA	23	3201	1.7%	0.7%	5.0%	
Congestive Heart Failure (CHF)	Claims/Health Center	41	4660	0.7%	0.9%	1.8%	Green
Alcohol Abuse	HRA	11	3205	0.6%	0.3%	8.5%	
No Seat Belt Use	HRA	7	3178	0.5%	0.2%	14.0%	Green
Perception of Health	HRA	20	3200	0.5%	0.6%	10.0%	

	Over US Prevalence rate
	Between 80% and 99% of US Prev
	Below 80% of US Prevalence

Snapshot in time, not matched cohort. See slide 24

### Top Risks Identified:

- High Blood Pressure/HTN
- Obesity
- Inadequate Sleep
- High Stress
- High Blood Sugar/Diabetes
- Asthma
- COPD

\*\*\*\*\*

### Other Areas of Concern

- Coronary Artery Disease

# Top Risks and Top Diagnoses

Patient Diagnoses - Top 20 (1/15-12/15)	
Description	Total
Comprehensive Health Review	1810
Screening, unspecified	1759
Sinusitis, acute	415
Encntr for general exam w/o complaint, susp or reprtd dx	353
Encounter for screening for other diseases and disorders	341
Hypertension	287
Upper respiratory infections	192
Acute sinusitis	173
Allergic rhinitis	133
Essential (primary) hypertension	117
Urinary tract infection	115
Bronchitis, acute	104
Body mass index [BMI]	99
Persons encntr health serv for oth cnsl and med advice,	99
Hyperlipidemia	94
Diabetes mellitus, without complication	91
Acute upper resp infections of multiple and unsp sites	83
Diet and exercise counseling	71
Depression	68
Vasomotor and allergic rhinitis	66
All Other	2801
<b>Total</b>	<b>9271</b>

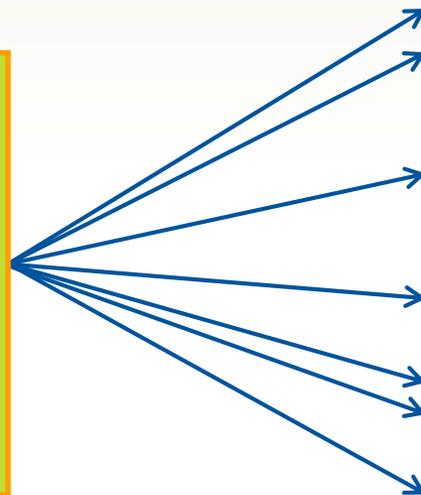
## Top Risks Identified:

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- Asthma
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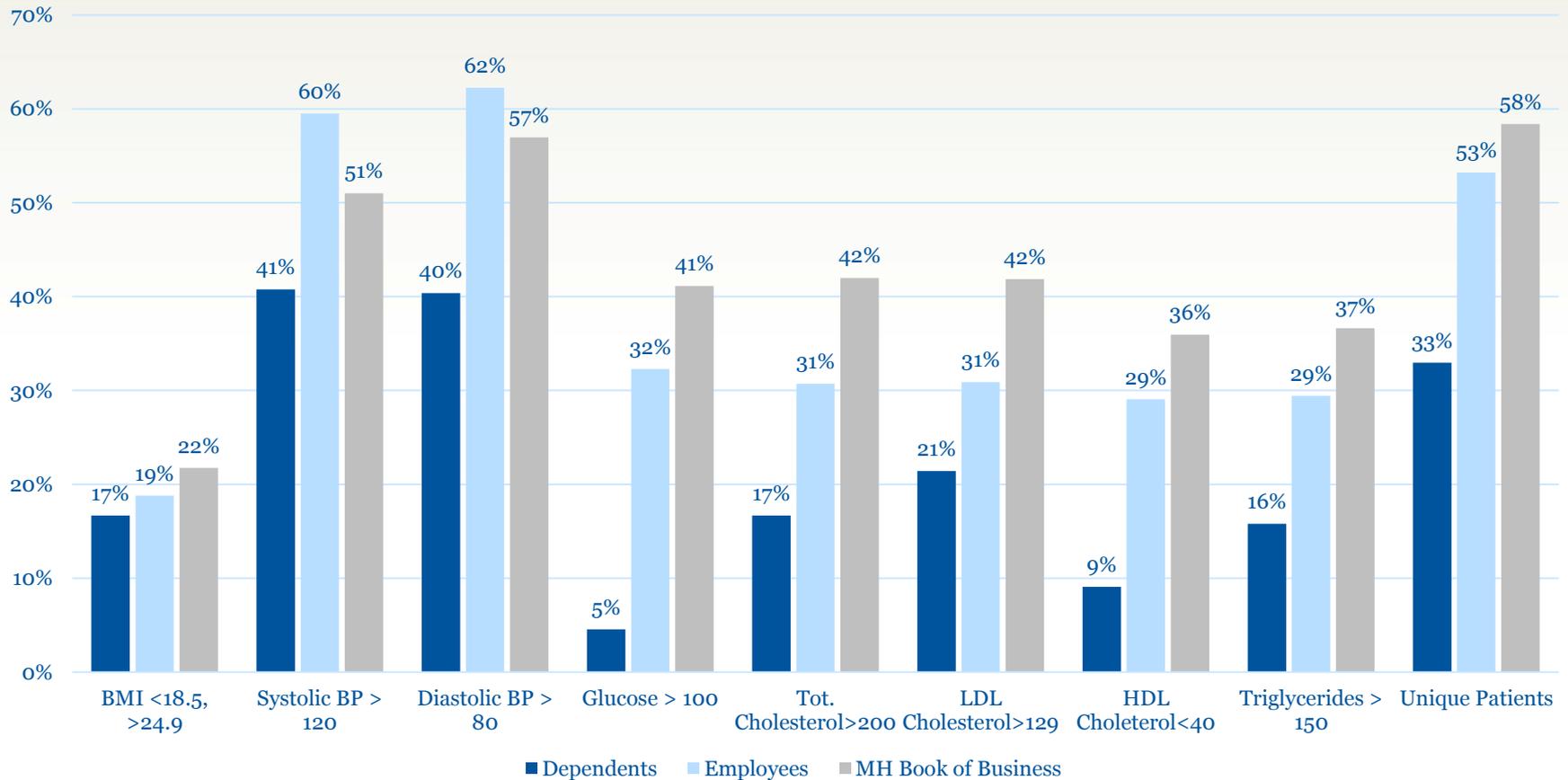
## Other Areas of Concern

