A BETTER WAY TO TAKE CARE OF BUSINESS

A Comprehensive Approach to Wellness

Presentation for Public Employees Benefit Board

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September 15, 2015

kp.org/choosebetter

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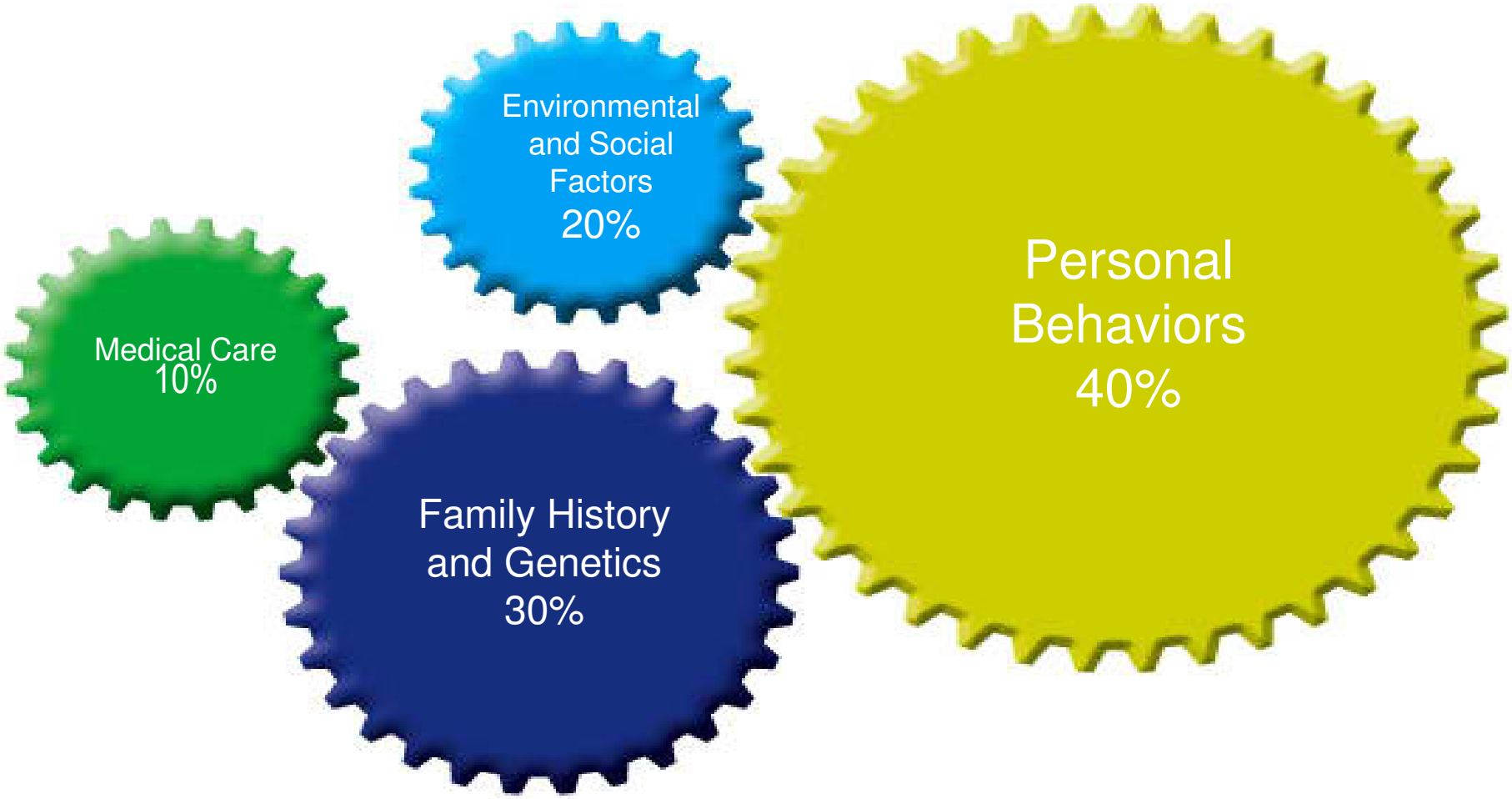
Agenda

- What is Wellness?
- Wellness for Members with Complex Conditions
- Wellness for Members with Chronic Conditions (Diabetes)
- Wellness for At Risk Members (Pre-Diabetes)
- Wellness through Prevention
- Wellness Programs and Resources

Agenda

What is Wellness?

