

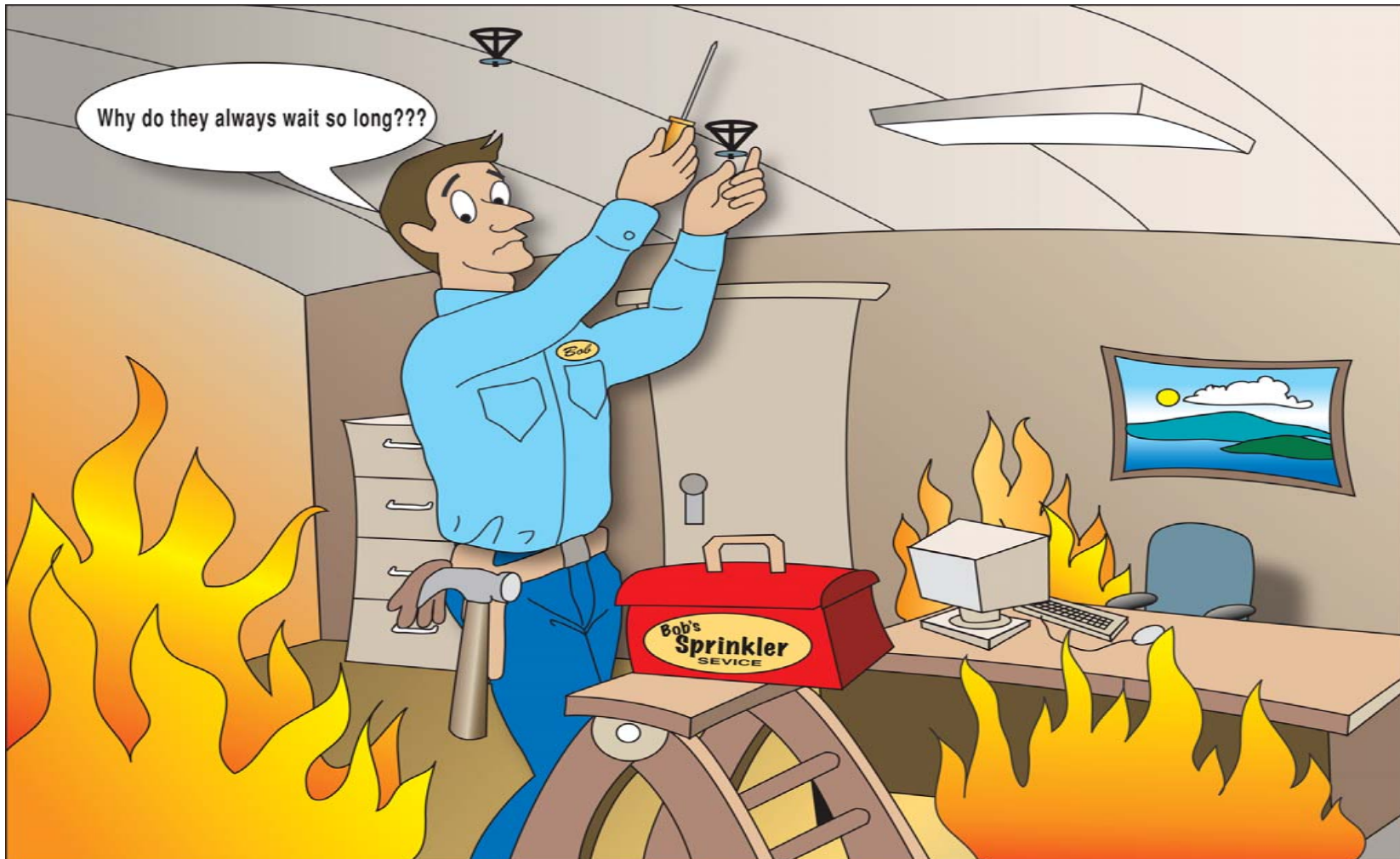
VGFOA Spring Conference

Health Risk Management Services & Impact

May, 2007



Health Management ???