- Coronary Artery Disease

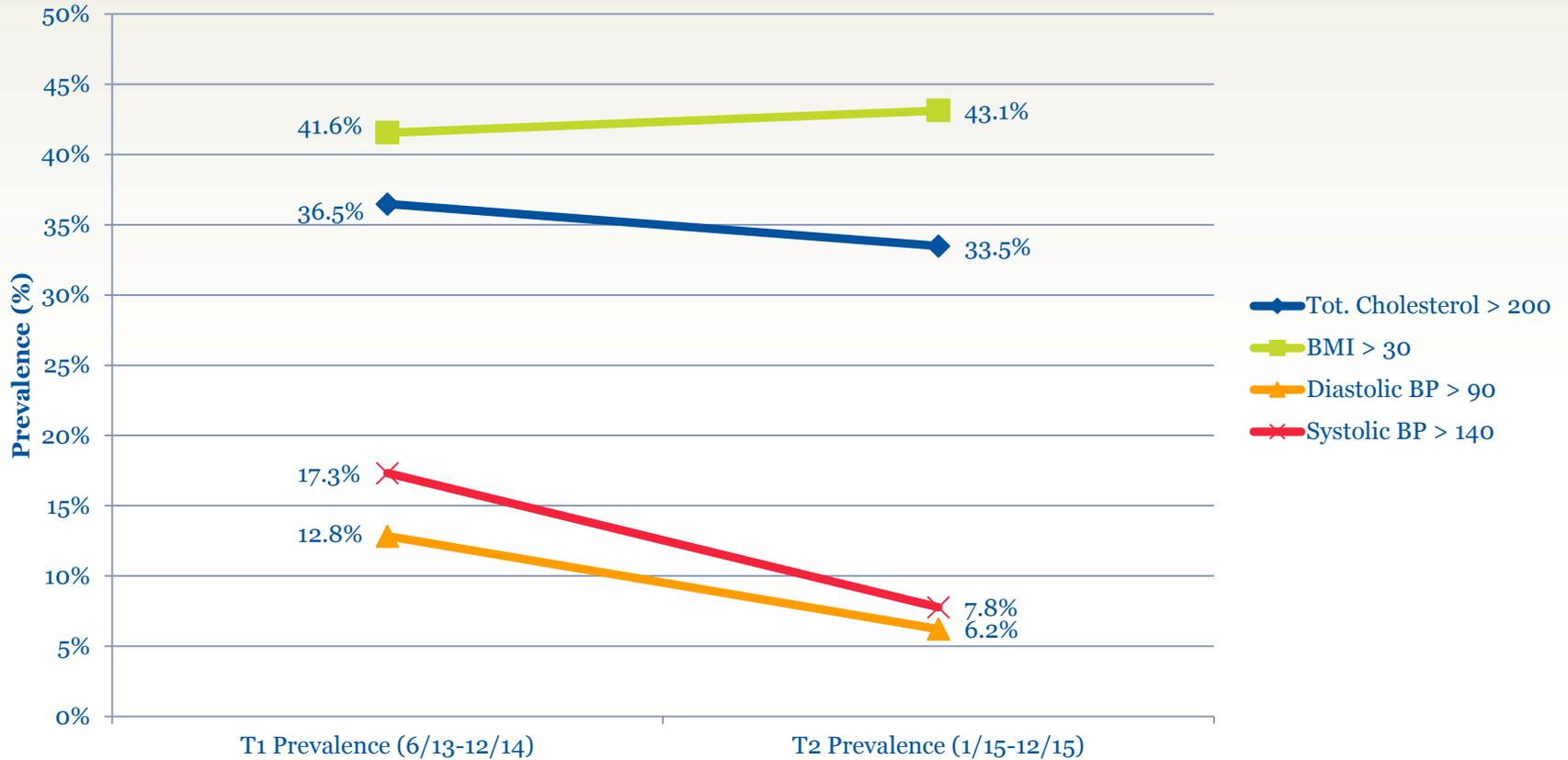


# Health Outcomes

# At-Risk Employees & Dependents Making Progress Toward Normal Range



# Prevalence of Risk Factors in Matched Cohorts Escambia Employees

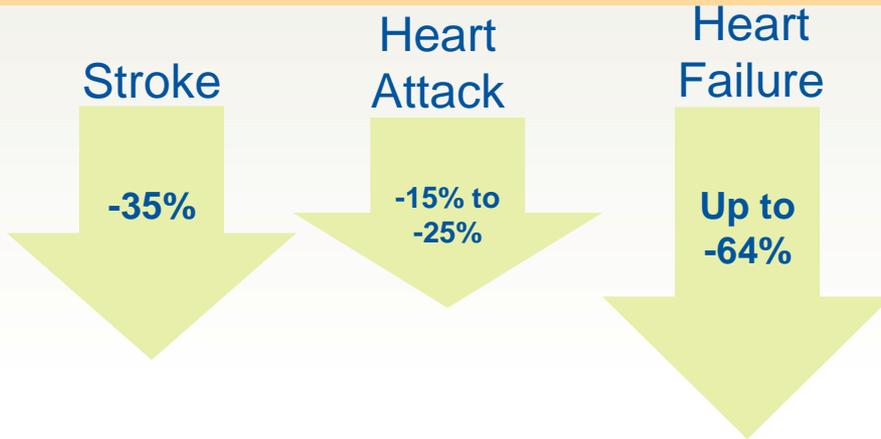


	T1 Prevalence (6/13-12/14)	T2 Prevalence (1/15-12/15)	% Change in Prevalence	Matched Cohort Size
<b>Tot. Cholesterol &gt; 200</b>	36.5%	33.5%	-8%	1239
<b>BMI &gt; 30</b>	41.6%	43.1%	4%	1776
<b>Diastolic BP &gt; 90</b>	12.8%	6.2%	-52%	1801
<b>Systolic BP &gt; 140</b>	17.3%	7.8%	-55%	1801

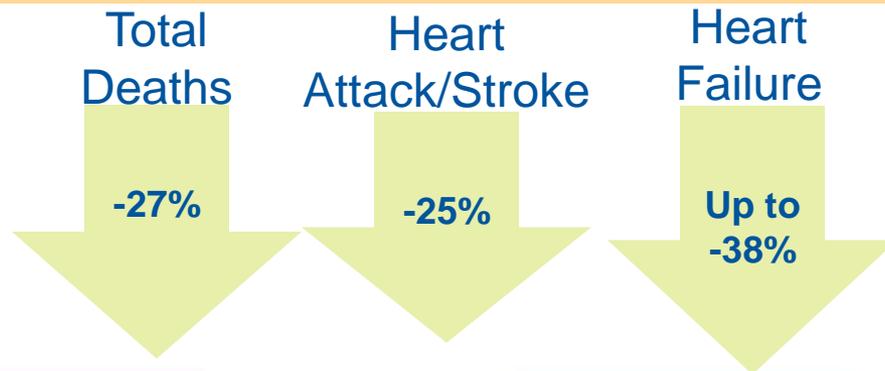
# Significance of Reducing High Blood Pressure / HTN