Many Factors Shape Health



Source: McGinnis et al, Health Affairs, 2002

Better Care Through Integration

Truly integrated care

Behaviors for Optimal Health

- ✓ No Tobacco
- ✓ Safe alcohol use
- ✓ Optimal Eating Patterns
- ✓ Maintaining a Healthy Weight
- ✓ Daily or Near Daily Exercise
- ✓ Getting the right dose of medical care

Our Integrated Care Model

Classification	Healthy	At Risk	Chronic	**Complex** Last stage/Poly-Disease
Description	No major chronic conditions or key risk factors	No major chronic conditions, but exhibit one or more risks (high cholesterol, obese, smoke)	Diagnosed with a chronic condition that is well controlled	Diagnosed with one+ chronic conditions – uncontrolled or advanced
Tools	Patient Engagement Lifestyle Support Wellness/Prevention	Patient Engagement Lifestyle modification Medication compliance Wellness/Prevention	Patient Engagement Lifestyle modification Treatment Compliance Informed decisions Wellness/Prevention	Patient Engagement Treatment planning Adherence with EBM Care coordination Treatment Compliance
Goals	Prevent deterioration	Prevent deterioration	Prevent deterioration Decrease Redundancy	Avoid adverse events Reduce unnecessary procedures
% of Population	40%	40%	15%	5%

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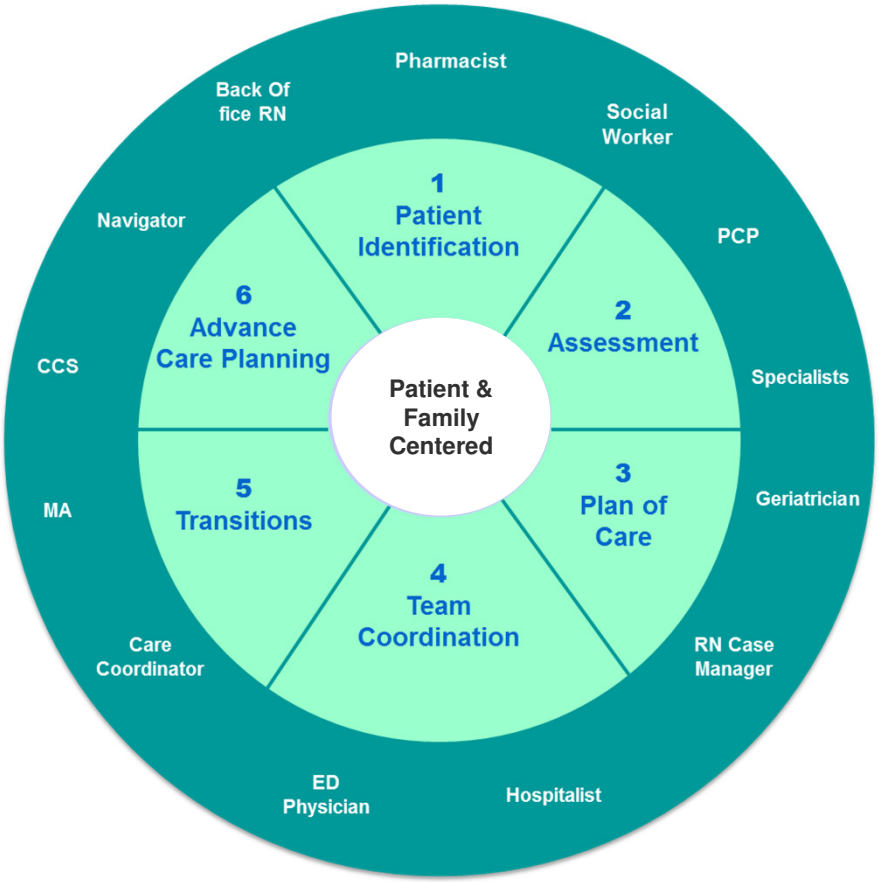
- Wellness for Members with Complex Conditions

