



GE APPLIANCES
a Haier company



GE APPLIANCES

Health Benefits & Services

Derek Mydlarz, MD, MPH

CMO/Global Executive Director, Health Benefits and Services
GE Appliances, a Haier Company





GE APPLIANCES
a Haier company



Born in the U.S. and
backed by the world's
largest appliance brand.





GE APPLIANCES
a Haier company



15,000
employees across
the globe



Contributing to
local economies in
46 states



Our appliances
are in **half of**
all U.S. homes

Haier
Smart Home



\$37 Billion
in revenue



100,000
employees



100 countries
and **regions**

Positively Impacting Communities

Across the U.S.

9 Manufacturing Facilities

2 Research & Development Centers

4 Call & Dispatch Centers

11 Area Distribution Centers (ADCS)

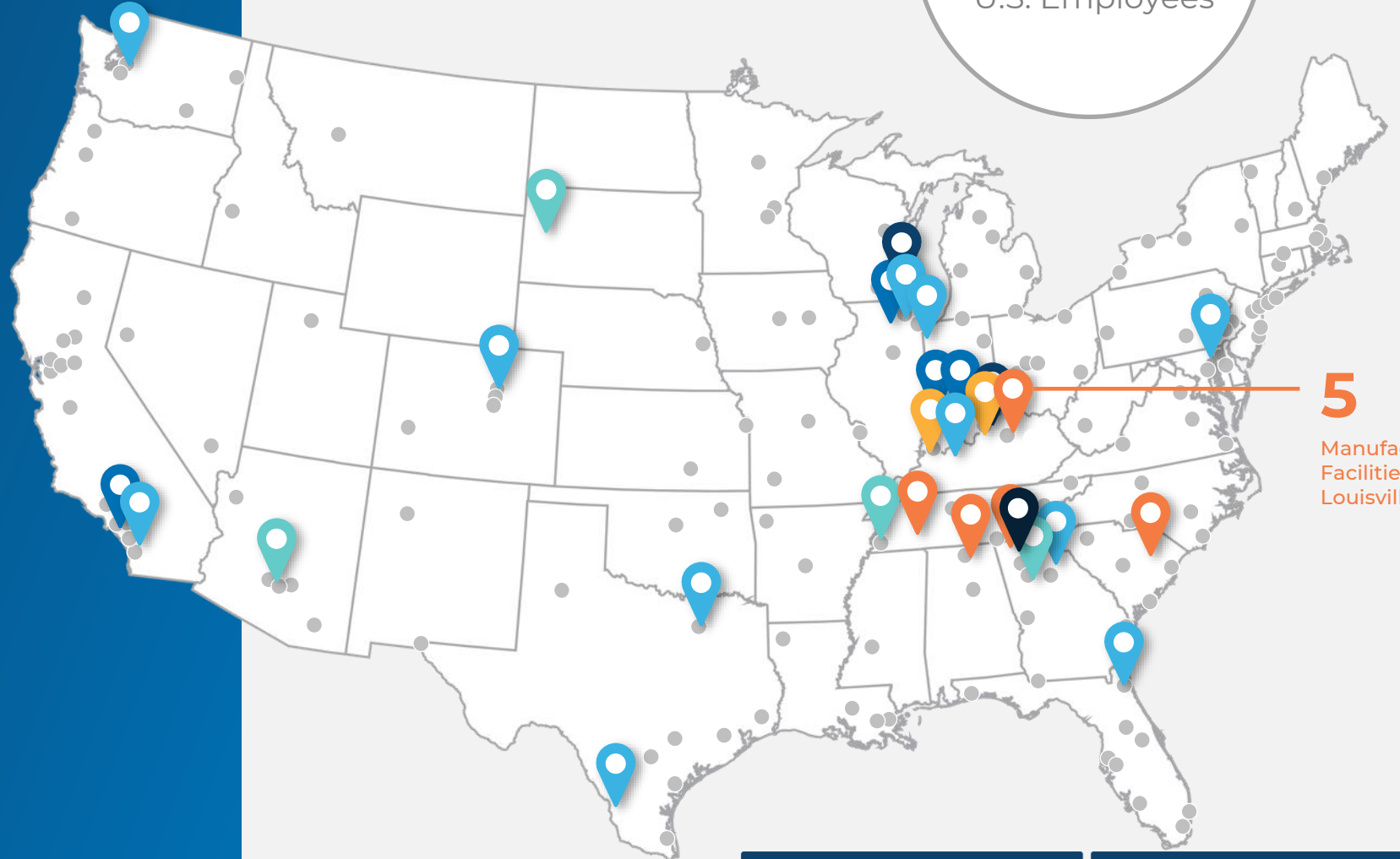
4 Service Parts Distribution Centers

2 Monogram Experience Centers

1 Southern Logistics Center

157 Local Delivery Locations

15,000
U.S. Employees



5
Manufacturing Facilities in Louisville, KY

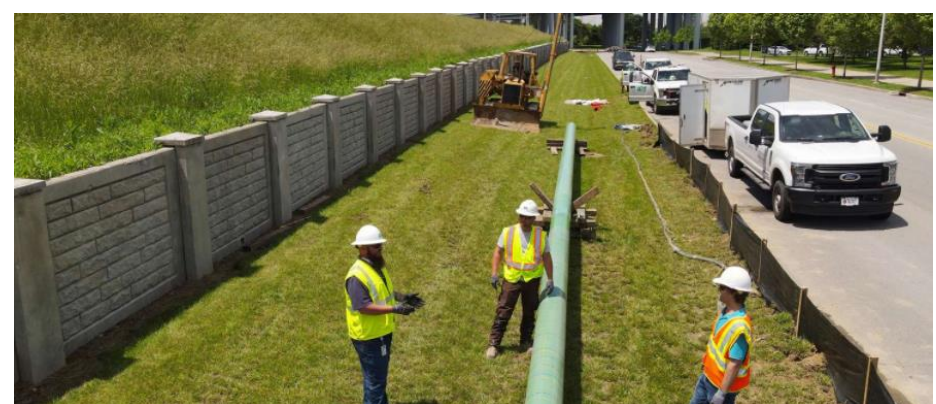




DeAnna Hall, RN, BSN
Manager, Corporate Health and Well-being
September 9, 2021



Get to Know Our Employees



Get to Know the Company



LG&E and KU serve more than 1.3 million customers.



LG&E serves 332,000 natural gas and 425,000 electric customers in Louisville and 16 surrounding counties.

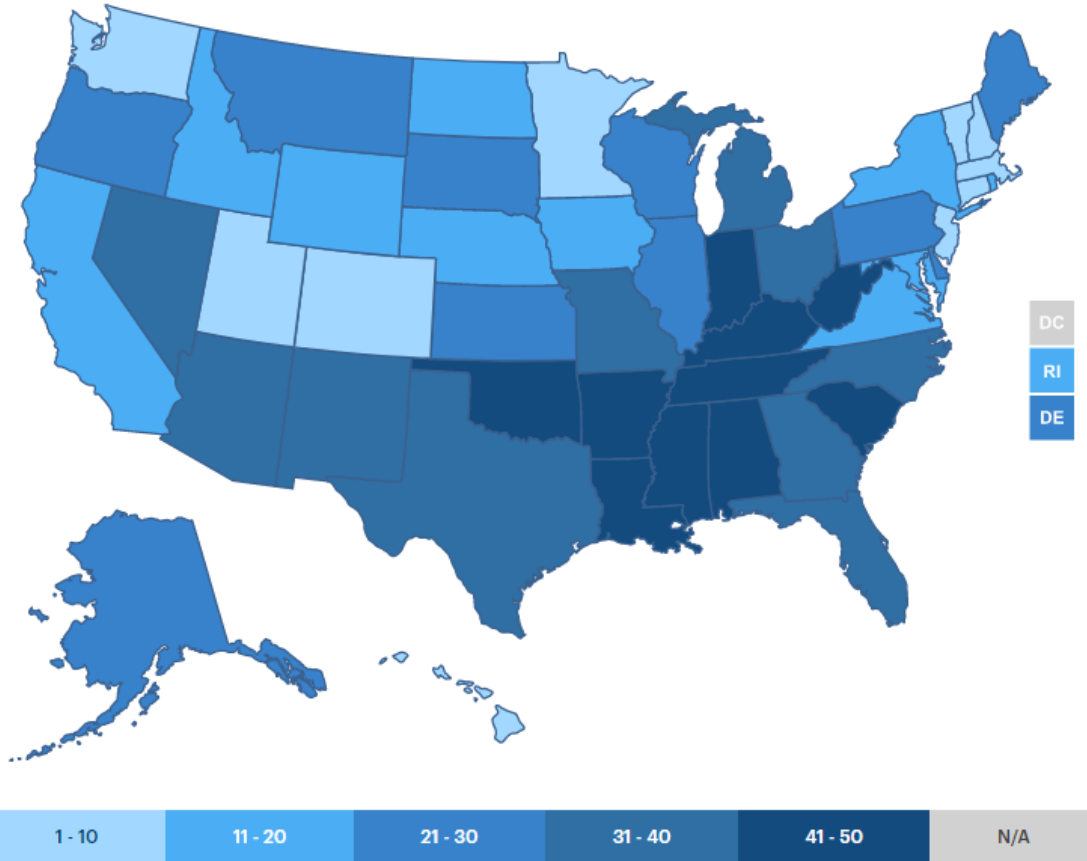


KU serves 564,000 customers in 77 Kentucky counties and five counties in Virginia.