Summary of SPRINT Trial Findings, Published NEJM 2015

## Standard Hypertension Treatment Target <140



## Stricter Treatment SBP Target <120: Additional Benefits



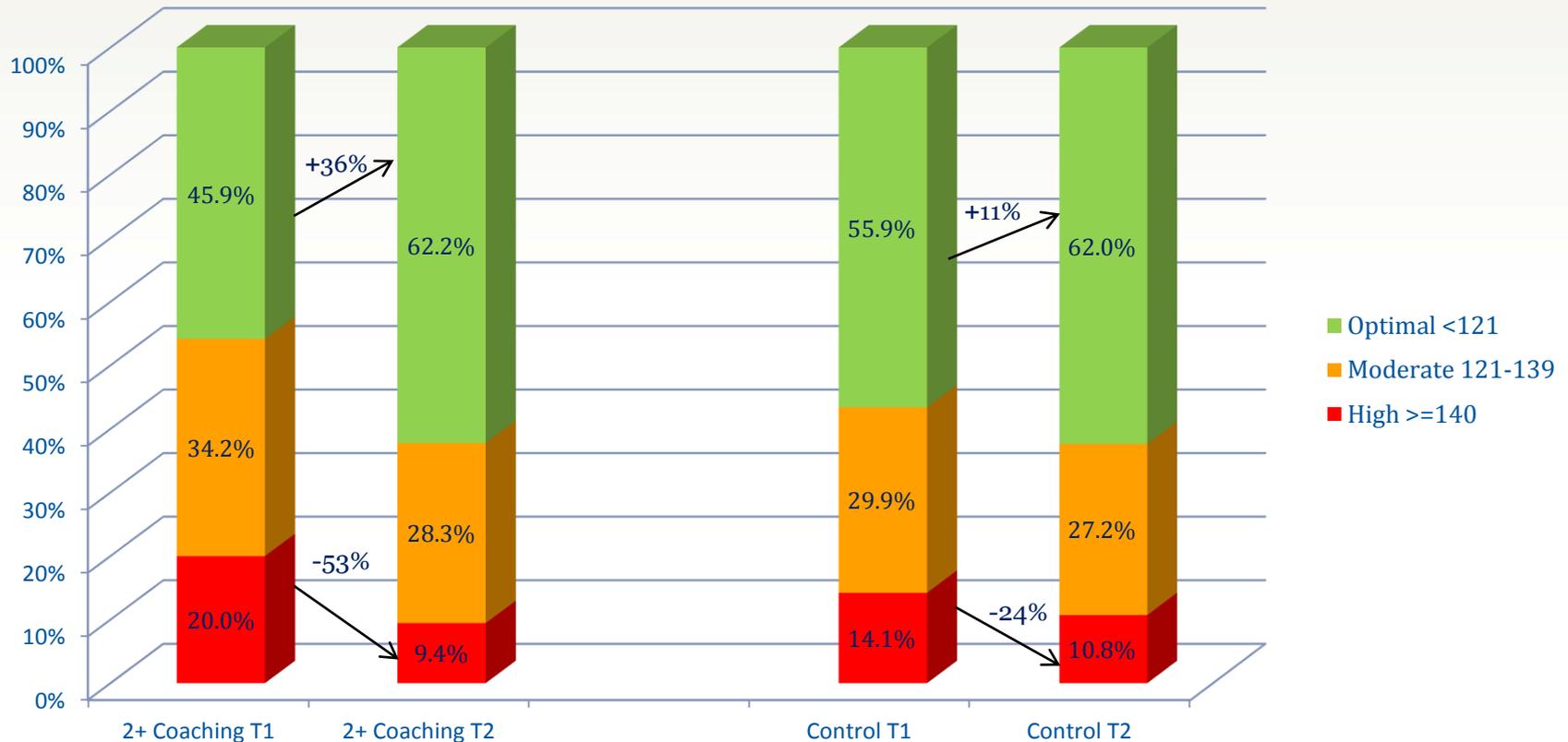
### Medical cost data per episode

- Avg cost of stroke: **\$20,396** (2006-08 data)  
<http://www.ncbi.nlm.nih.gov/pubmed/23954598>
  - Average cost of heart attack in first 90 days alone: **\$38,501** in commercial sector  
<http://www.nber.org/digest/oct98/w6514.html>
  - The long-term cost of heart disease or stroke may be **many times** the cost of the acute phase treatment  
[http://www.orau.gov/cdcynergy/web/ba/Content/activeinformation/resources/Cost\\_of\\_HD.pdf](http://www.orau.gov/cdcynergy/web/ba/Content/activeinformation/resources/Cost_of_HD.pdf)
- ❖ Note: the trial was discontinued due to safety concerns for the control group based on overwhelming evidence that lower blood pressure reduces risk of disease and death

# Systolic Blood Pressure Status Since Go Live

## 2+ coaching visits vs. control group

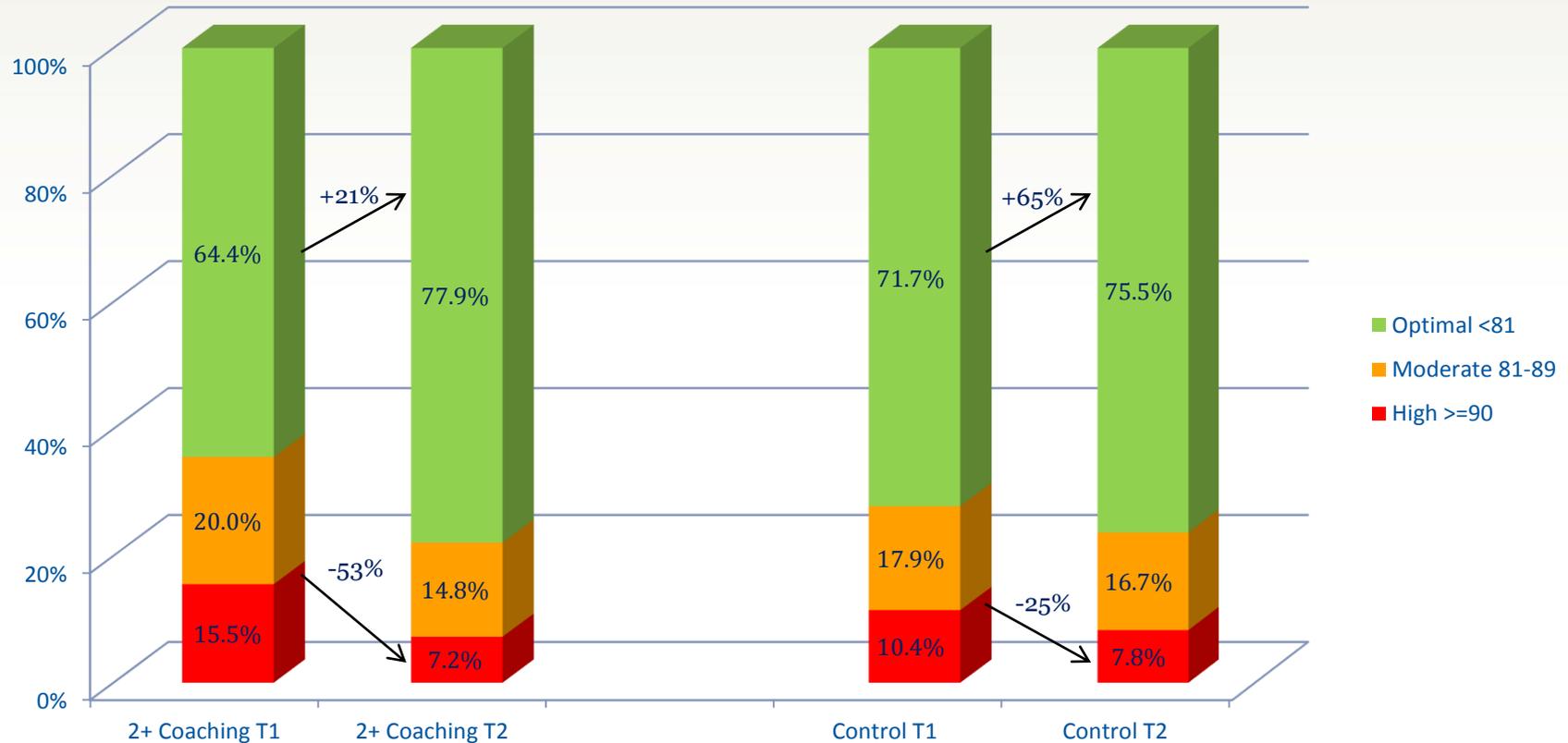
*Control group is defined as less than two coaching visits*



# Diastolic Blood Pressure Status Since Go Live

## 2+ coaching visits vs. control group

*Control group is defined as less than two coaching visits*



# Capturing Value

## Identify Risk

- Data Mining
- HRA
- Biometric Screen
- Population Stratification

## Mitigate Risk

- CHR
- Action Plans
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- Disease Management
- PHR/EMR

## Change Utilization

- Alter Risk Profile
- Discover/Treat Undiagnosed Conditions
- Reduce ER/UC/Specialist & Hospital Stays