Goal of Health Management

- **To enable individuals to successfully take responsibility for improving their personal health, thereby becoming healthier and more cost effective consumers of health services.**
 - ❖ **Increase the use of “age appropriate screening services**
 - ❖ **Increase compliant participation in chronic disease management plans**
 - ❖ **Increase utilization of primary care services**
 - ❖ **Improve lifestyle choices**
 - ❖ **Become a more enlightened health service consumer**

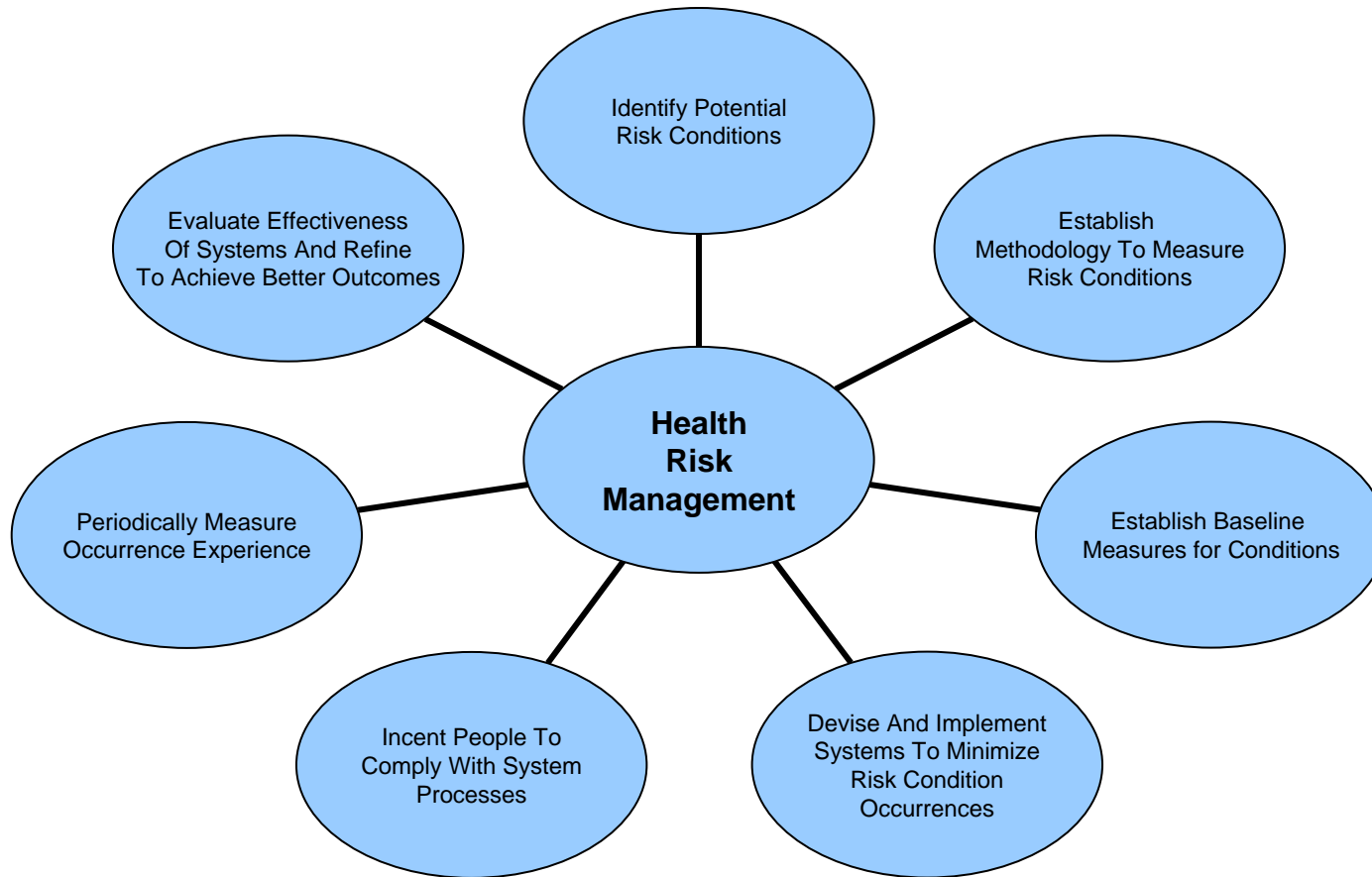


Identify Potential Risk Conditions

- 68% of insured health plan members have two or more high risk health conditions and less than 21% are addressing them
- 1.5% of plan members have panic value level health risks
- 19% of plan members utilize “age appropriate” health screening services
- 85% of highest plan claimants are new each year
- 52% of plan members do not have a personal physician