Health Disparities

Nation Overall Health Rankings



https://www.americashealthrankings.org/explore/annual/measure/Overall_a/state/KY?edition-year=2020

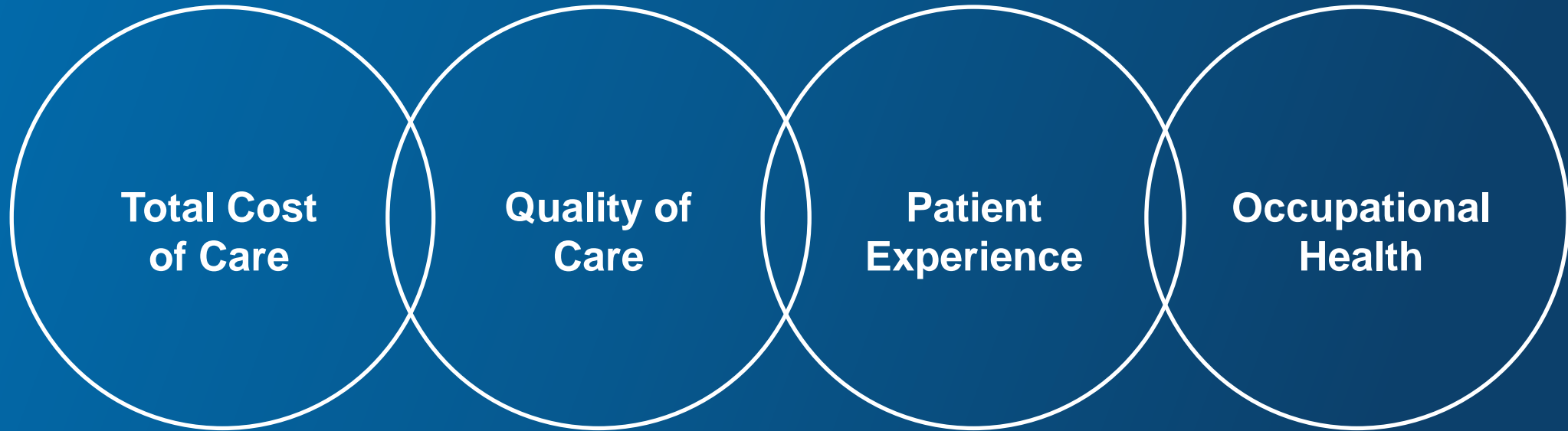
Kentucky 2020 health rankings

- 41st in drug-related deaths
- 49th for adults using tobacco
- 48th in poor health behaviors
- 37th in quality of care
- 50th in cancer deaths
- 42nd for cardiovascular deaths
- 44th for diabetes
- 45th for frequent mental distress

2020 overall health ranking: 43rd

Employer-Based Healthcare

Trends & Challenges



- Business vs. employee total cost share
- Market unit prices variability
- Price transparency (lack thereof)

- Lack of care coordination
- Poor provider-to-provider communication
- Loss to follow-up

- Matrixed multi-stakeholder communication and collaboration
- Process standardization
- Clinical decision-making patterns
 - Causation
 - Treatment patterns

High-Value, Cost-Effective Care Is Good for Employees and the Business

.....

- Improved employee health and well-being
- Higher employee satisfaction
- Higher retention/reduced turnover
- Higher productivity
- Reduced absenteeism/presenteeism
- Flattened healthcare total cost trend/savings for both employees and business
- Prevention of occupational injuries and illnesses
- Faster RTW
- Reduced recordables, worker's compensation utilization, and costs, etc.

Value-Based Care: The Quadruple Aim



Fee-for-Service vs. Value-Based Care

FFS Model

- Provider paid for the documented **volume** of work: # of patients seen, complexity of patients seen, # of procedures done, etc.
(no real financial risk or accountability for outcomes)
- No regard for unit costs and overutilization (waste)
- Suboptimal patient engagement, care management, outcomes, and high cost

VS

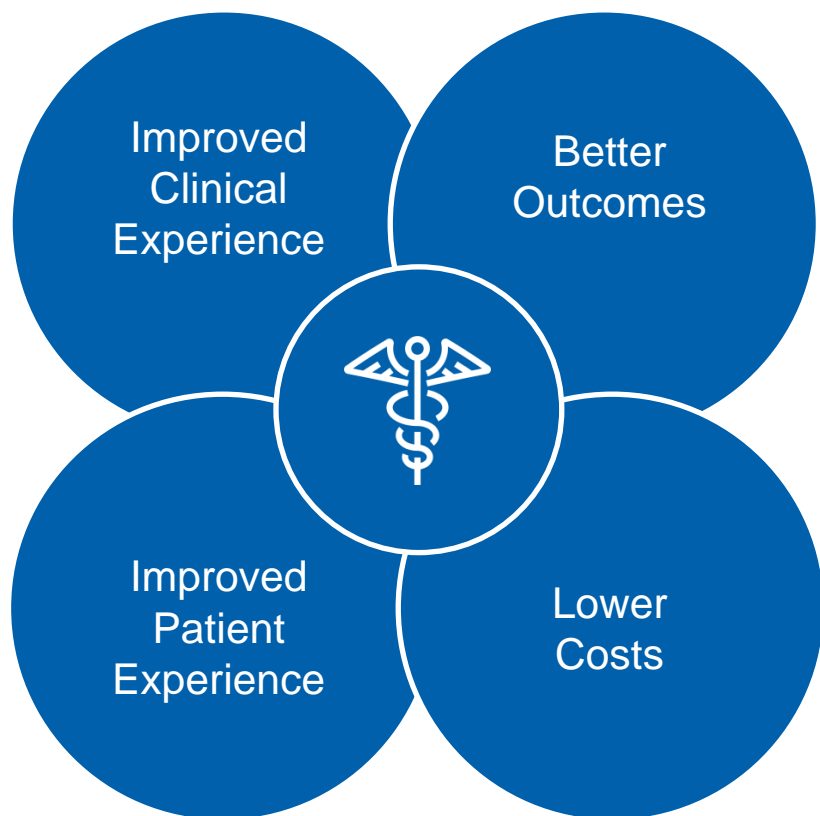
Value-Based Care Model

- Provider paid delivering **value:** optimal health outcomes at lowest cost as compared to a benchmark
(upside and downside to financial risk)
- Facilitates prevention, patient engagement, steerage to high value specialists/care, eliminating waste, unit cost-consciousness, population health risks insights
- What's required for success?



