

THE POWER OF PREVENTION



Implementing an Onsite Health Clinic that Includes Effective Preventative Measures/Programs for Employees

Janette M. Berry, MAHR, PHR, SHRM-CP

A LITTLE ABOUT MY EXPERIENCE...

- 11 Years – Manufacturing (multi site / state)
- Servicing approx. 3,500 bellybuttons (1,100 employees)
- Started planning 1 ½ years prior to open
- Implemented first Onsite Medical Clinic in 2010
- Opened Clinic #5 in November 2016



FOCUS: PREVENTION, EARLY DETECTION, AND OVERALL HEALTH

- **FREE** to Employees, Spouses, and Children on the medical plan.
- **\$25** Co-pay with proof of insurance for anyone not on our medical plan.
- **No set time limit for appts.**



PATIENT CHALLENGES

- Cost (i.e., office co-pay) – **No cost or low cost onsite**
- Healthcare is complicated – **Education/Coaching**
- No coverage for condition (pre-diabetes, obesity, etc.) – **Care provided at the clinic**
- Fear of the unknown – **Education/Coaching**
- Lack of Understanding (symptoms/signs) – **Relationship building**
- No Primary Care – **Provider becoming PCP**
- Mixed media messaging – **ACA, changing recommendations, etc.**
- Lack of Motivation – **Coaching (finding their why)**
- Providers not understanding / diagnosing root cause – **Relationship Building**

PROVIDERS NOT UNDERSTANDING / DIAGNOSING ROOT CAUSE

- Endospeaks commercial



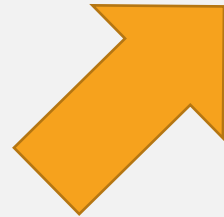
WHY DOES THIS ALL



MATTER?

CHRONIC DISEASES

- Heart disease, Cancer, and Diabetes, are responsible for 7 of every 10 deaths among Americans each year and account for 75% of the nation's health spending.
- These chronic diseases can be largely **preventable** through close partnership with your healthcare team, or can be detected through appropriate screenings, when treatment works best.



• ~ Centers for Disease Control and Prevention (April 25, 2018 – <https://www.cdc.gov/healthcommunication/toolstemplates/entertainmented/tips/PreventiveHealth.html>)

SCIENCE OF PREVENTION

- Basic health management
- Symptom treatment
- Shared decision making
- Getting patients highly engage / empowered
- Data + coaching and an action plan = results