Goal of Health Management



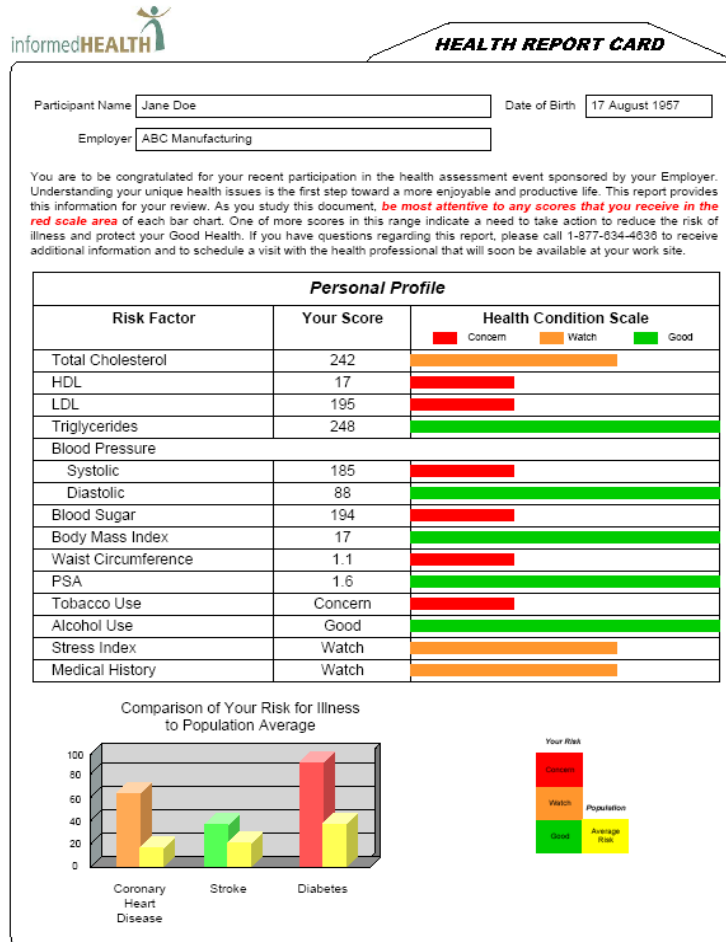


Establish Evaluation Methodology

- Initiate measurement process with education about process, personal benefits, and health information privacy
- Engage individuals through face-to-face assessment experience
- Define risk conditions with medical history, blood work, and claims data
- Perform assessments at the beginning of a work shift



Establish Baseline Measures of Risk



- **How 14 of their personal Risk factors compare to Nationally accepted Clinical Standards**
- **Easy to understand descriptions of each risk factor**
- **How their likelihood of Developing Coronary Heart Disease, Diabetes, and Stroke compares to the population as a whole**



Devise Processes To Minimize Risk

Healthy Life Plan

Name: _____ **DOB:** _____

Condition Description: **High Blood Pressure** **Age Range:** 50 or Greater
Sex: Male