GE APPLIANCES
a Haier company

Value-Based Approach to Primary Care, OH, and Health Benefits Design

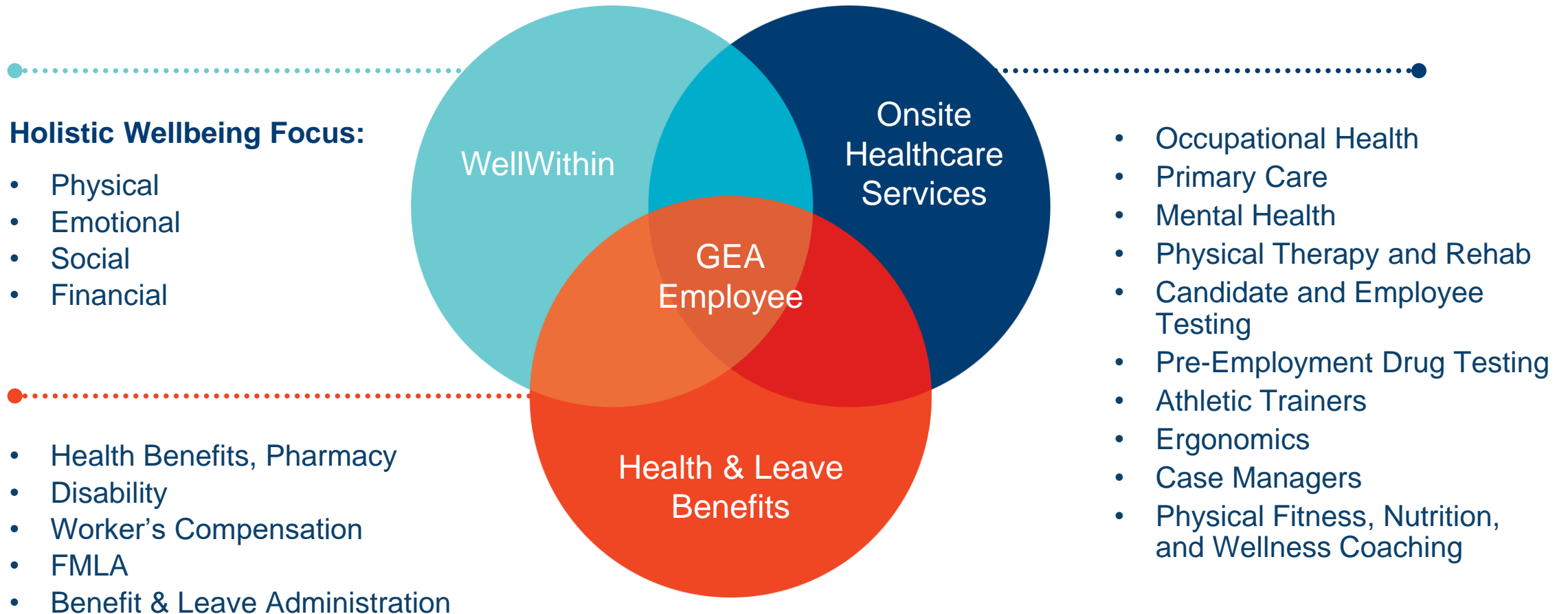


Goal:

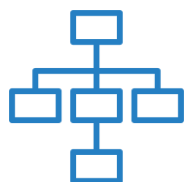
Analytics enabled, holistically integrated, intuitive, simplified health “system”, where the **right health choices** are **obvious and easy to execute**

GE Appliances Health Services and Benefits Overview

60+ vendors
100+ staff



Value-Based Approach to Primary Care, OH, and Health Benefits Design



Organizational & Structural Re-Alignment:

People, process, technology, accountability (metrics dashboards)

- Insource OH
- Co-design VBC primary care model with an aligned vendor



Optimization & Standardization

Finding the best practices to share... making success and compliance easy



Integration & Simplification

Vendors, health/ other benefits plans, programs



Health Benefits Restructuring/ Point Solutions

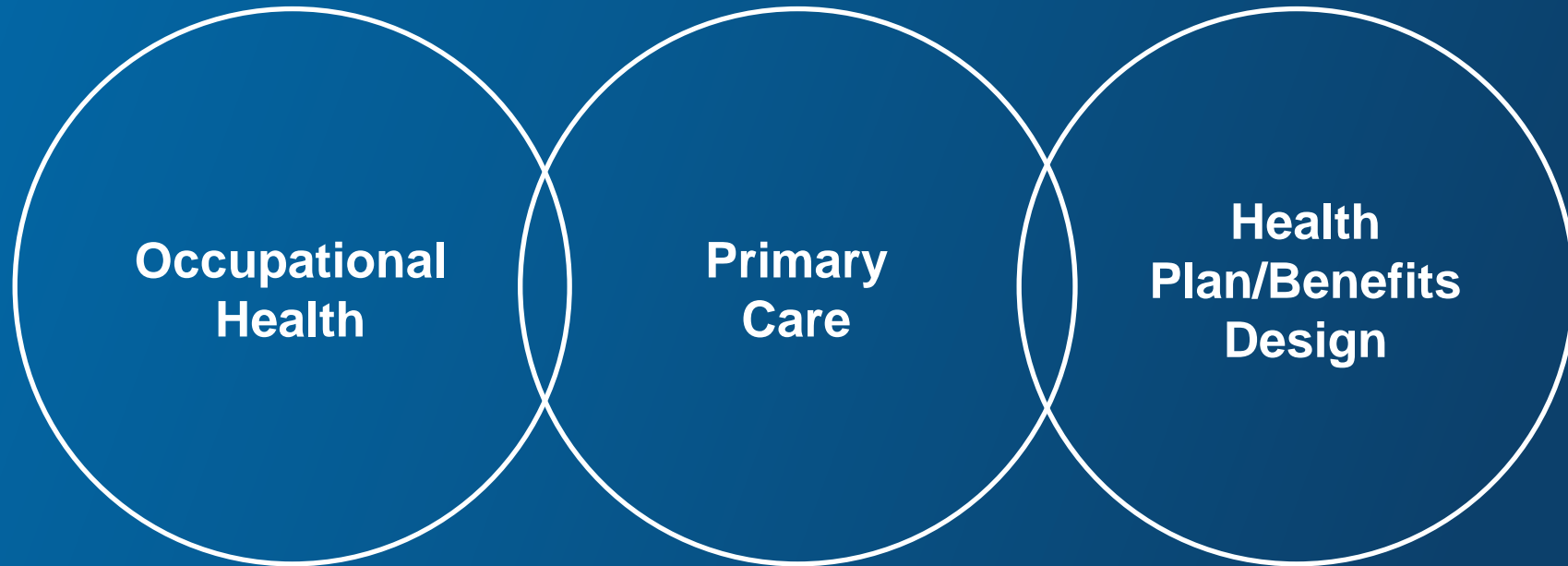


Health Data Analytics Insights

Population health data insights informing individual patient care plans and health/wellness initiatives

GE APPLIANCES

Health Benefits & Services VBC Redesign Highlights



GE APPLIANCES
a Haier company

OH Program Redesign

Workstream	Description
Audit	External audit of all OH clinic locations
Compliance	OSHA, CEU/CMEs, licensures, AED, ADA Accommodation, HIPAA, workers compensation
Staffing/Insourcing	Staffing model, including OH leadership team structure
Process Standardization	Managing SOPs and processes. Implementing best practices across the business
Training/Education	Vended training platform, periodic clinical training sessions (“journal club:” causation, appropriate treatment patterns, etc.)
Collaboration Cadence	Develop sustainable interaction rhythms with all stakeholders at all sites (EHS, Ergo, Early Intervention Program, Safety, Plants HR and leadership, etc.)*
Vendor Review & Consolidation	Map spend categories by \$ and counts, streamline (regional/national vs local vendors)

OH Operational Cadence



GE APPLIANCES
a Haier company

Recommend on-site OH lead be included in plant leadership team

Employee health and safety stakeholders (EHS, Ergo, HR, safety, plant managers, etc.) will have an opportunity to weigh in on OH program plans and decisions

- All-sites quarterly metrics and initiatives/best practices review (EHS, HR, OH, plants managers)
- Monthly or bi-monthly virtual OH Operations call with ALL sites EHS, HR, Site Lead RN; plant managers as needed
- Weekly virtual Operations Call with each individual site: EHS, HR, Ops, site Lead RN
- Monthly/bi-monthly site visits by OH Medical Director and OH Ops Director (plus others as needed)
- Quarterly CMO/Global Executive Director site visits

OH Governance

Establish an OH advisory group comprised of plant managers, corporate EHS leader, OH Ops Director, OH Medical Director, and CMO