## Capture Savings

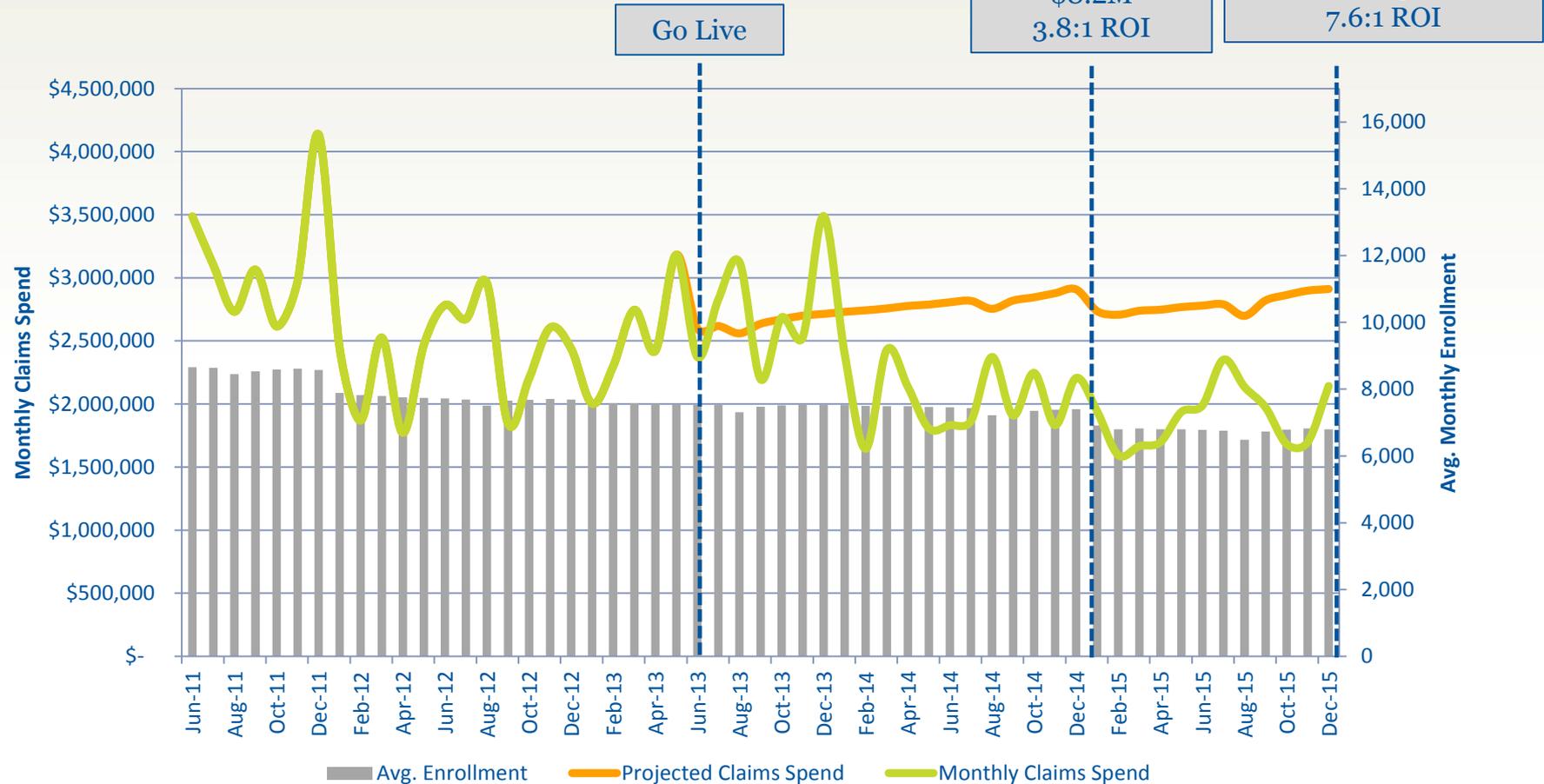
- Lower Claims
- Fewer Lost Work Days
- Higher Productivity

