Removing the *real* barriers through cultural integration
A case study

PRESENTED BY
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A great partnership

**HealthPartners®**

- Largest consumer governed, non-profit health care organization in the nation
- Largest regional network
- More than 1.4 million members
- More than 1 million patients
- Five hospitals
- More than 1,700 physicians
- Numerous specialty centers:
- 250 research projects annually through HealthPartners Research Foundation

**TURCK**

- Develops, designs, and manufactures technology products
- Approximately 500 employees
- More than 30 different languages
- Voluntary turnover rate of 1.3% in 2012
- Comparatively rich plan design
  - $25.00 office visit copayment, low out-of-pocket (85% of enrollees)
  - CDHP with funded HRA (15% of enrollees)
Cost drivers & disease reduction

Adherence to optimal lifestyle behaviors significantly reduces the occurrence of new disease

High blood pressure  Cholesterol  Cancer  Back pain  Heart disease  Diabetes

-15  -17  -24  -43  -45  -66

Difference in 2-year incidence of new disease between people who adhere to OLM and those who do not (%fewer new cases of disease)
Program design

Addressing cost drivers and reducing disease through program design

- Identify Risk
- Manage Risk
- Change Behavior

= Outcomes
Grounded in Research of 5 Inter-related Elements of Well-being
Designed to foster thriving @ TURCK

- **Career/Learning & Growth** - like what you do, discover and engage your strengths in work and in life
- **Social Well-being** – enjoy who you’re with; flexibility for family
- **Physical Well-being** - attain energy to live your fullest life
- **Financial Well-being** – create security and plan for your future
- **Community Well-being** – enhance quality of life for others

2003
- Introduced 10,000 Steps, gave out pedometers

2004
- Cross-functional Benefits Committee formed to discuss trend in rising health care cost

2005
- Introduced CDHP option
- Health consumer education

2006
- Mindful Living & Eating series
- Health Fair w/ screening option
- Weight Watchers option

2007
- Well@Work Clinic Opens
- Diabetes Screens
- Optional Seminars:
  - Breast Health
  - Prostate Health
  - Cancer Awareness

2008
- Lunch n’ learn topics:
  - Heart Health
  - Allergies
  - Weight Mgt.
  - Skin Cancer
  - Oral Health

2009
- Well-being goal achievements shared to inspire
- Biometrics & HA coaching session with Advanced Care Provider Education:
  - Heart Health
  - Stress Mgt.
  - Weight Mgt.

2009
- Open Enrollment; Well-Being introduced “Invest in Yourself” theme with expanded offerings, rewards (PTO)
TURCK Well-Being Evolution

2010
- Expanded well-being coaching
- Back Health
- Weight Mgt.
- Onsite smoking cessation
- Company-wide workplace flexibility
- Well-being added to Strategic Plan

2011
- Expanded rewards for well-being
- On-site Rx covered 100%
- Tobacco free credit
- Work/life pursuit benefit enhanced with PTO match to volunteer and company match for charitable giving

2012
- US Healthiest HealthLead Accreditation
- Subsidized Organic CSAs Delivered Onsite
- Subsidized Onsite Massage Therapy
- Leadership and Well-being Development: Lead by Example: 360, JI, Coaching + Resiliency Training

2013
- Prevention and Cancer Screenings focus
- Direct contract for Specialty services
- Financial Well-being Education Enhanced
- Expanded clinic hours + Additional Provider
- Well-being benefits expanded to family/spouses

2014
- Integration of Health, Well-being + Safety
- Expansion of Leadership & Well-being Development with focus on Engagement
- Financial Well-being; Social/Mobile/App Community Well-being Challenge
- Expanded clinic hours, Tele-health
## Estimated Health Care Cost Savings due to Healthier Lifestyle Behavior Changes

