



9TH ANNUAL CONGRESS

**Taking Onsite Centers to the Next Level:
Evolving into Patient Centered Medical Homes**

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July 18-19, 2013



Intel: Leading Silicon Innovator



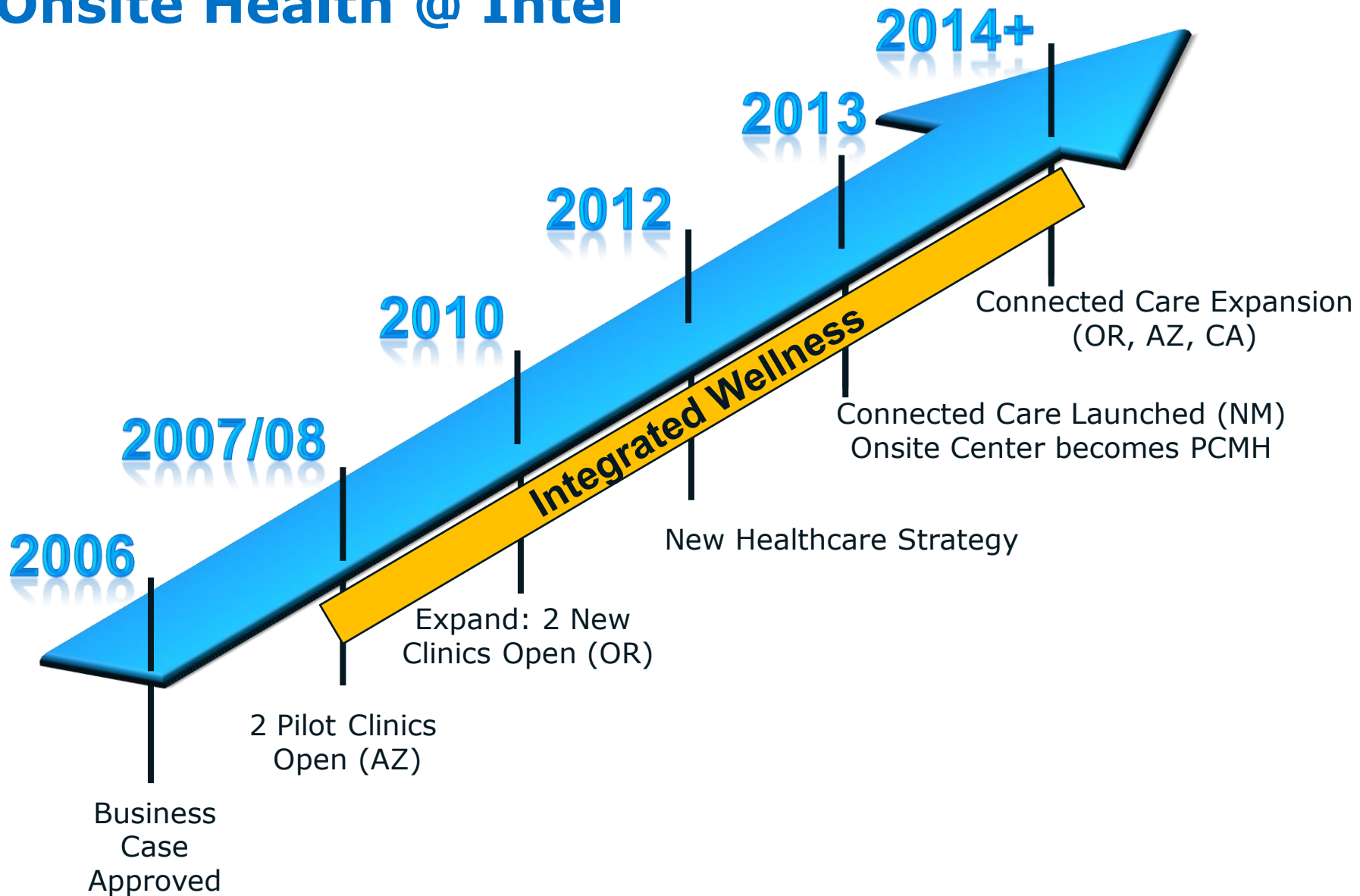
Vision

This decade we will create and extend computing technology to connect and enrich the lives of every person on earth.