- Meet biannually and ad HOC as needed
- Advise on strategic matters



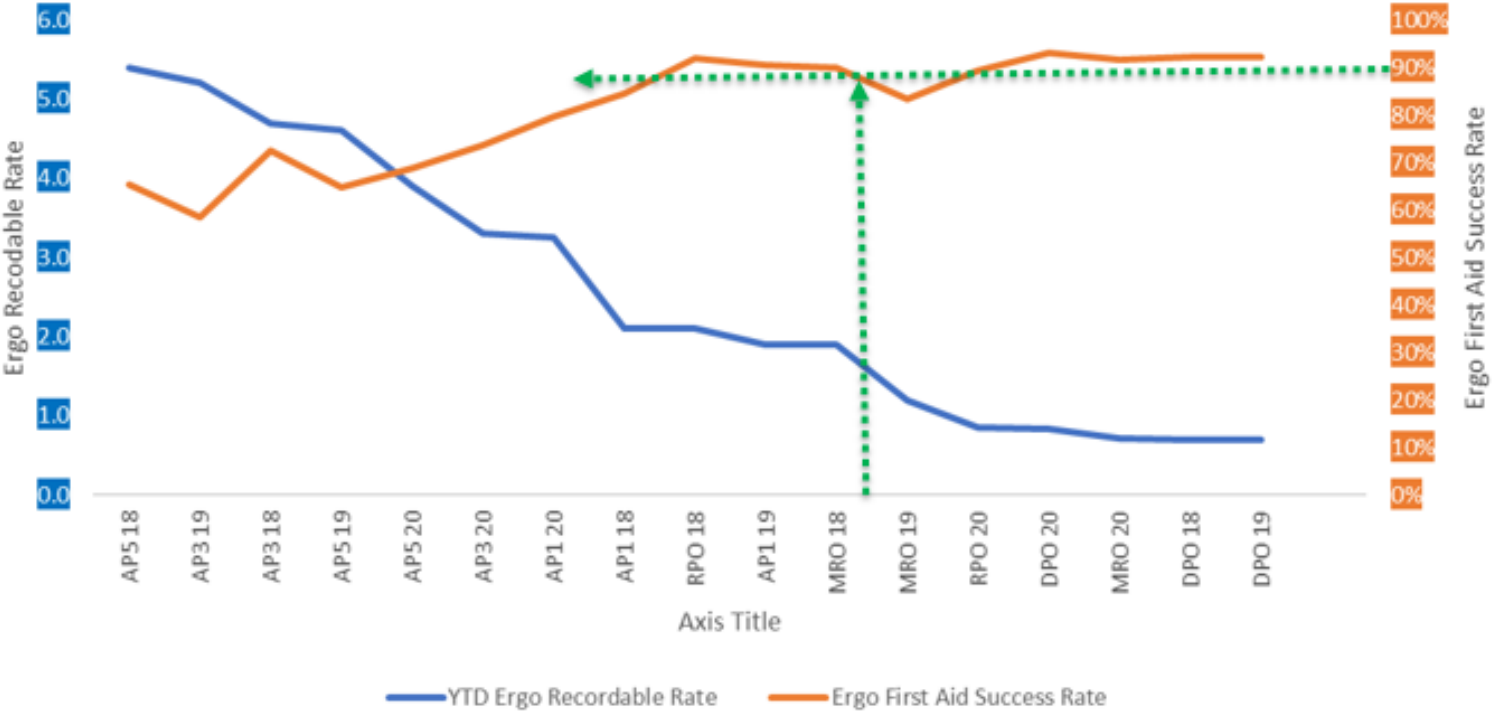
GE APPLIANCES
a Haier company

Impact of Ergonomics First Aid Success Rate on Ergonomics-Related Recordable Rate



Ergo First Aid Success Rate

Ergo Recordable Rate vs Ergo First Aid Success Rate 2018–2020



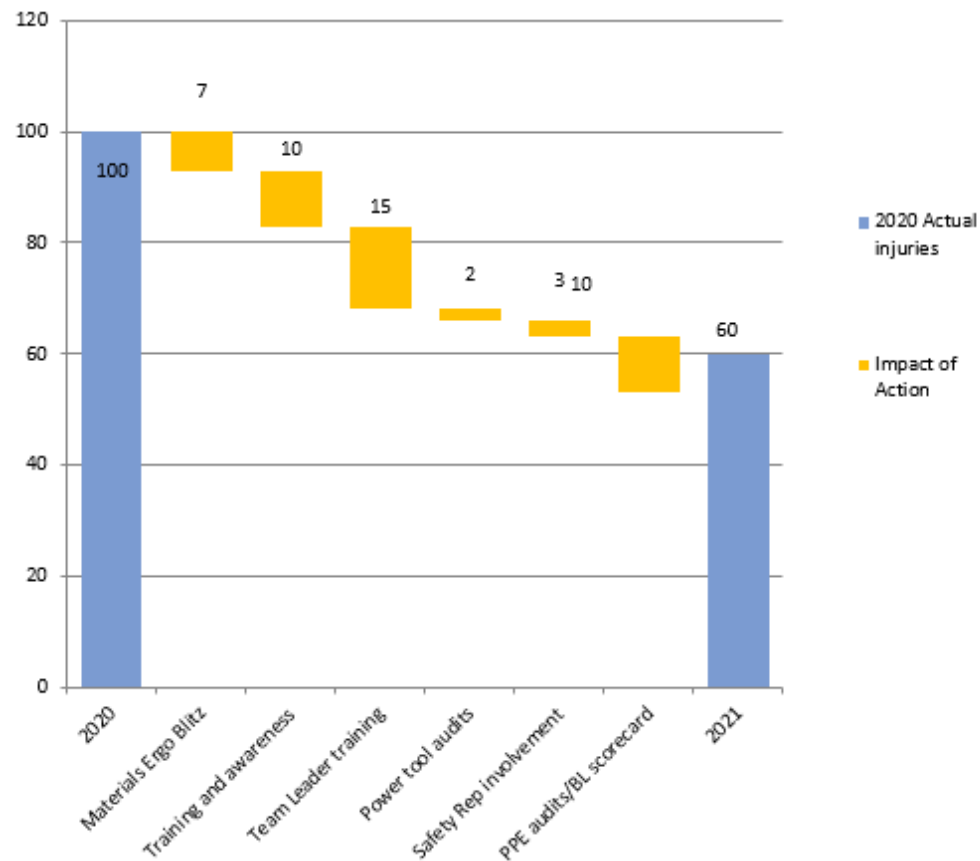
Goal for 2021:

Ergo First Aid Success Rate to be >90%

Single GE Appliances Plant Injury Reduction Plan



2021 Recordable Injury Rate Waterfall



2021 Injury Reduction Action Plan

- **Material Blitz**
Highly effective in 2020—45% redux in rec inj.
- **Team Leader Training**
High turnover and lack of training for backups
- **Power Tool Audits**
Enough of an issue to warrant continued action
- **Training / Scorecard / Safety Reps**
Aimed at overall PPE compliance and standard work with emphasis on driving lacerations and ergo injuries down, while driving proactive concern reporting to ID corrective actions *before* injuries occur

Single GE Appliances Plant OH/EHS Outcomes for Q1–Q2 2021 vs 2020



Hours Worked		1,769,313 vs. 1,300,291
Injury/Illness Rates*	YTD '21 vs YTD '20	V% vs YTD '21
Recordable Case	5.20 6.31	-17.6%
Days Away From Work (DAFW) Case	0.68 1.85	-63.2%
Job Transfer or Restriction(RWA) Case	2.83 2.92	-3.1%
Days Away From Work (DAFW) Severity Rate (Cumulative Day Rate)	25.32 98.13	-74.2%
Severity Rate (Cumulative DAFW + RWA Day Rate)	162.89 434.83	-62.5%
DART Rate	3.50 4.77	-26.6%
⊕ Near Miss Stats	Last 30 Days	Last 30 Days '21 vs Last 30 Days '20

Worksite VBC Primary Care Key Capabilities for Success



- Virtual 24/360 care access
- Specialty eConsults
- LCSWs for enhanced BH access
- Population health AI analytics engine insights (available at point of care)
- Proven patient engagement strategies
- Utilization management
- Steerage to narrow(er) high-value network
- High-touch, in-person, and virtual care coaching and care navigation
- Experience with/willingness to adopt a full risk, capitated payment arrangement

Worksite Primary Care VBC Contractual/Payment Strategy



- **Aggressive Risk Arrangement**
 - PMPM primary care fee based on (engaged/attributed employee/family members)
 - Year 1 and 2: a “hard” ROI guarantee (paid claims vs a risk and trend adjusted historical/market-specific benchmark)
 - Year 3: Capitated full-risk arrangement for total cost of attributed care with shared savings
 - Capped high-cost claims, potential claims categories exclusions
- Year 1 BLAB: **2.6% health plan saving** over 2020 spend (excluding trend)