4	<p><u>Schedule Personal Physician Visit:</u></p> <ul style="list-style-type: none">✓ Blood Glucose, Lipid Panel, Potassium, Urinalysis, EKG✓ Review family history of High Blood Pressure✓ Evaluation of medication intervention✓ Develop weight control goal and diet plan✓ Assess Tobacco use dependency and raise awareness of impact
M O N T H S	<p><u>Review educational information</u> mailed to you pertaining to high Blood Pressure and how to minimize its impact on your health</p> <p>Begin to walk for 30 uninterrupted minutes at least three times per week. When it rains, walk "in place" inside.</p> <p>Identify Smoking Cessation Program options in community and begin the process.</p>
8	<p>If medications are part of intervention plan, follow up with physician as instructed to evaluate side effects and impact of medications</p> <p><u>Review educational information</u> regarding eating habits and implement a plan to change the type of foods consumed for at least one meal per day</p> <p>Continue walking for 30 uninterrupted minutes at least three times per week. When it rains, walk "in place" inside.</p> <p>Continue maintenance steps in Smoking Cessation Program</p> <p><u>Schedule appointment with physician</u> to have baseline colonoscopy performed</p>

informedHEALTH

- **Behavioral and clinical intervention steps to address unique risk conditions**
- **Educational information to raise awareness of issues and treatment options**
- **Age specific screening service recommendations to promote early detection**



Devise Processes (continued)

Convenient Primary Care

- **Health Education**

- **Specialist**

- ❖ **Counseling**
- ❖ **Compliance Evaluation**
- ❖ **Biometric measurements**
- ❖ **Finger sticks**

- **NPs/PAs**

- ❖ **Medication Administration**
- ❖ **Clinical Assessment**
- ❖ **Referrals**
- ❖ **Blood Draws**
- ❖ **Clinical Treatment**

- **Delineation of roles based on STATE Medical Practice Acts and Licensure Requirements**
- **All services provided under the supervision of a licensed physician**



Devise Processes (continued)

- Information pertinent to each person's unique risk issues distributed via mail and through the clinic
- Behavior modification programs for tobacco use, weight management, and other clinical risks
- Monthly Health Awareness Program – includes posters, fliers, and payroll stuffers
- Information available to participants upon request
- Library search service available to individuals with special needs



Devise Processes (continued)

- Actions taken by associates are evaluated against intervention requirements
- Minimum Intervention Plan requirements:
 - ❖ Annual physical
 - ❖ Participate in age appropriate health screening services
 - ❖ Visit with on-site provider for educational services
 - ❖ Optional: enter Smoking Cessation Program and stop using all tobacco products
- Service reminders and follow-up letters
- Individuals at greatest risk contacted by phone or in person by on-site provider



Personal Health Information - HIPAA

- All service processes are HIPAA compliant
- Appropriate medical information release statements are executed – individual may withdraw from program at anytime
- No individually identifiable health information is released to Employer
- Business Associate Agreement is executed with Employer's health plan administrator/insurer
- Names of individuals who are not compliant participants in the Employer sponsored wellness plan can be provided to the Employer