- Approximately 100,000 employees worldwide
 - 300 facilities in 50 countries
 - \$53.3 billion in revenues (2012)
- Sixth most powerful brand and eighth most recognized brand
- *Fortune* 100 best companies to work for
- 2012 U.S. health spend: ~\$500M
- Enrollment: 48,000 employees, 80,000 dependents
- Major U.S. sites: AZ, CA, MA, NM, OR, TX



Onsite Health @ Intel



Background: 2006 to 2011

- Strategic focus on embedding wellness and embracing health consumer engagement
- Successfully used all common levers



Wellness

60%

Participation



Consumer Plans

70%

Enrollment



Onsite Care

5

Centers



Below Average

4

Year Trend

But we expect cost to escalate, so what's next?

Setting a New Bold Vision

**We have the healthiest workforce on the planet
and
Healthcare is a strategic business
and people advantage for Intel**

Strategic focus:

- a. Our highest-need members get highest-touch care
- b. Custom care delivery:
 - Integrate onsite clinics
 - Reward patient-centered primary care
 - Use evidence-based medicine
 - Apply efficiency (Health IT and LEAN)
- c. Plan design supports using all engagement levers
- d. Creates supportive healthy work environment

Future of healthcare at Intel

Personalized

Distributed

Coordinated

Understanding for Innovation

Delivery System

Local System Capability Explore

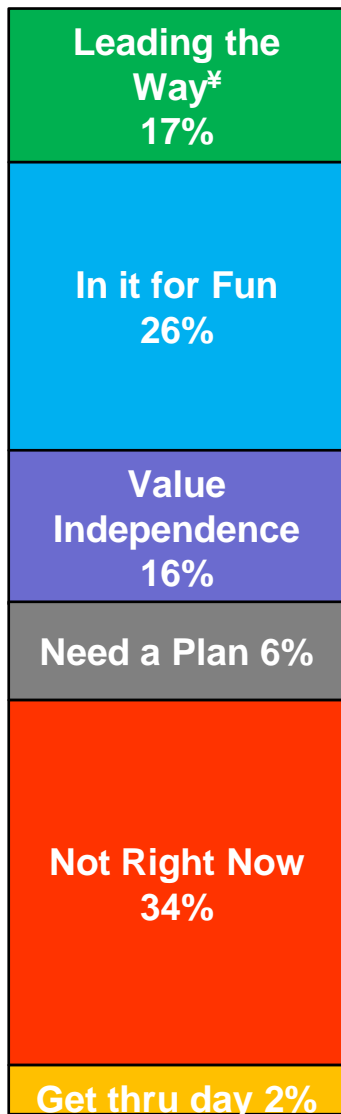
- Patient-centered medical home
- Fully integrated with onsite centers, specialty and hospitals (“Medical Neighborhood”)
- Personalization, care coordination and navigation
- Patient-focused Health IT
- Waste reduction (LEAN, Six Sigma)
- Transformational payment

Employee Experience

Quantitative-Qualitative Member Study

- Onsite workshops
- Broad-based survey
- In-home ethnographies
- Established health care consumer segments
- 4,600 employee/family participants representing all segments, U.S. geographies and job types

Employee Experience Study: Top 10 Insights



1. More than half highly engaged but 1/3 say “not now”
2. Tension between work environment and wellness
3. Health is a priority but often action takes a backseat
4. Perception of health is higher than actual health
5. Quality, cost and choice are most important
6. Technology helps but does not replace in-person care
7. Chronics struggle with lifestyle barriers at higher rates
8. Site/segment responses highlight need for personalization
9. Lifestyle penalties might be OK but not me!
10. Doctor is #1 change motivator but few exercise

influence

¥The Futures Company's Living Well Segments

Delivery System: Top Highlights

- The system knows it must change
- But how...focus varies but most singularly focused on ACO or PCMH/chronic care integration models
- Struggling with transition from fee-for-service model, but open to new payment models that include measurement
- Significant cost reduction is achievable
- Varied approach to innovation: some significantly more creative than others, some still focused on traditional business model
- Delivery system is excited and eager to work directly with employers and see employers as the driver for true change