Primary Care Services/Disease Management/Onsite Rx

# Claims Analysis

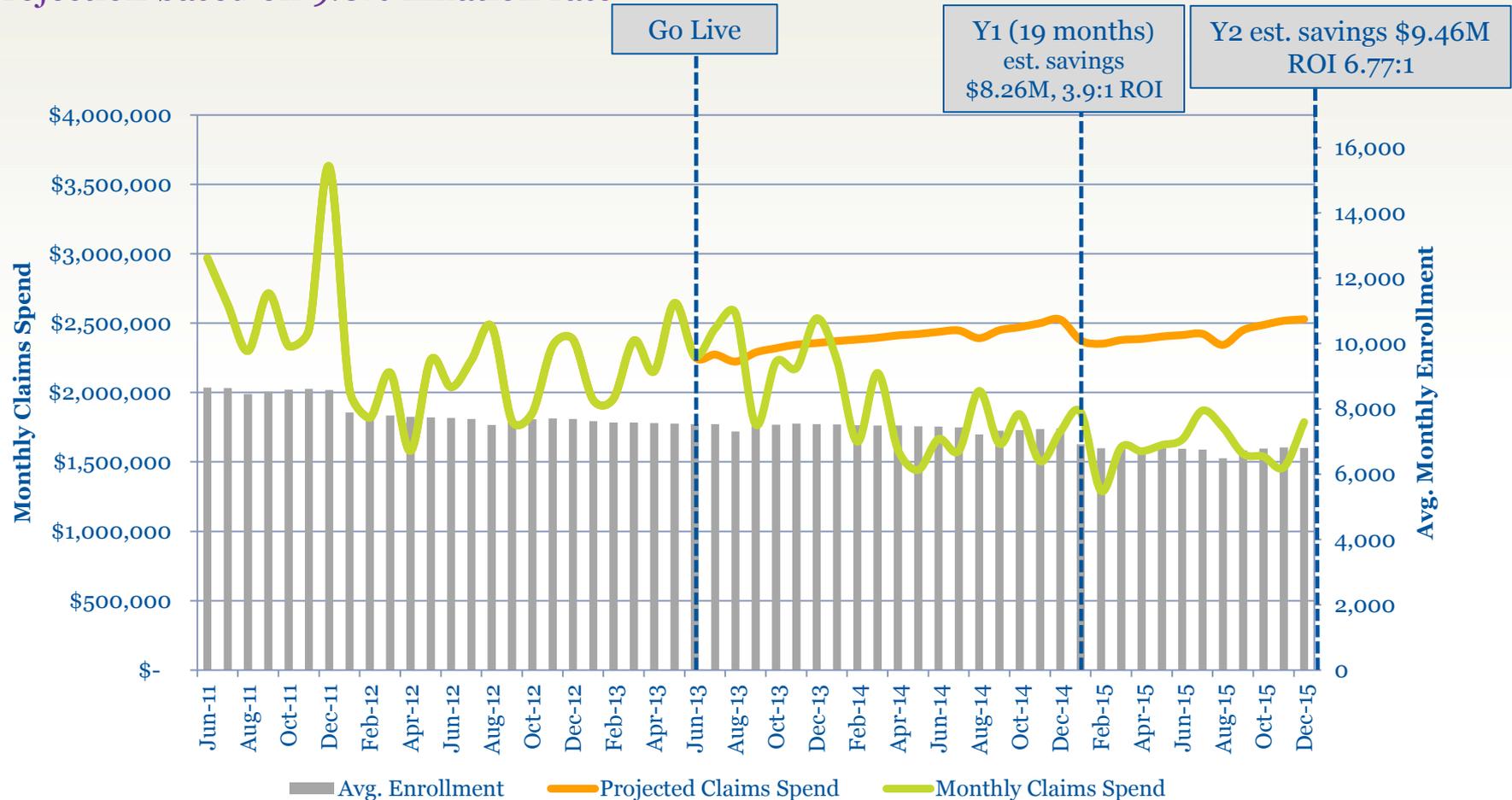
# Total Claims through Dec 2015

Projection based on 9.0% inflation rate



# Claims with HCC-removed, through Dec 2015

Projection based on 9.0% inflation rate

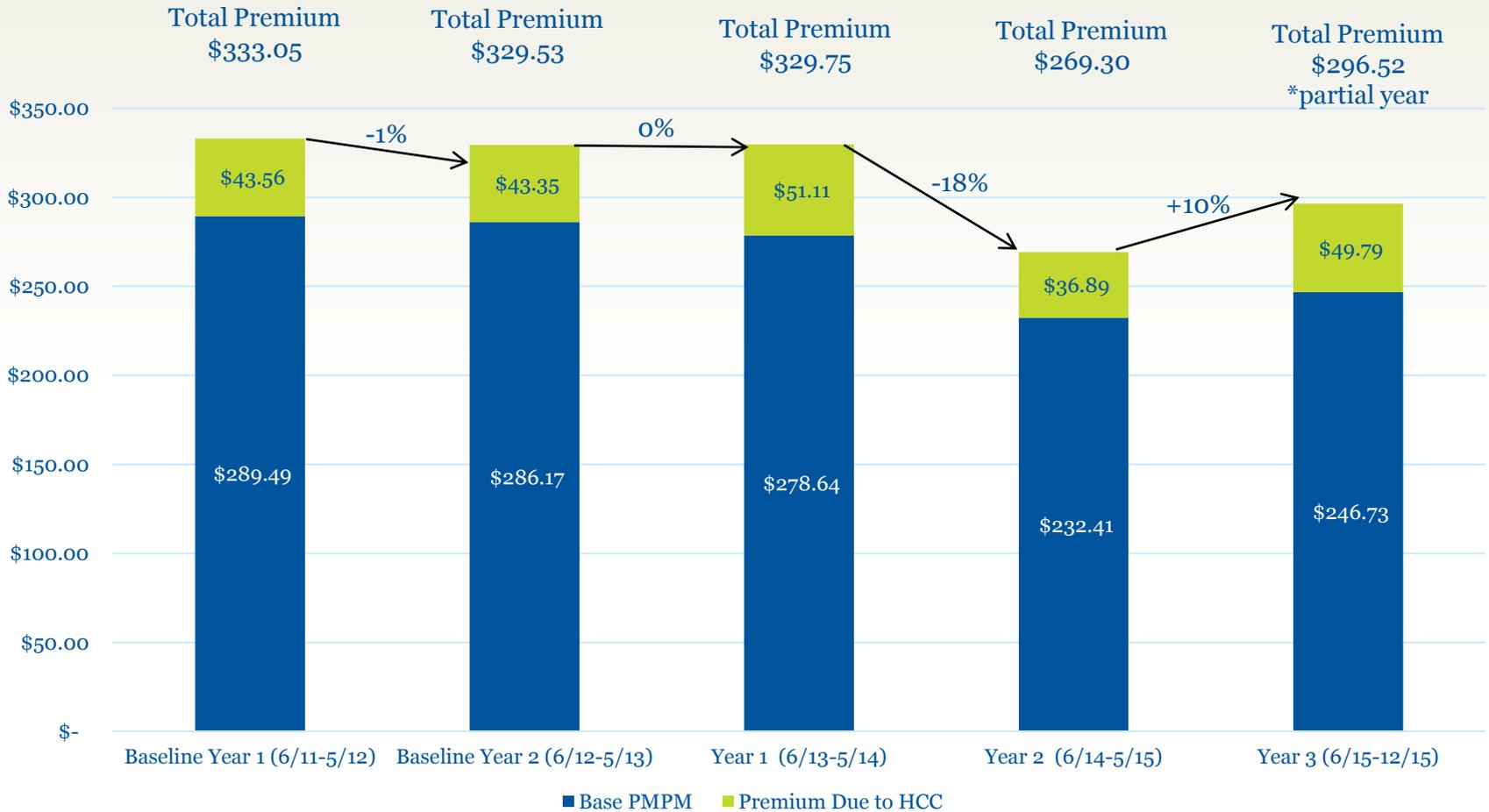


# Average PMPM Since Go Live



Triple Aim calculations 1/1/15-12/31/15	
avg forecasted PMPM for 1/1/15-12/31/15	\$357.54
actual PMPM avg for 1/1/15-12/31/15	\$241.01
Gross PMPM reduction	\$116.53
Approx fees Jan'15-Dec'15	1,399,644
Pop All Mbrs at 2015	6,773
PMPM MH fee	\$ 17.22
Net reduction in PMPM	\$99.31
Net % reduction	27.8%

# Average PMPM Trend



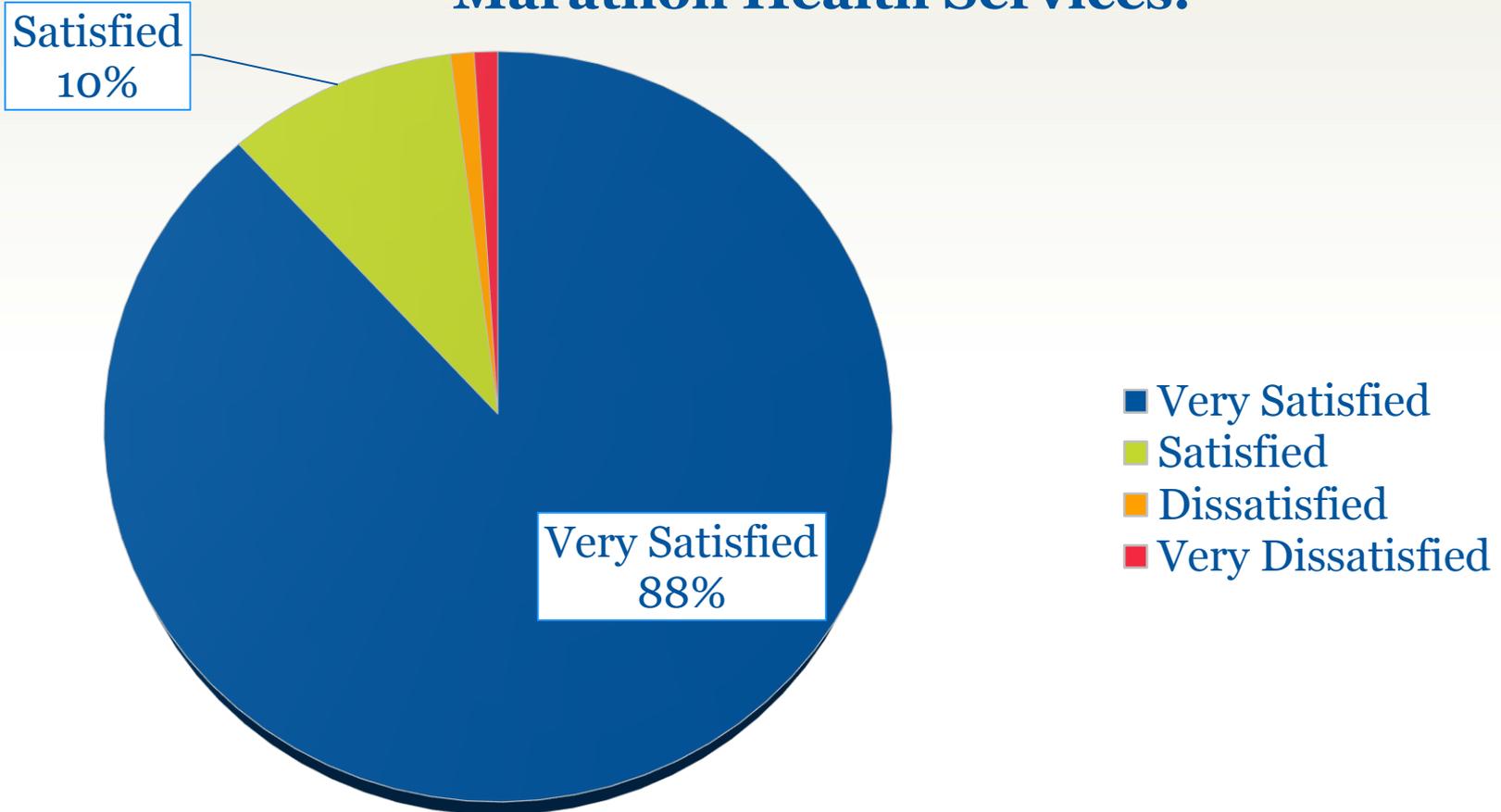
# Patient and Customer Satisfaction Results