Team Based Care® Model



Bundle Elements

1. **Patient Identification:** The PST is loaded with updated data on patient segmentation monthly. Complex patients are identified as Care Group 4. This ID is used in partnership with the PCPs to identify patients that would benefit from the complex care program
2. **Assessment:** The Medicare Total Health Assessment is used to determine a baseline for the patients current condition. The MTHA identifies 6 triggers that, if positive, kick off further assessment with the Complex Care Team
3. **Care Plan:** Once the Complex Care team has assessed the patient, they meet to collaboratively create a Care Plan, with oversight from the program's physician. The Care Plan is documented in the PCCP.
4. **Team Coordination:** The Care Plan guides coordination of care for the patient, whether it's proactive follow up in 2 months with our Navigator, Case Management with a Clinic Back Office RN, or Intensive Case Management with our Complex Care Case Management team. Main point of contact (MPOC) is also identified for the patient.
5. **Transitions:** Patients who have an inpatient stay or require a transfer to a new location automatically receive the high risk transitions bundle to ensure a smooth, well-managed transition.
6. **Advance Care Planning:** All complex patients have a discussion with their PCP and / or a Social Worker to review goals of care and discuss Advance Care Planning to ensure their wishes are understood.

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Chronic Conditions Drive Cost

The cost of chronic conditions

Chronic conditions account for **85%** of every health care dollar.

Robert Wood Johnson Foundation, 2010.

The high cost of chronic conditions

$1,400 annually per employee with obesity

$1,130 annually per employee with chronic high blood pressure

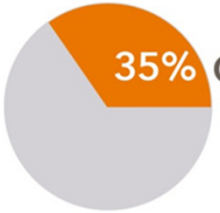
Finkelstein et al., *Health Affairs*, July 2009; Balu and Thomas, *American Journal of Hypertension*, 2006.

Chronic Condition Management

- Depression
- Asthma
- Coronary Artery Disease
- Congestive Heart Failure
- Hypertension
- **Diabetes**

A widespread issue

1 in 12 people in the United States have been diagnosed with diabetes



OF U.S. ADULTS HAVE PRE-DIABETES

DIABETES IS THE 7TH LEADING CAUSE OF DEATH IN THE U.S.