PROVIDER PATIENT RELATIONSHIP

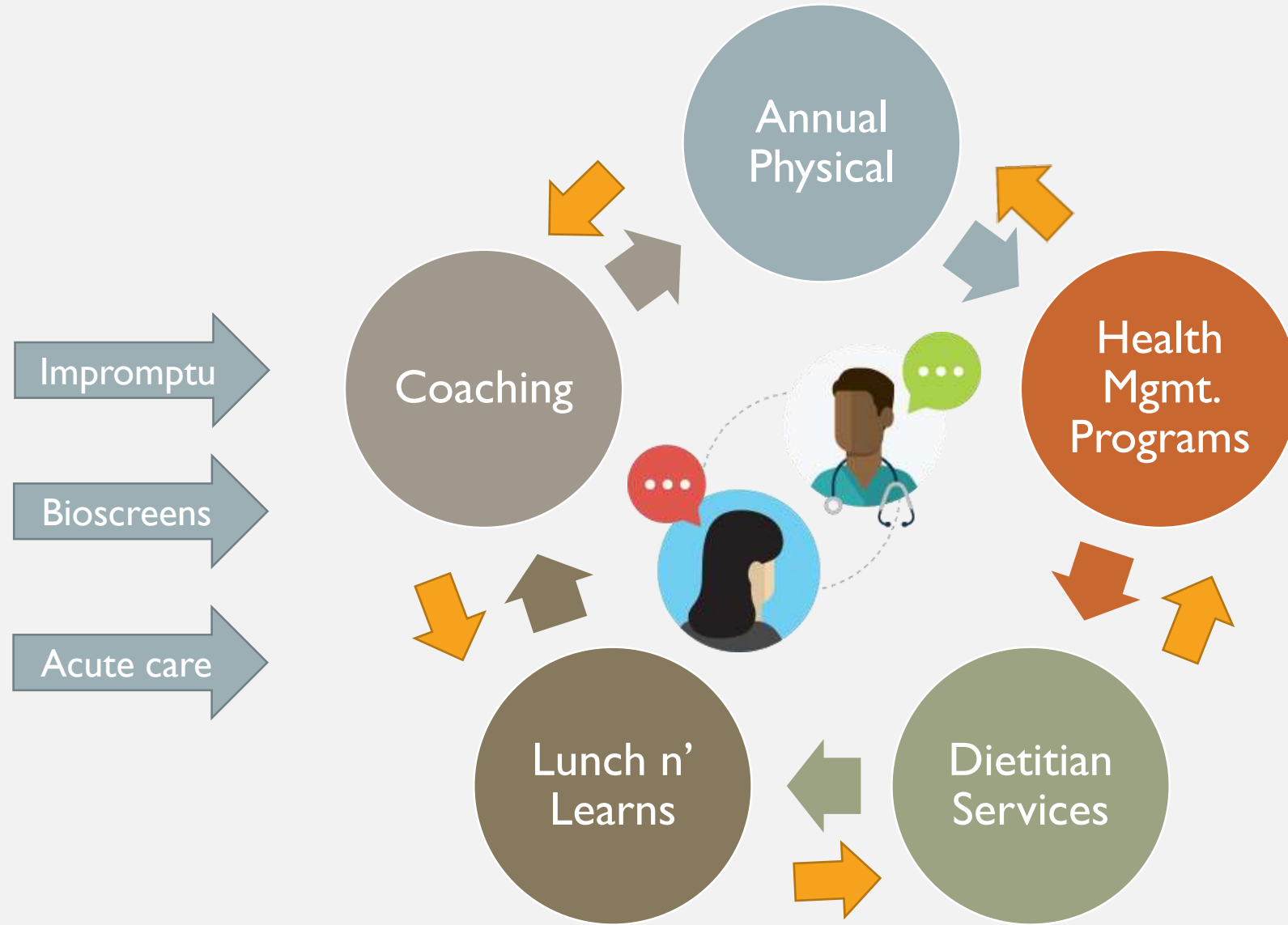
- This is Key!
- Your Provider **MAKES** your Clinic!
- Begins on first visit
- Allowing Time for Provider to learn about the patient
 - Showing they care
 - Finding out root cause of issues (what brought them in today)
 - Inviting patient for follow up - if appropriate
 - Starting the coaching right then (reminding them of possible exams)
- Providers have resources to share



INTEGRATION OF RESOURCES



- Provider input into Wellness Programs and Education Programs
- Provider access to PBM
- Providers working together – Medical Notes
- Providers dialed into:
 - Medical Plan offerings
 - Medical Plan networks
 - Special Programs (OneCall – Smart Choice MRI)
 - EAP Services
 - Financial Management Programs
 - Fitness Programs



PREVENTIVE CARE

- Blood pressure, diabetes, and cholesterol tests.
- Many cancer screenings, including mammograms and colonoscopies.
- Coaching – (NOTE: Immediate Follow up)
 - quitting smoking,
 - losing weight,
 - eating healthfully,
 - treating depression, and
 - reducing alcohol use.
- Regular well-baby and well-child visits



THE RIGHT PREVENTIVE CARE

- The right preventive care at every stage of life helps all Americans stay healthy, avoid or delay the onset of disease, keep diseases they already have from becoming worse or debilitating, lead productive lives, and reduce costs.