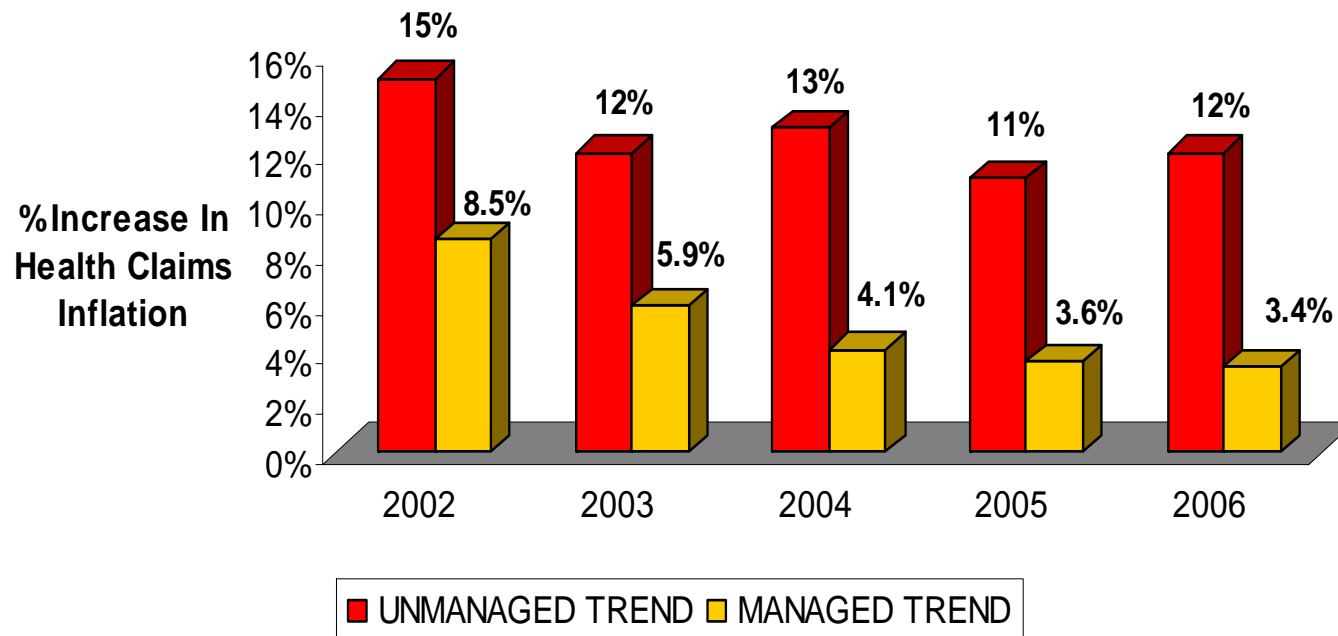
Impact Evaluation

- **Population Health Report** – defines the risk trends of program participants [annually]
- **Health Claims Impact Report** – average claims cost for participants by category [quarterly]
- **Clinic Activity Report** – describes activity in clinic settings and associated cost [monthly]
- **Biometric Trends Report** - measurement of clinical condition improvement [annually]
- **Program Participation Report** – how many participants are compliantly utilizing the program [quarterly]