A more effective approach

HbA1c testing

94.37%
KAISER PERMANENTE

89.01%
REGIONAL AVERAGE

Eye exams

72.12%
KAISER PERMANENTE

55.25%
REGIONAL AVERAGE

LDL-C screening

91.50%
KAISER PERMANENTE

81.06%
REGIONAL AVERAGE

Blood pressure control <140/80

63.83%
KAISER PERMANENTE

41.21%
REGIONAL AVERAGE

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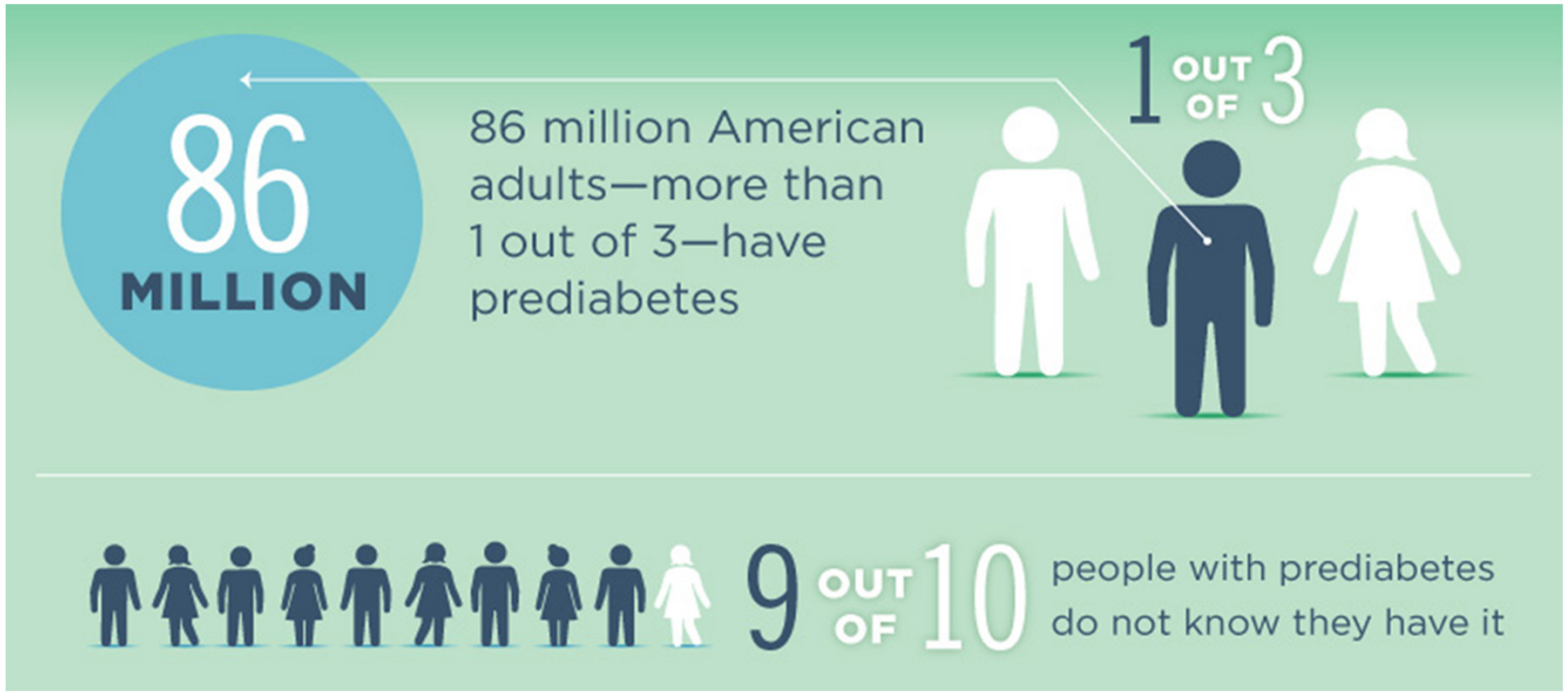
PreDiabetes

❖ SITUATION: Prediabetes Prevalence & Screening

Source: Centers for Disease Control and Prevention (CDC), National diabetes statistic report, 2014.



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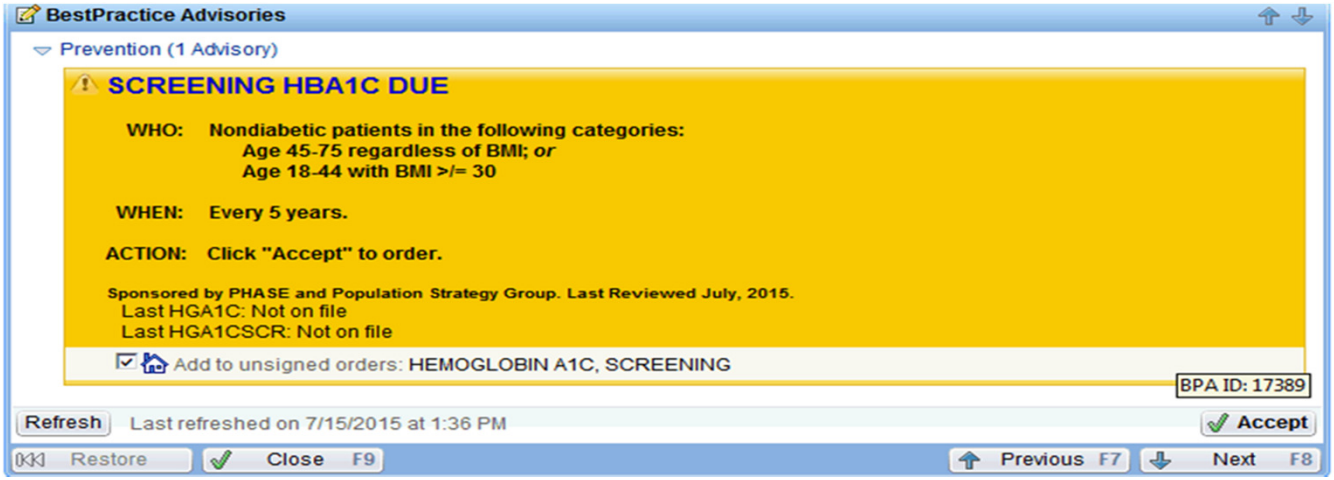
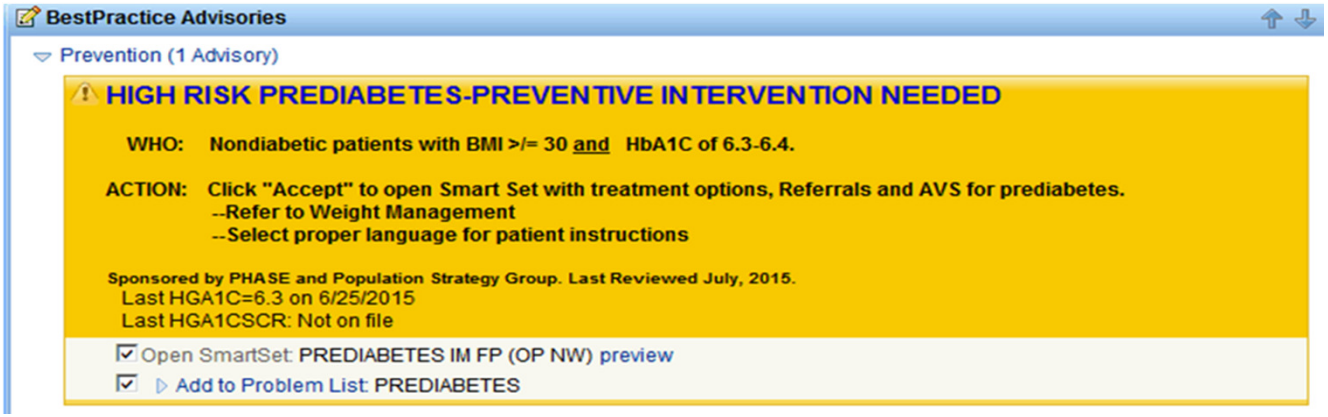
PreDM OneStop