Center of Disease and Prevention April 25, 2018

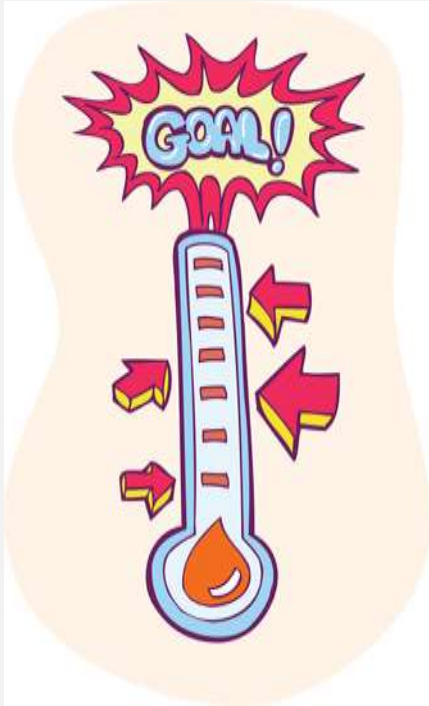
<https://www.cdc.gov/healthcommunication/toolstemplates/entertainment/tips/PreventiveHealth.html>

PROGRAMS



- Health Management Programs
 - Diabetes Care Management (DCM)
 - Hypertension Care Management (HCM)
 - Cholesterol Care Management (CCM)
 - Weight Care Management (WCM)

MEASURE RESULTS



- Bioscreen scores – are they improving?
- High/Med/Low Risk Alerts – are patients moving to lower risks?
- What are the leading factors for your organization?
- Health Management Program – utilization, improvements



delivering a difference.™

Summary of BioAlerts

Biometric Category	BioAlert Indicator	BioAlerts Identified
Triglycerides	> 500	4
Body Fat	> 45	27
Systolic Blood Pressure	> 160	0
Diastolic Blood Pressure	> 98	6
Total Cholesterol	> 240	47
HDL	< 24	9
LDL	> 160	36
Glucose	> 126	47
Emotional Health	Yes/No	7

Summary of Identified High Risk Factors

Total BioAlerts

183

Total High Risk Factors

1516

Summary of InHealth BioScreen™ Scoring

2016 Average BioScreen Score

743

615 participants

Cohort BioScreen Scoring Trends

- Previous (2015 vs. 2016) - **769** (426 participants)
- First (2008 vs. 2016) - **346** (186 participants)

SHORT OR LONG OF IT?



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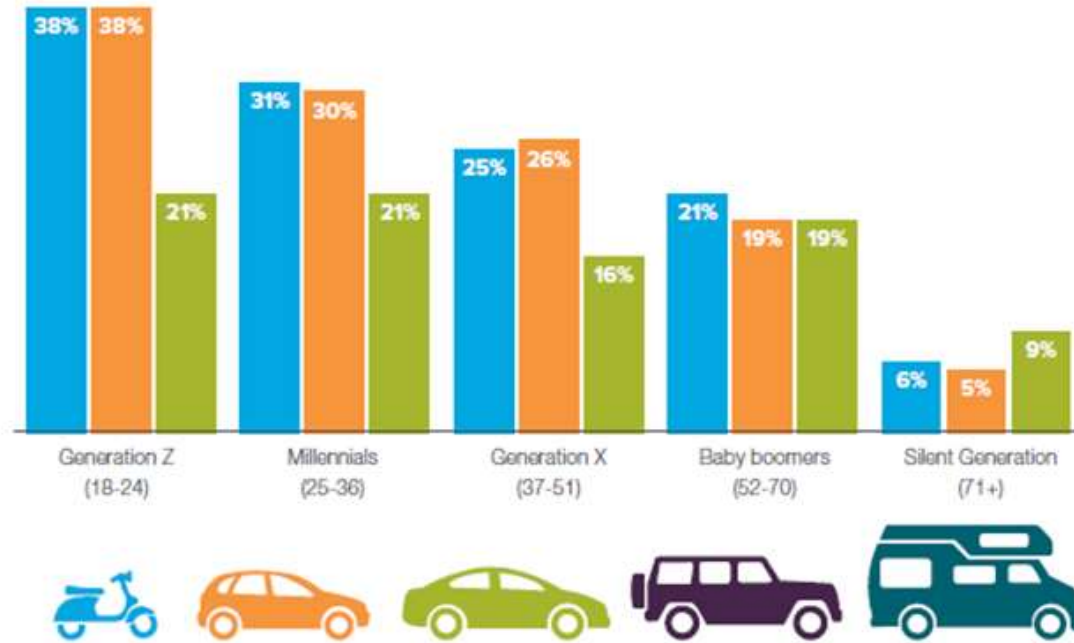