Health Benefits Designed to Facilitate Worksite VBC Model

Care Point Solutions

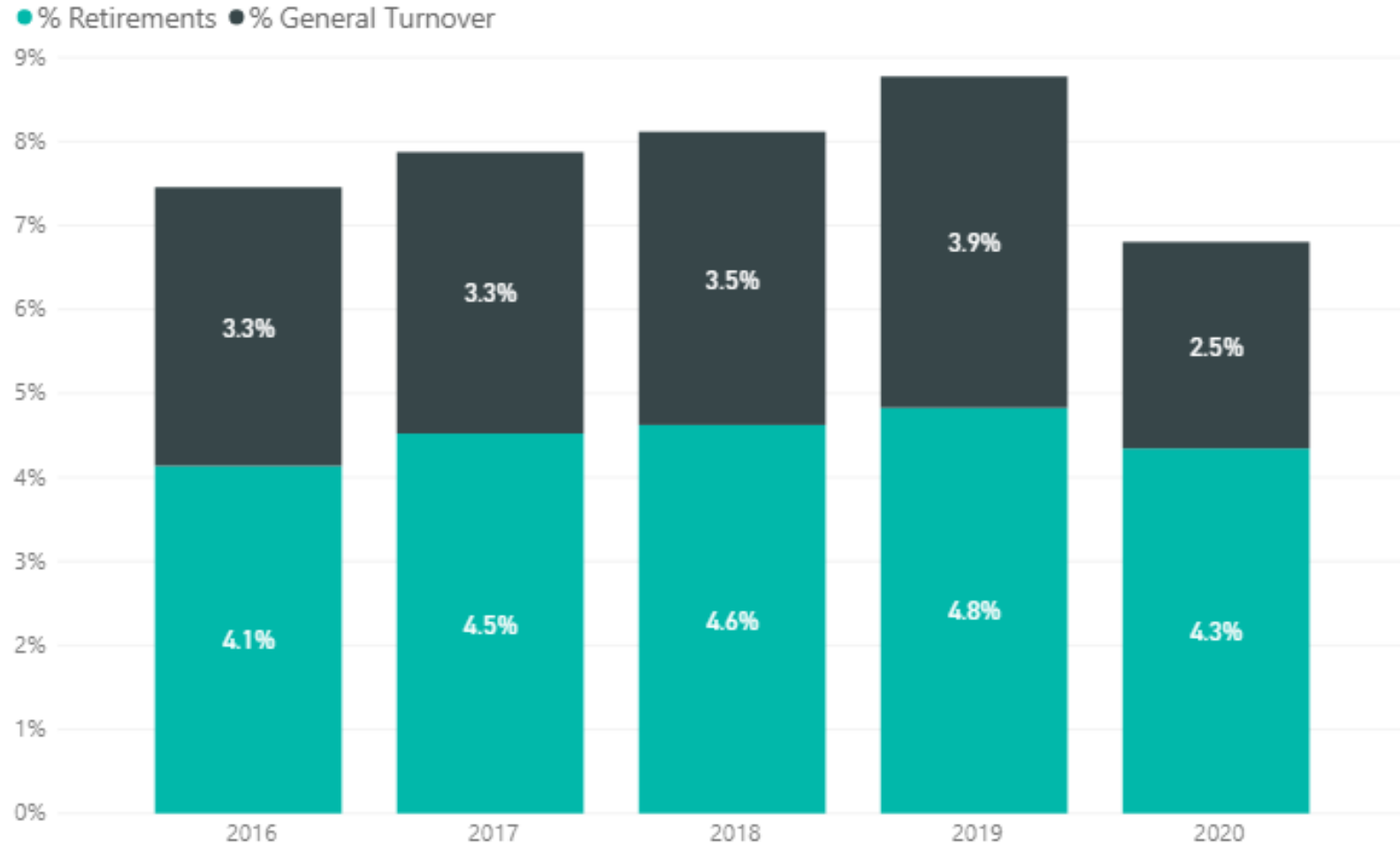
(all with risk-based direct contracts)

- Concierge Cancer Care (C3)/COE
- Substance abuse
- Behavioral health solutions
- Personalized care navigation
- EMO
- MSK management solution