# Satisfaction Survey Results

- Marathon launched new Patient Experience Survey in Nov 2014
- Results are pulled quarterly and reviewed internally
- Short survey- 5 questions and one with space to free text
- Questions:
  1. What type of visit did you have today?
  2. Rate your overall satisfaction with the Marathon Health services?
  3. Staff specific questions asking about: thoroughness, carefulness, courteous, respectful, sensitivity and friendliness.
  4. Ease of getting an appointment by phone/online?
  5. Is there anything else you would like to tell us about your experience? (Free text)

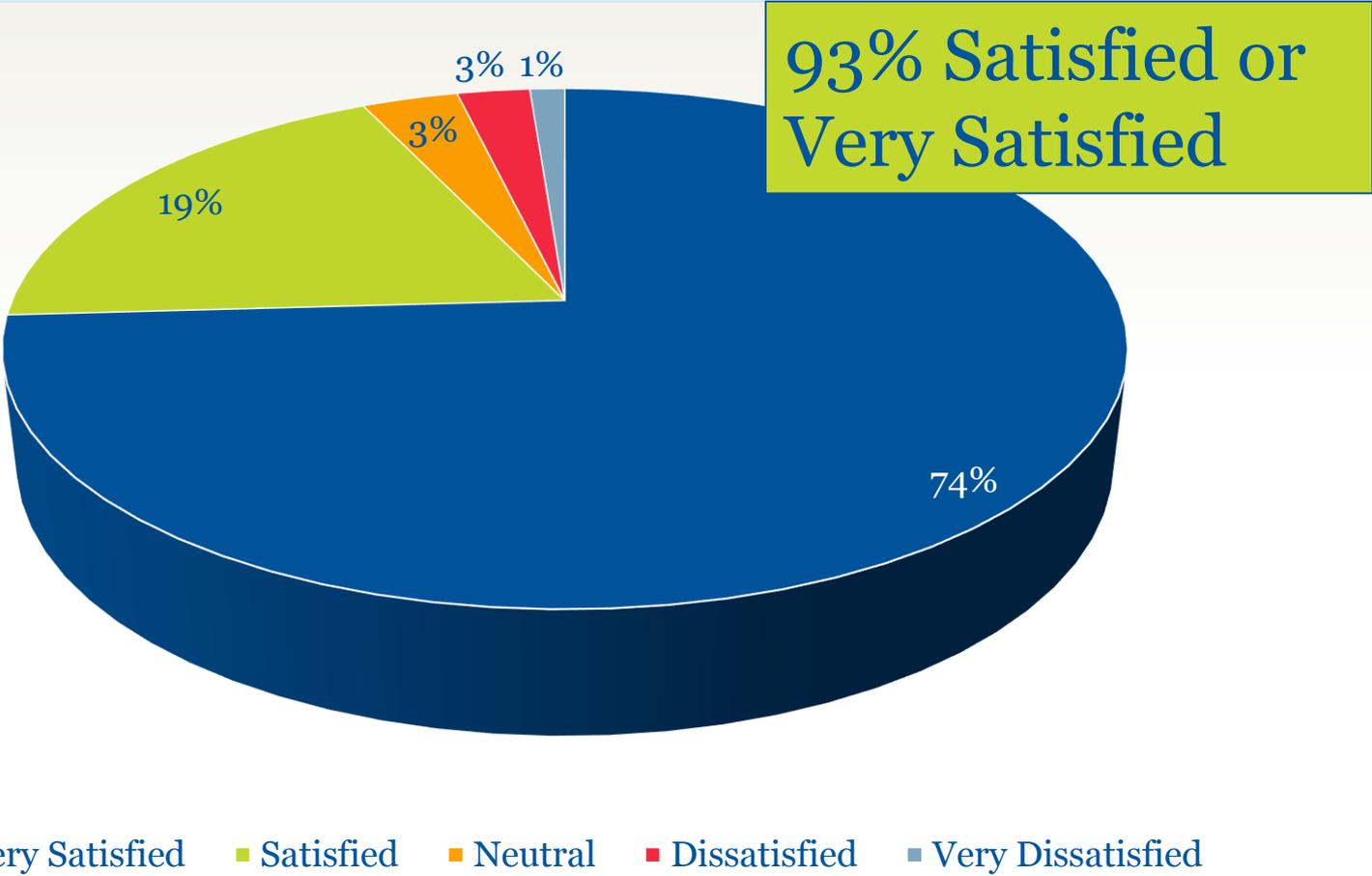
# Patient Experience Results Jan 2015-Dec 2015

Please rate your overall satisfaction with the Marathon Health Services.