<table>
<thead>
<tr>
<th>Years over time</th>
<th>Change in Health Potential Score Points</th>
<th>Health care cost savings per point increase</th>
<th>Estimated cost savings per participant over time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Modifiable (MHPS)</td>
<td>Quality of Life (QOLS)</td>
<td>Weighted Composite Score*</td>
</tr>
<tr>
<td>2004 to 2005</td>
<td>0</td>
<td>-2</td>
<td>-4.5</td>
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<tr>
<td>2004 to 2006</td>
<td>5</td>
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<td>5.5</td>
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<tr>
<td>2004 to 2007</td>
<td>11</td>
<td>0</td>
<td>7.1</td>
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<tr>
<td>2004 to 2008</td>
<td>15</td>
<td>1</td>
<td>11.9</td>
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<tr>
<td>2004 to 2009</td>
<td>27</td>
<td>5</td>
<td>28.6</td>
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<tr>
<td>2004 to 2010</td>
<td>22</td>
<td>2</td>
<td>23.2</td>
</tr>
<tr>
<td>2004 to 2011/12</td>
<td>16</td>
<td>3</td>
<td>17.1</td>
</tr>
<tr>
<td>2004 to 2013</td>
<td>14.3</td>
<td>1.8</td>
<td>13.3</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*Certain health behaviors, such as physical activity and nutrition, affect both the Modifiable Health Potential Score and the Quality of Life Score. The Weighted Composite Score controls for this overlapping influence.
Through leadership development, well-being coaching and onsite education, awareness of stress, anxiety and depression identified and treated has improved.

On-going positive organizational support and resources for well-being and self-care may decrease the severity of conditions.

Worker’s compensation and FMLA claims also decreased for TURCK employees since implementing the well-being benefit.
TURCK had 1-2% turnover from 2011-2012 (2% average annual turnover compared to ~13% industry avg.); stable team.

The rate of use of external Office Visits is declining YOY for TURCK at a rate of 5.15%.

While onsite clinic office visits is growing at a rate of 27% YOY; this is primarily driven by the offering of Rx onsite at no cost to participants; incentivized health screenings/biometrics.
Understanding the gaps in care for at risk participants allows for focused well-being efforts to keep participants engaged and compliant which reduces health risks.

TURCK and HealthPartners did an in-depth review of utilization activity with outreach to those at risk urging participants to get screened.

Normative Data based on CDC MMWR Volume 61 / Number 3 dated January 27, 2012
http://www.cdc.gov/mmwr/pdf/wk/mm6103.pdf
Cost drivers & disease reduction

TURCK YOY Disease Reduction 2012/2011

- Diabetes: -6.72%
- Rare and Chronic Disease: -11.36%
- Asthma: -13.11%
- Heart Disease: -18.48%
- Depression: -25.05%

• As more participants seek care at the onsite clinic, fewer diagnosis are identified in the claim data.

• Overall trend decreased from 2011 to 2012 by 9.8%.

• Catastrophic claims cost for 2012 decreased 30.7% from 2011 and are 45% lower than the HP aggregate.

• Non-catastrophic claims costs decreased 6.3% from 2011 and are 8% lower than the HP aggregate.
The Cost of Doing Nothing

HealthPartners has been ranked as the top health plan in the nation by eValu8, been named as Minnesota’s top health plan as well as given an “Excellent” rating by NCQA.

HealthPartners annualized YOY trend developed by applying actual published annual trend beginning 2008 through 2013.

When comparing TURCK’s net PMPM costs over the period to trend or the effect of unmanaged (Gross) cost the delta is a cost avoidance of $4,680,000.
1. Gain senior leadership support to focus on long-term organizational sustainability

2. Align and integrate health and well-being initiative with organization’s purpose and values

3. Be mindful of people’s intrinsic needs to create a climate of well-being through all leaders

4. Remove barriers, add convenient, aligned options to support personally meaningful goals

5. Integrate with culture, thoughtful of inclusion
Remove Barriers through an integrated and balanced approach
Putting it all together

1. Define goals for your well-being strategy
2. Decide what services you want to provide
3. Start small and build up
4. Measure your success
5. Reevaluate and make changes as needed

Tour a Well@Work Clinic at HealthPartners.com/clinicmap