Healthcare Delivery is Very Local

Going Local and Connecting Care

New Mexico launched January 1, 2013

Build Network



11 PCMH +
Neighborhood
(Includes Onsite
PCMH)

Pay for Performance



Aligned Incentives
through Gain and
Risk Sharing

Measure



Accountability:

- Cost
- Evidence-based Medicine
- Right Time, Right Setting
- Member Experience
- Return to Function

Connecting Care: Member Experience

100% Coverage Preventive Care

100% Coverage Preventive Medication
(Ex: Asthma, Hypertension, High Cholesterol, Diabetes)

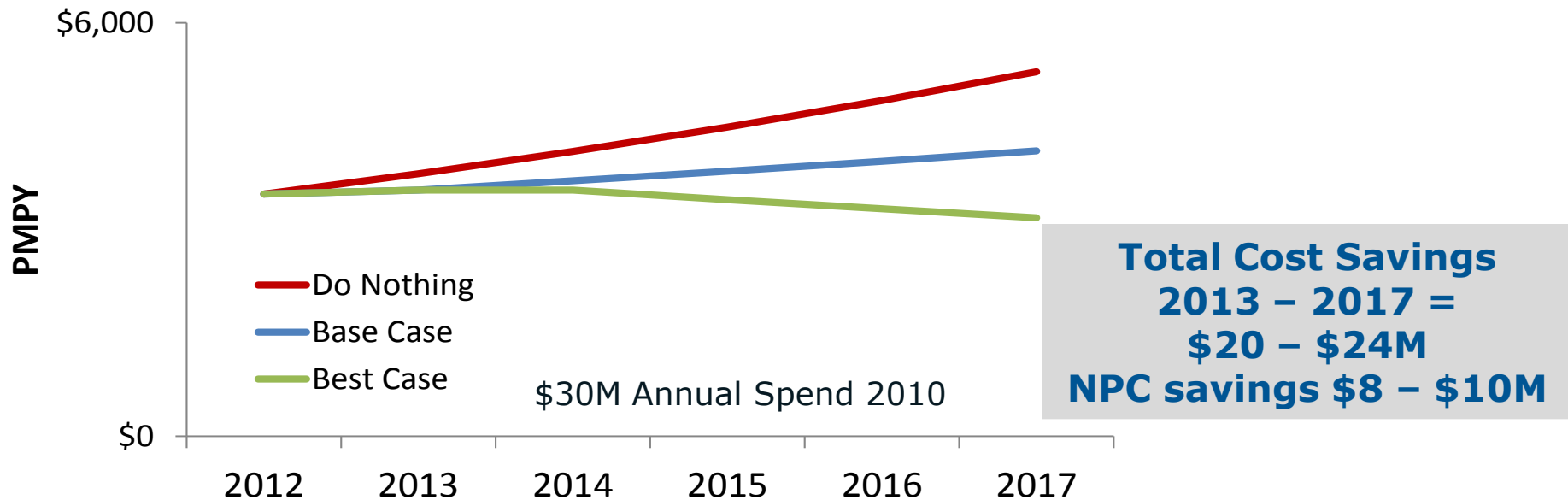
Lower Access Cost & Plan Pricing

Minimal Barriers to Care
(Sparing use of Prior Authorizations)

Designed to Attract High-Need Member into the System

Results

- Effective collaboration
- Flawless implementation
- 60% enrollment in desired (Connected Care) plans
- Expected five-year ROI:



Lessons Learned

- PCMH is a vague term that can have different meanings... Need to be clear with partners and employees
- Little actual PCMH experience in the market
- Use incentives throughout to reinforce model
- Don't underestimate the time it takes
- Stay in possibility thinking mode
- And most importantly...

Focus on the patient

Never lose site that people are at the center

Next Steps: Expand and Fully Integrate