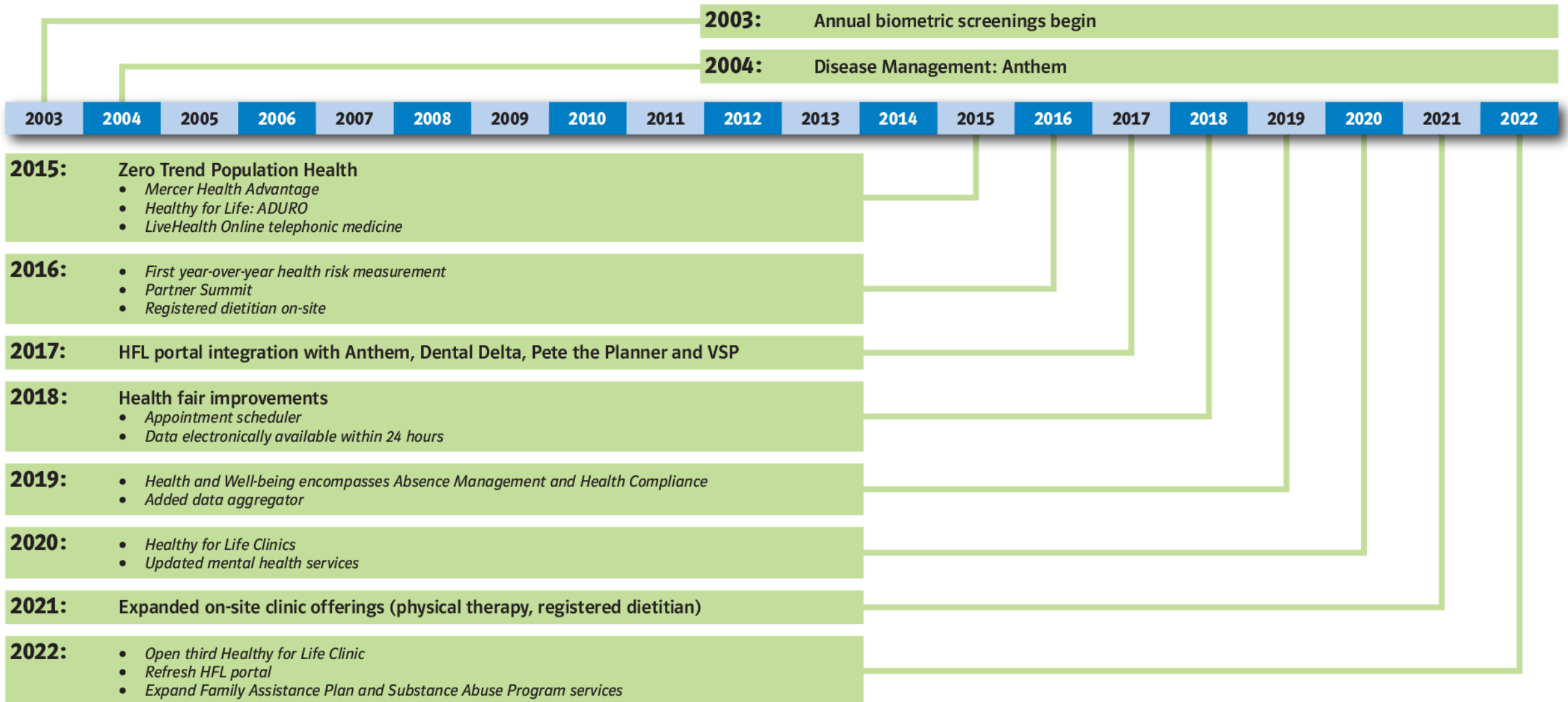
PBM Solutions

- Specialty Rx Management
- Generics-centric formulary

Value Based Health and Well-being is Our Long-term Strategy

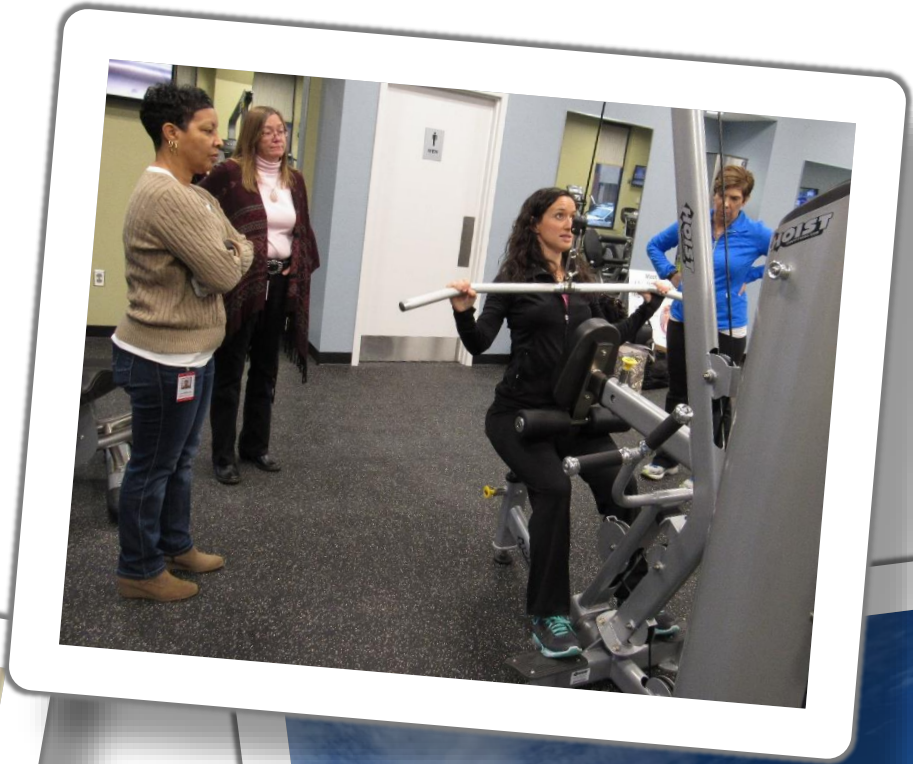


LG&E and KU's Health and Well-being Journey

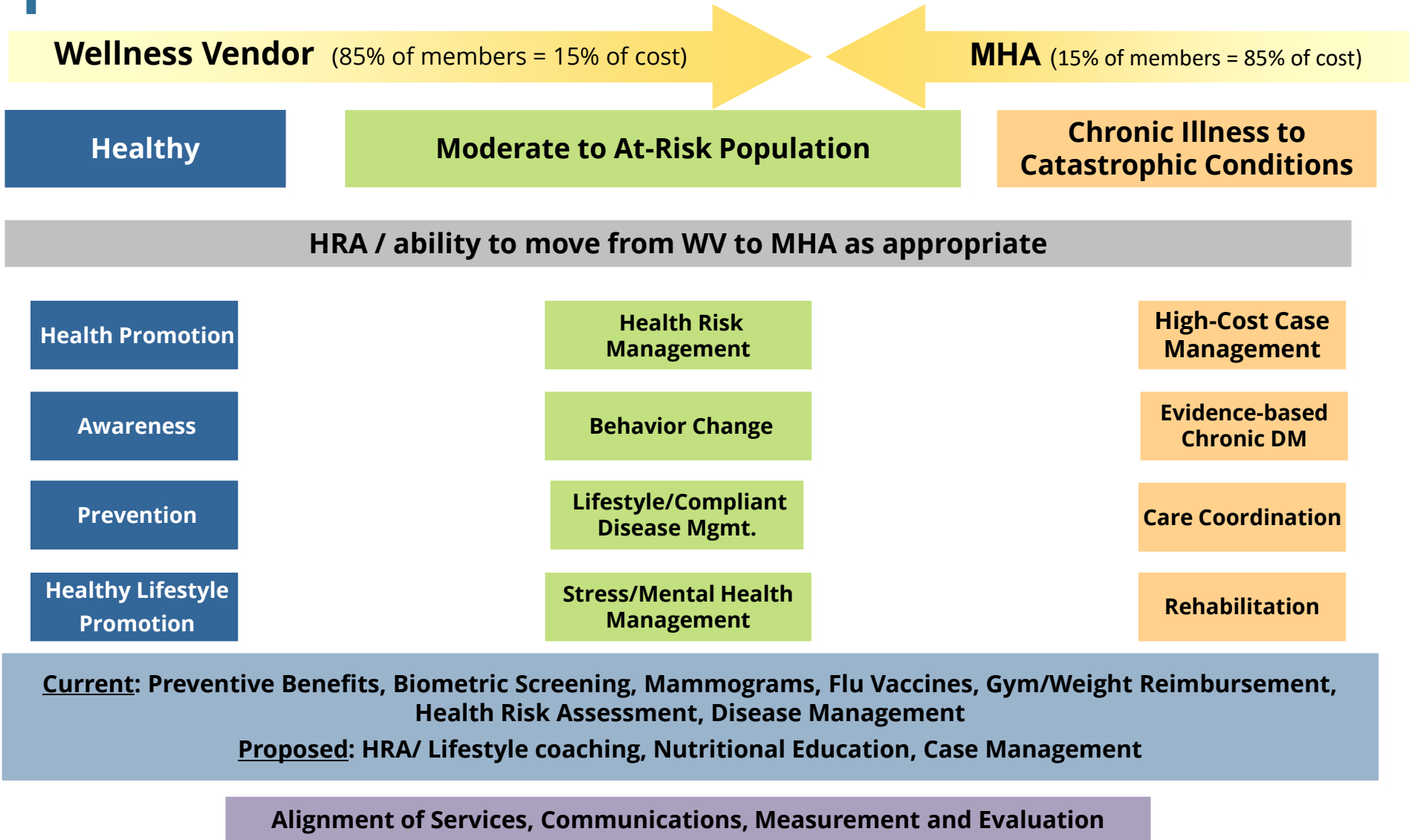


The Beginning...





LKE Population Health Model



Healthy for Life — Total Population Health Strategy

Healthy for Life Wellness Portal

Your Anthem Nurse (MHA)

Well and Moderately Healthy

Health-Related Issue

Health Coaching

Challenges

Webinars

Preventive

Well-Being Assessment

Group Health Sessions

Stress Management

Nutrition

Tobacco Cessation

Assistance with Disease Care

Health Team Concierge

High-level Guidance with Pregnancy/Transplant/NNIC

Medical Plan Utilization Assistance

Elevated Customer Service

High-Quality Provider Referral Services

Preventive Benefits: On-site Biometric Screening, Flu Vaccines, Mammograms, Nutrition Education, CPR Training, Gym and Weight Reimbursements, TeleHealth, Family Assistance Program (Mental Health), Financial Well-being

Health: *Occupation Health:* CDL Well Physicals, Drug Screens (non-DOT and DOT), Telephonic First Opinion, Physical Therapy, Hearing Tests, Case Management *Non-Occupational Health Services:* Well Visits, Chronic Disease Diagnosis, Physical Therapy, Vaccines

Health Compliance: DOT FMCSA and PHMSA and Non-DOT drug and alcohol screens; Regulatory Compliance; Audits and Reporting

Healthy for Life — Total Population Health Strategy

Healthy for Life Wellness Portal

Well and Moderately Healthy



Challenges



Webinars



Well-Being Assessment



Group Health Sessions



Stress Management



Nutrition



Tobacco Cessation

Your Anthem Nurse (MHA)