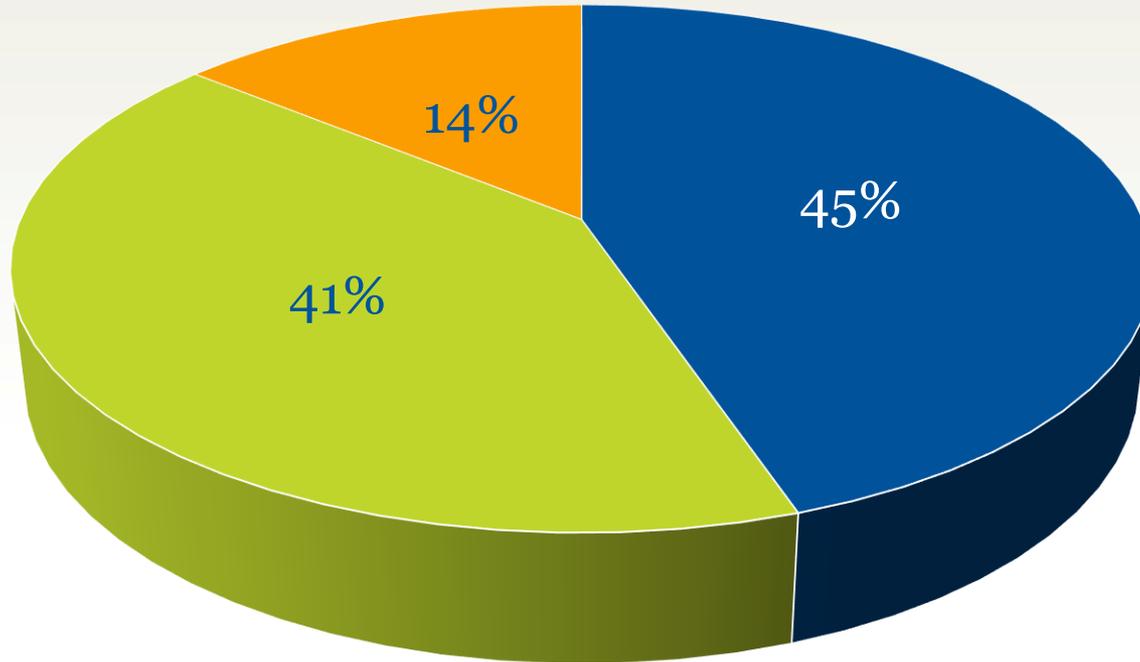


# Annual Survey

# Please rate your overall satisfaction with the ECSD Center for Health and Wellness services

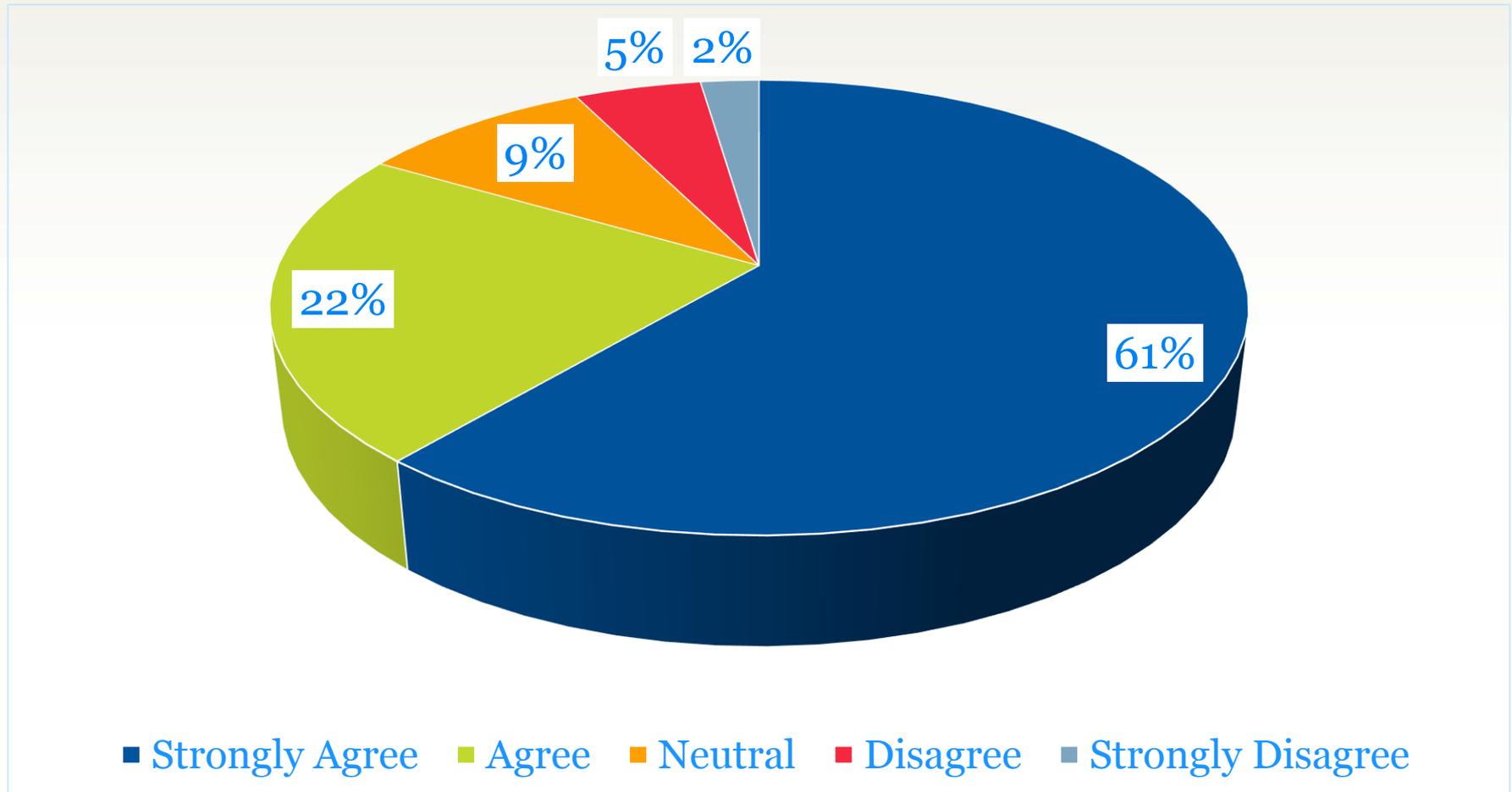


# How quickly were you able to get an appointment?

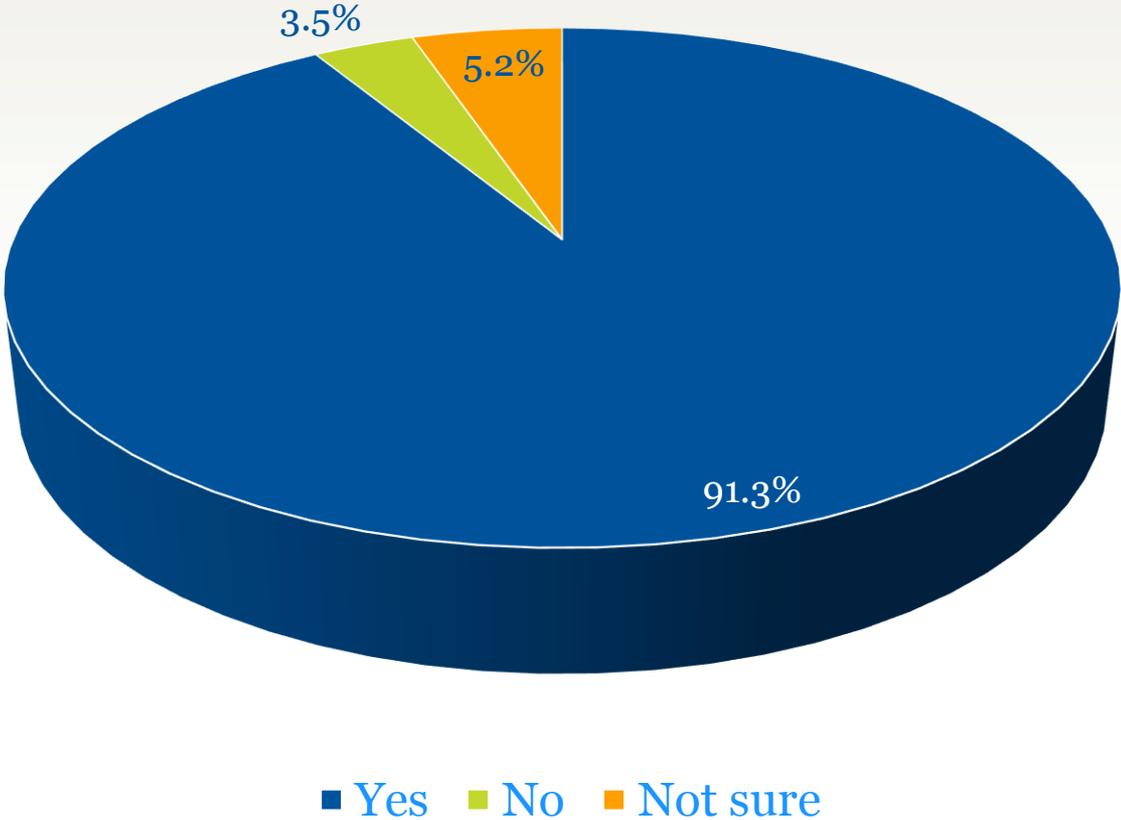


- I was seen within 24 hours
- I was seen within two business days of my requested time
- I had to wait longer than two business days

# Confidentiality of Health information; You believe that your health information is kept confidential



# Would you recommend the ECSD Center for Health and Wellness?



# In their own words...

- “This is a tremendous benefit!”
- “I was a walk in patient and not feeling well at all. Lakynda and Johanna went out of their way to make sure I was seen today. Rather than having to wait a week to get an appointment with my primary care doctor or 3 or 4 hours in a walk-in clinic, I was in and out in a matter of 30 minutes. Great service, friendly staff, and much appreciated. Thank you.”
- “I have had a better experience here than at Urgent Care and at my family doctor. My whole family has had great experiences here.”
- “ I would like to thank everyone. I was in and out in no time, but in no way did I feel rushed! Thank you”
- ”When I get this, I get it bad quickly. I appreciate them getting me in and getting me help so quickly. I believe that will shorten my illness and, hopefully, keep me from having to miss any work at all.”