ADDITIONAL INFORMATION:

- Statistics like these signal a need for greater national emphasis on proven preventive approaches to health care. [According to Healthy People](#), a federal program administered by the United States Department of Health and Human Services, routine cardiovascular exams alone save tens of thousands of adult lives each year, while vaccines save the lives of roughly 42,000 children on an annual basis. Preventive health screenings and primary care consultations have also been found to significantly [increase life expectancy](#), particularly among the 30- to 49-year age group.
- To aid this effort, we compiled a lifetime health care schedule organized by age and covering the following preventive medical care recommended by the [National Institute of Health](#) (NIH):
- **Vaccinations:** Primarily given to children and young adults, vaccines boost the immune system and induce antigenic medication to prevent diseases like influenza, tetanus and measles. See our vaccine guide for an overview of the science and development of vaccines as well as the full vaccine schedule as recommended by the CDC.
- **Check-ups:** In addition to visiting a physician when an illness or injury occurs, annual or bi-annual check-ups allow your doctor to monitor your diagnostic readings (heart rate, blood pressure, etc.) and, if necessary, prescribe medication and/or treatment to bring these readings up to healthy levels.
- **Routine Tests and Exams:** Particularly crucial for middle-aged and elderly patients, routine tests and exams check for chronic diseases and infections such as cancer, diabetes, and heart disease.

Generation Z and millennials are more likely to say they've done the following in the last 12 months:

- Avoided going to the doctor
- Been distracted at work by a personal issue
- Put off a medical procedure longer than they should



- Avoiding needed care – WARNING!!!

Predictors of avoiding medical care and reasons for avoidance behavior

[Kannan](#) ¹, [Veazie PJ](#).

Department of Public Health Sciences, University of Rochester, Rochester, NY.

BACKGROUND:

Delayed medical care has negative health and economic consequences; interventions have focused on appraising symptoms, with limited success in reducing delay.

RESULTS:

Approximately one third of adults avoided doctor visits they had deemed necessary. Although unadjusted associations existed, avoiding needed care was not independently associated with geographic, demographic, and socioeconomic characteristics. Avoidance behavior is characterized by low health self-efficacy, less experience with both quality care and getting help with uncertainty about health, having your feelings attended to by your provider, no usual source of care, negative affect, smoking daily, and fatalistic attitude toward cancer. Reasons elicited for avoidance include preference for self-care or alternative care, dislike or distrust of doctors, fear or dislike of medical treatments, time, and money; respondents also endorsed discomfort with body examinations, fear of having a serious illness, and thoughts of dying. Distinct predictors distinguish each of these reasons.

CONCLUSIONS:

Interventions to reduce patient delay could be improved by addressing the health-related behavioral, belief, experiential, and emotional traits associated with delay. Attention should also be directed toward the interpersonal communications between patients and providers.

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ADDITIONAL RESOURCES

- <https://www.cdc.gov/healthcommunication/toolstemplates/entertainmented/tips/PreventiveHealth.html>
- <https://www.cdc.gov/nchs/fastats/deaths.htm>
- <https://www.shrm.org/ResourcesAndTools/hr-topics/benefits/Pages/Wellness-ROI-Design.aspx>
- <https://www.psychologytoday.com/us/blog/the-social-brain/201803/turn-healthcare-right-side-focus-wellness-not-disease>