Health-Related Issue



Assistance with Disease Care



Health Team Concierge



High-level Guidance with Pregnancy/Transplant/NNIC



Medical Plan Utilization Assistance



Elevated Customer Service



High-Quality Provider Referral Services

Healthy for Life Clinics



Preventive



Health Coaching



Occupational Health



Physical Therapy



Health Compliance



Vaccines

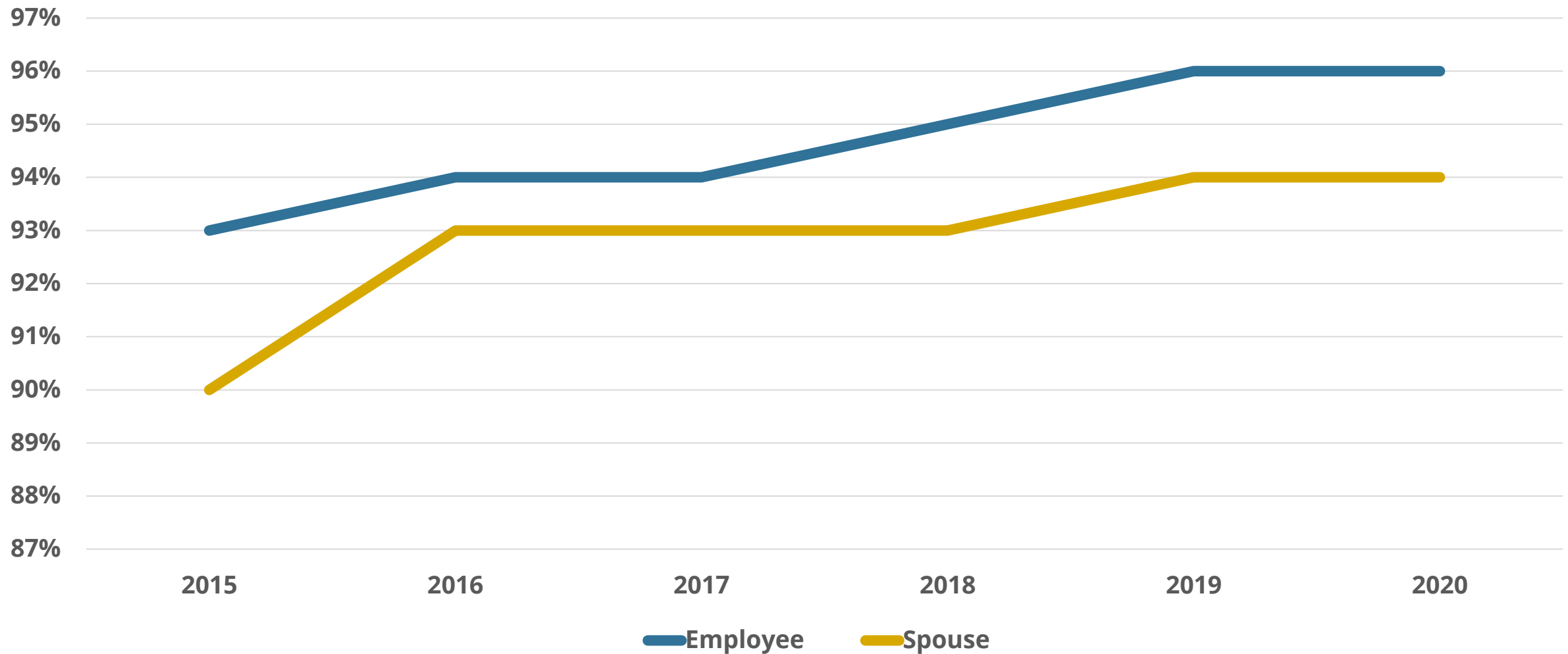


Prescriptions

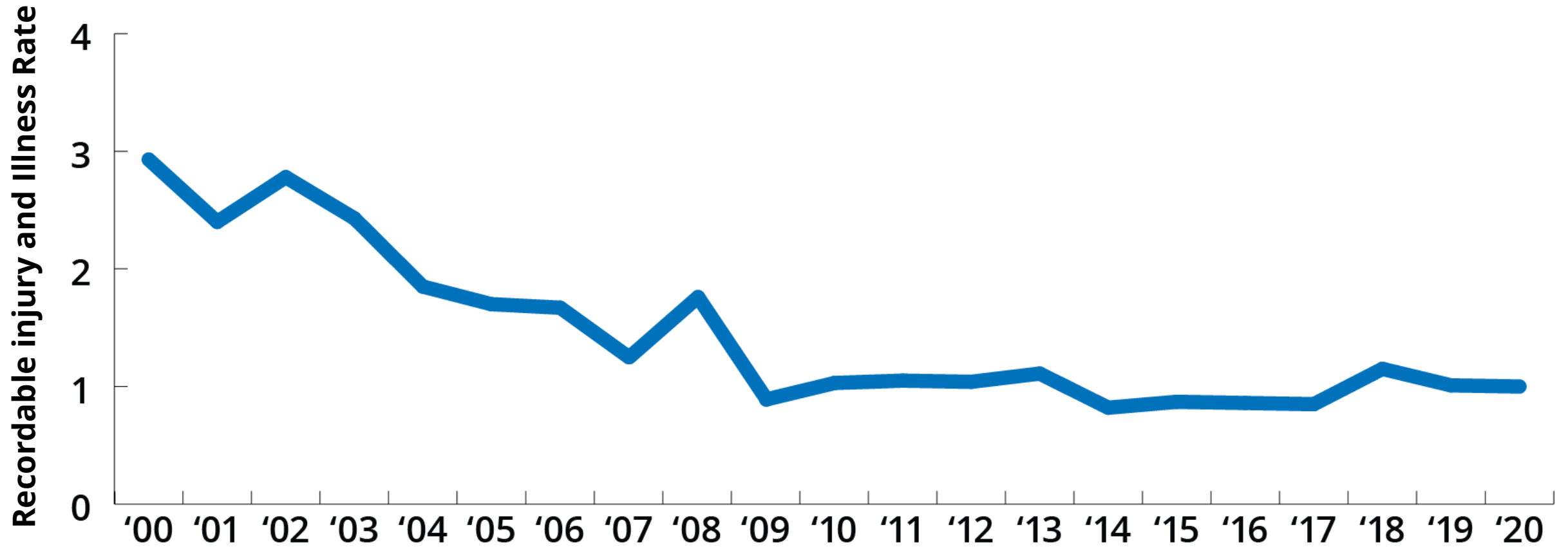


Registered Dietitian

Healthy for Life Engagement

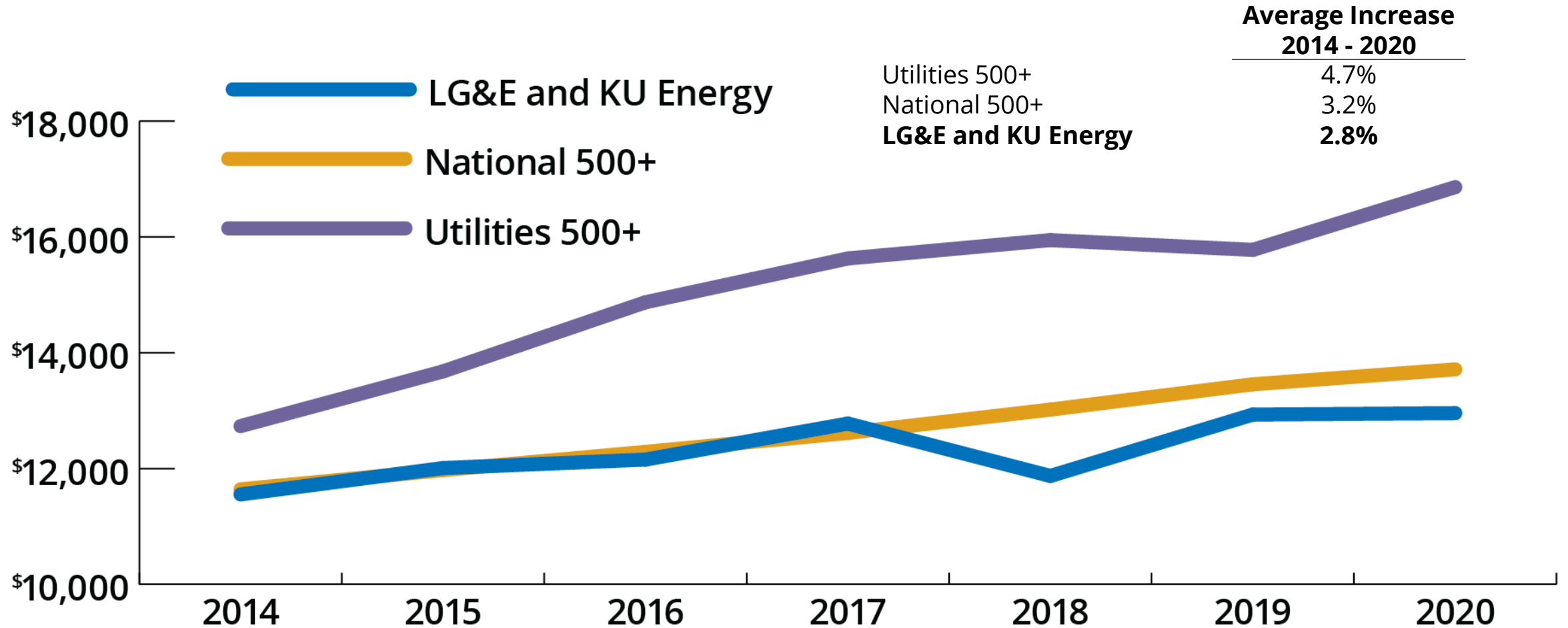


Safety



LG&E's Historical Cost Increases Lower than National Trends

Average Health Benefit Cost per Active Employee





Population Health:

Average systolic blood pressure dropped 8.7%
Likelihood of hospitalization is 23% lower for adults
on health plan



Improve Clinical Experience:
76% increase in job satisfaction when care between practices was properly coordinated (BCBSTX 2015 study).





Reduce Costs:

Health plan members using health centers average 35% less in medical plan costs than those not engaged.