# In their own words.....

- “I loved my appointment with Krystal. She was very professional, helpful, and explained every part of my CHR fully and talked through many parts with me. She spoke with me about all aspects of my health, and she was extremely friendly. She also gave me some great information to look over.”
- “Positive, caring, and motivating! Fast, efficient and friendly awesome accommodating pleasant friendly helpful, kind, professional.”
- “The ladies at the clinic are SUPERB !! They know their business and are kind and compassionate. I felt better when I left and continue to feel better and grow stronger. I tell everyone about my experience. Thank You Ladies !!!”
- “This was, by far, the best doctor's visit I have ever had!! Awesome staff!! :-)”
- “They are very personable, encouraging and friendly. They are not judgmental about anything. They understand that your time is valuable and make every effort to accommodate scheduling. “
- “Very qualified staff. The services were excellent.”

*There's always room for improvement...*  
**Suggestions & Improvement: Common Themes**

- More communication about services provided; (i.e. who can use the health center, women's health services, sports physicals, health coaching for weight loss/stress)
- Additional services (DEXA scans, mammograms, x-rays, skin checks)
- More afternoon/evening hours
- Reassurance of confidentiality of health center information

# Pay for Performance Metrics

# Clinical Performance Metrics

Time 1: 6/1/2013 - 12/31/2014    Time 2: 1/1/2015 - 12/31/2015

<i>Risk Mitigation</i>		<i>Time 1- At Risk Pop</i>	<i># At-Risk Improved</i>	<i>Time 2 Improvement</i>	<i>Target Reduction</i>
<b>Obesity: Reduce Weight by 5% if BMI &gt; 30</b>		1050	103	9.81%	5.00%
<b>Tobacco Use: Reduce Prevalence of smoking, at least 30 days</b>		183	35	19.13%	5.00%
<b>PreHypertension: Reduce those with 121-139/81-99 to &lt; 120/80</b>		488	148	30.33%	5.00%
<b>Cholesterol: Reduce those with TC &gt; 200 or LDL &gt; 130</b>		1248	435	34.86%	5.00%
<i>Disease Management</i>	<i>Time 2 Pop with Disease</i>	<i>Percent at Standard of Care Time 1</i>	<i>Percent at Standard of Care Time 2</i>	<i>Time 2 Improvement</i>	<i>Target Improvement</i>
<b>Diabetes Care-HbA1c Testing: minimum 1 value recorded</b>	308	21.45%	36.36%	70%	5.0%
<b>Diabetes Care- Percent of patients with hemoglobin A1c &lt; 9%</b>	112	77.46%	79.46%	3%	5.0%
<b>Persistent Asthma: use of inhaled corticosteroids</b>	32	89.47%	90.63%	1%	5.0%
<b>Coronary Artery Disease: Use of anti-platelet (baby aspirin)</b>	82	46.59%	54.88%	18%	5.0%
<b>Chronic Hypertension (BP &gt;140/90): Reduce to BP &lt; 140/90</b>	332	44.76%	54.52%	22%	5.0%



7/9 clinical outcomes met

# Pay For Performance Scorecard

<b>Escambia Pay for Performance Plan</b>	<b>Data Source</b>	<b>Result</b>	<b>Target</b>	<b>Resolution</b>
<b>Overall Employee Satisfaction</b>	Employee Survey	93.0%	90.0%	Target achieved
85%-90% satisfaction = 50% penalty				
80%-85% satisfaction = 65% penalty				
75%-80% satisfaction = 80% penalty < 74% satisfaction = 100% penalty				
<b>Overall Employer Satisfaction</b>	Client Survey	93.0%	90.0%	Target achieved
85%-90% satisfaction = 50% penalty				
80%-85% satisfaction = 65% penalty				
75%-80% satisfaction = 80% penalty < 74% satisfaction = 100% penalty				
<b>Clinical Outcomes: Risk Mitigation</b>				7 of 9 measures met - target achieved
Obesity: Reduce prevalence of BMI >30	EMR	9.8%	5% reduction	
Tobacco Use: Reduce prevalence of smoking	EMR	19.1%	5% reduction	
Pre-Hypertension: Reduce those with BP 121-139 Systolic and/or 81-99 Diastolic to < 120/80	EMR	30.3%	5% reduction	
Elevated Cholesterol: Reduce those with TC >200 and/or LDL > 130	EMR	34.8%	5% reduction	
<b>Clinical Outcomes: Disease Management</b>				Target achieved
Comprehensive Diabetes Care - HbA1c testing: minimum of one value recorded annually	EMR	70.0%	5% improvement	
Comprehensive Diabetes Care: percent of patients with HbA1c < 9%	EMR	3.0%	5% improvement	
Use of corticosteroids for patients with persistent asthma: recorded annually	EMR	1.0%	5% improvement	
Use of anti-platelet (baby aspirin) for patients with CAD - recorded annually	EMR	18.0%	5% improvement	
Controlling Chronic Hypertension (140/90 mmhg): Reduce those with BP >140/90	EMR	22.0%	5% reduction	
<b>Claims Reduction Target</b>				Target achieved
Direct costs avoided	Carrier Data	\$9.46M savings, 6.7:1 ROI Y2	below trend	
			High cost claim ants removed	
<b>Risk Amount Credited to Next Year's Fees</b>				
<b>Bonus Earned</b>				
<b>Requirements</b>				
Minimum of 40% of employee population participates				
Applies to individuals who have initial CHR and two or more follow-up visits				

# Next Steps

- Consider quarterly meetings for wellness champions with Marathon for help with planning events, challenges and educational resources
- Consider adding DOT physicals to decrease cost and engage high risk group
- Obesity strategies- Challenges
- Asthma and Diabetes strategies- group sessions, RN health coach educational sessions onsite
- Education/Communication strategies- Quarterly communications, focus on transportation department
- Continued focus on incentive plan to drive improved health results for both employees and spouses

# Engagement/Incentive & Strategies

## Year 1-3 Incentives:

**Employees only:** Biometric screenings, nicotine screening or 12 week approved smoking cessation program, online HHRA/HRA updates and CHR visit

## Year 4 Incentive ideas:

**Employees:** Biometric screening within the health center, online HHRA or HRA update, CHR visit and/or HC visit

**Spouses:** Biometric screening within the health center and completion of the online HHRA

# Year 4 Incentive Planning/Brainstorming

- Consider requiring spouses to complete an HHRA or HRA update and biometric screening
- Allow employees to select wellness activities from a list of options and allow them to be reportable, self reporting or a combo
- Continue utilizing the online wellness portal for incentive requirement tracking and information
- Utilize online wellness workshops within the MH portal- specifically smoking cessation, stress management/sleep, obesity, high blood pressure and cholesterol
- Consider outcomes based incentives