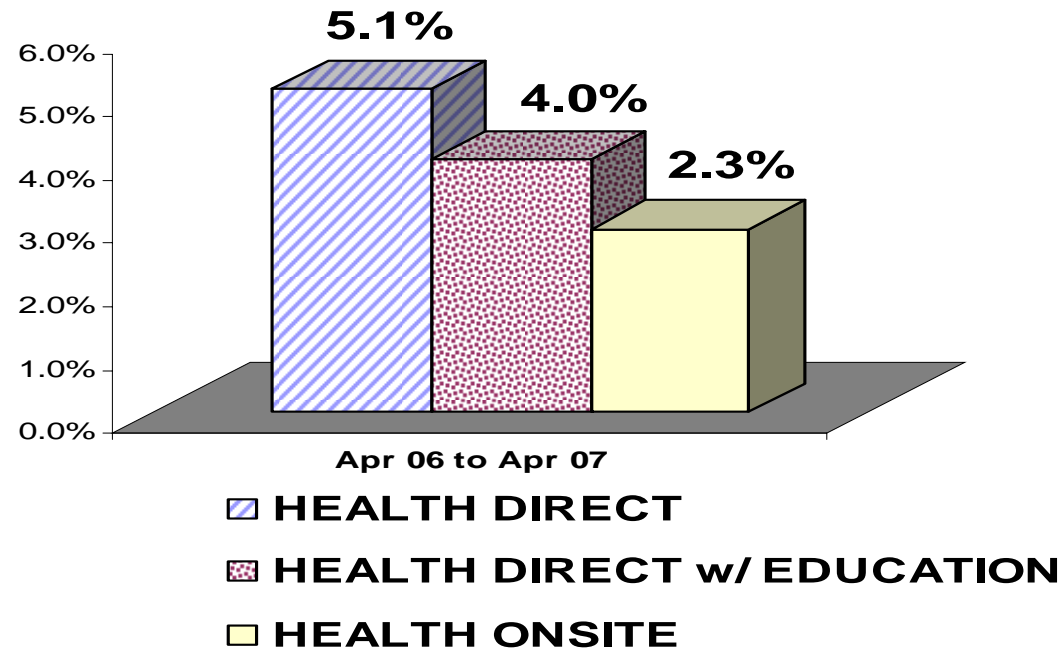
Outcomes – Reduction in Claims Trend

IMPACT ON HEALTH PLAN INFLATION





Outcomes – Claims Trends



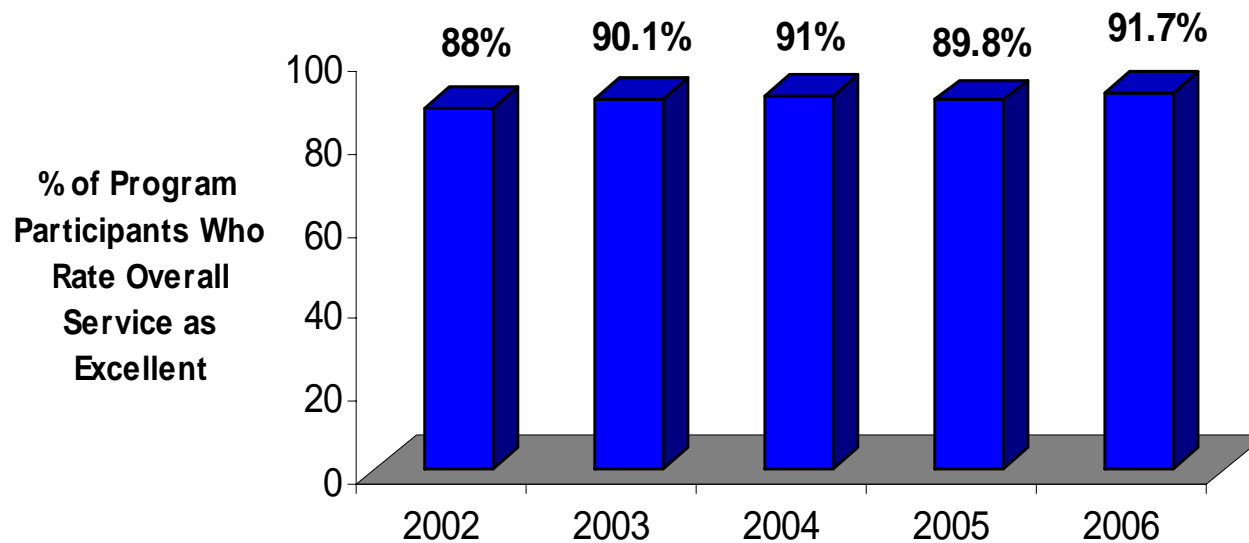
Market Sectors Represented:

Retail, Government, Manufacturing, Schools, Healthcare, Nonprofit



Outcomes – Participant Satisfaction

PARTICIPANT OPINION SURVEY





Conclusions

- The unique health risk issues of health plan members can be measured and quantified
- Focused, proactive intervention will improve health and reduce the cost of health service claims
- Action step tracking and follow-up increase compliant participation in symptom management plans
- Convenient, personal health professional resources increase effectiveness for program participants
- Financial and clinical impact can be accurately measured
- Health management services reduce claims cost and drop dollars to an organization's bottom-line
- Program participants place great value on the program



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