Population
Health



Improve
Clinical
Experience

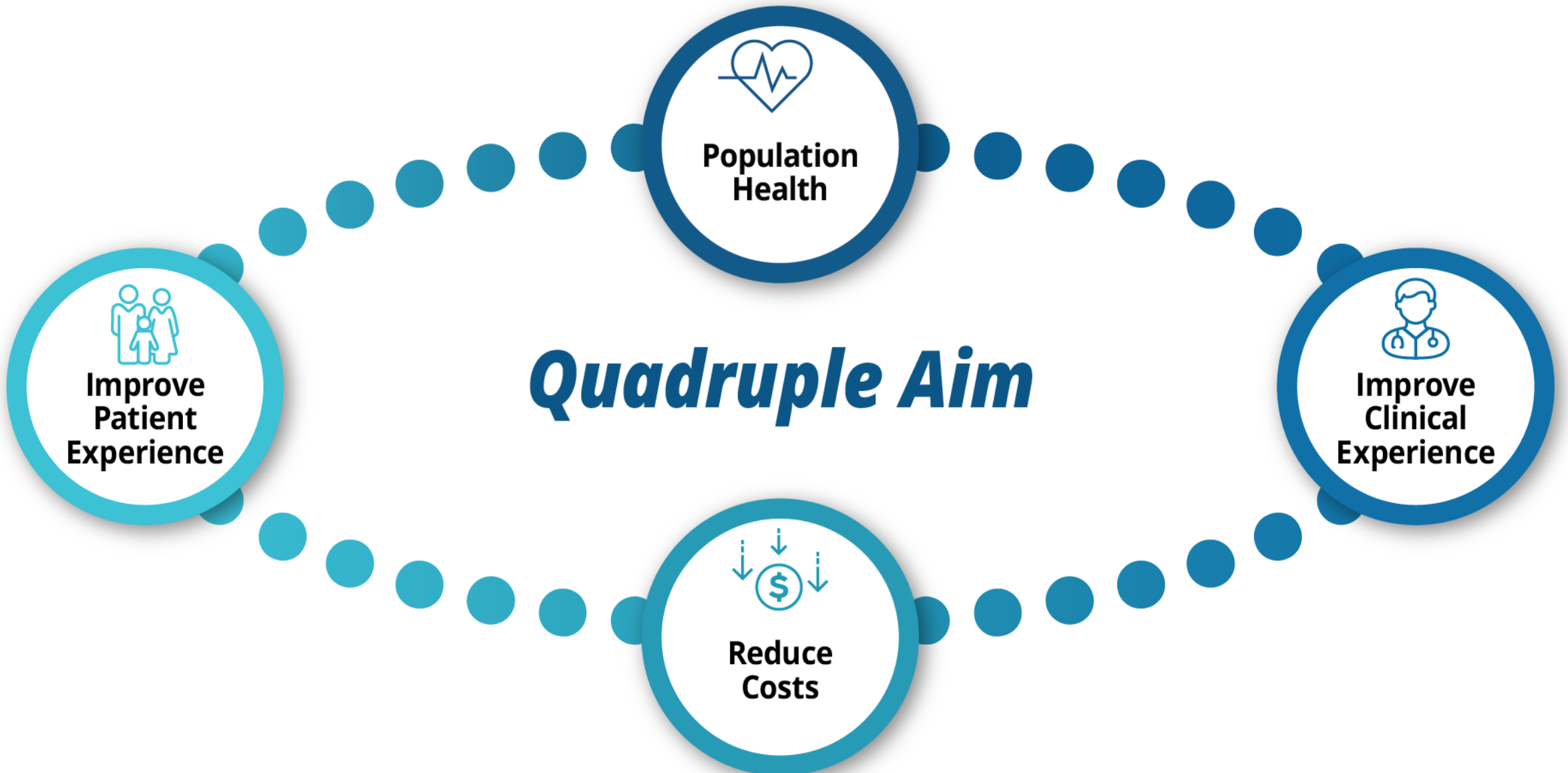


Improve
Patient
Experience

Improve Patient Experience:
Patient experience score has averaged 4.8/5 and the
NPS score is 93 over past year.



Reduce
Costs



Healthy for Life Population Health Future

standardize
occupational
services

expand clinic services

preventive care

expand
clinic

quality occupational
medicine and primary care

physical health

personalized
well-being

*risk-based
contracting*

benefit
design

locations

expand
nutritional
offerings

Quotes from Employees

“I visited the clinic for my yearly biometrics and am now going to switch from my primary care doctor to the clinic. The staff is super friendly and helpful.” — **Tina B.**

“I love my doctor! She is amazing. Every time I visit the clinic, the staff knows me by my face.” — **Kirstie S.**

“I was on the phone with the clinic doctor within a few hours; meanwhile, my primary care physician still hadn't called me back. The clinic staff called to check on me every day during the worst parts of my illness. I appreciate the peace of mind knowing that someone knowledgeable was keeping a close eye on me and would let me know if it was time to take further action.” — **Max K.**

Strategic Health Benefits Design

Especially Benefits/Care Management &
Navigation

+

High-Value Care

+

OH Standardization & Collaborative Integration

+

Risk-Based Contracting

=



Thank You

Derek Mydlarz, MD, MPH

CMO/Global Executive Director, Health Benefits and Services

GE Appliances, a Haier Company



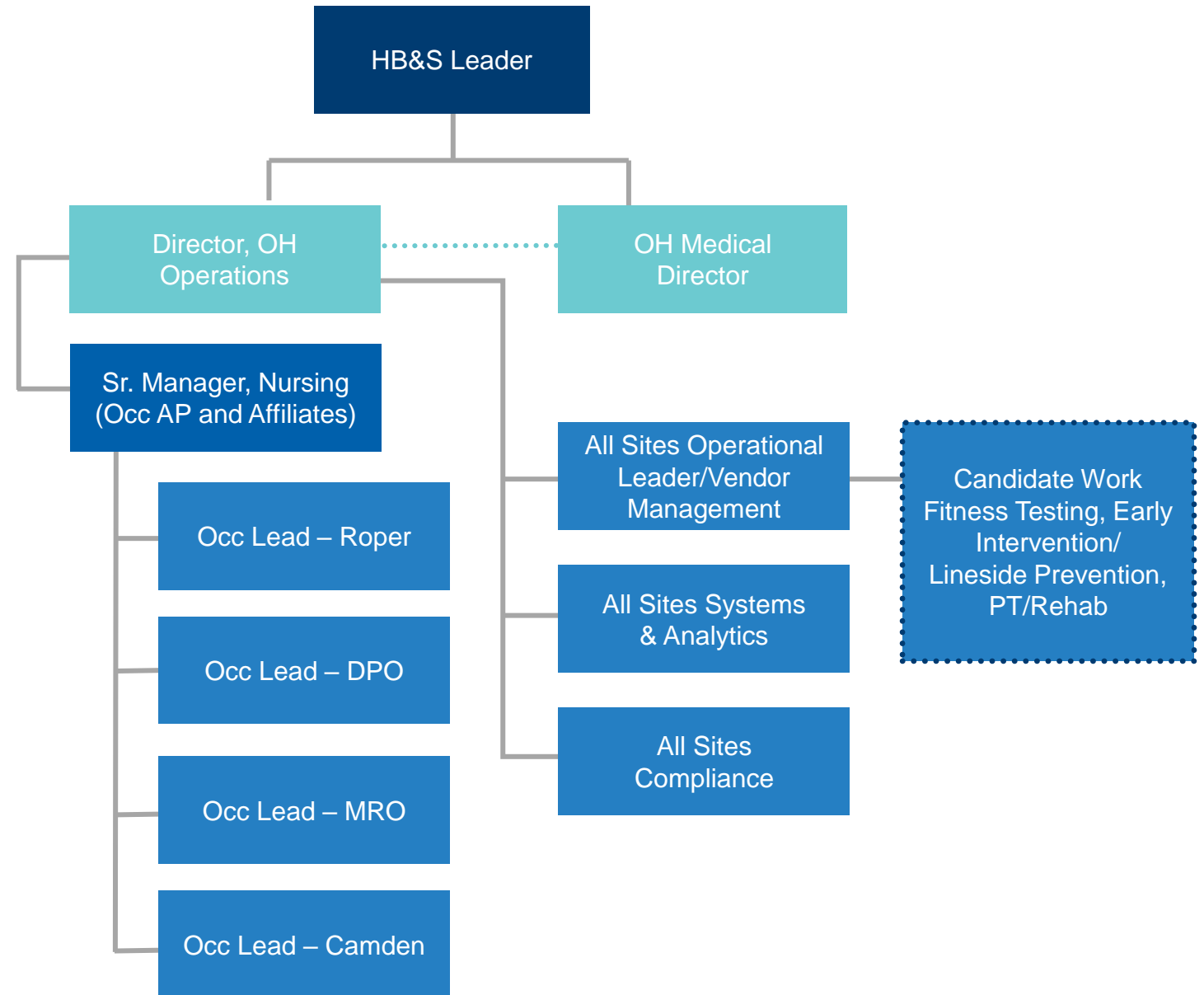
GE APPLIANCES
a Haier company

Appendix

New OH Leadership Structure



GE APPLIANCES
a Haier company



Employer-Based Risk Model Spectrum



Administrative
Fee

Operational
Costs

Total Health Spend
of Attributed
Members/Patients

Steps Function... Partners may start in yellow but move to green.

Full-Risk Value Based Care:

- Benchmark-based **capitated** payments for an attributed population of patients
- Profit/loss (upside and downside) based on managing the total cost of care