- ✓ Engagement to stop or delay the onset of Diabetes

Screening alert message: Rockwood Pilot



High risk group alert message



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- Wellness through Prevention

Helpful Resource: Preventive care services

PREVENTION MAKES GOOD HEALTH POSSIBLE.

And many preventive care services are covered at no out-of-pocket cost to you.

Recently, health care reform has focused on the importance of preventive care. With Kaiser Permanente, you'll find that preventive care has always been an essential part of your health plan. And now, many of your preventive care services are covered at no out-of-pocket cost to you. This is just one more way we're providing you with the tools and expertise that can help you and your family live well.

- **Preventive care services,** like immunizations, preventive medical exams, well-child visits, mammograms, and cholesterol screenings, are convenient with Kaiser Permanente. At most of our facilities, you can see your doctor and get the lab tests and X-rays you need, all under one roof.
- **Your personal physician** is your partner in good health. Talk to your doctor about the preventive care services you may need. As a member registered on **kp.org**, you can use My Health Manager to schedule a routine physical with your Kaiser Permanente physician, or email your doctor's office with routine health questions anytime.

See the following list for many of the preventive care services available to you at no out-of-pocket cost for qualifying medical plans.

For the following commercial (non-Medicare) plans, you won't be responsible for copayments, coinsurance, or deductible payments for these preventive services:

- All individual and family plans, except those with grandfathered status
- All small group plans
- All large group plans other than grandfathered plans and retiree-only plans
- All grandfathered and retiree-only large group plans that add our Health Care Reform Preventive Services Package

Covered preventive care services for adults

Screenings for:

- Abdominal aortic aneurysm (one-time screening for men of specified ages who have ever smoked)
- Blood pressure
- Cholesterol (for adults at higher risk of cardiovascular disease)
- Colorectal cancer (for adults 50 to 75)
- Depression
- Prostate cancer (for men 50 to 75)
- Sexually transmitted infections, including HIV, chlamydia, gonorrhea, herpes, and syphilis (for adults at higher risk)
- Type 2 diabetes (for adults with high blood pressure)

Counseling for:

- Alcohol misuse
- Aspirin use (for adults at higher risk of cardiovascular disease)
- Diet (for adults at higher risk of chronic disease)
- Obesity and weight management
- Sexually transmitted infections, including HIV, chlamydia, gonorrhea, herpes, and syphilis (for adults at higher risk)
- Tobacco cessation

Immunizations:

Doses and recommended ages and populations vary.

- Diphtheria, pertussis, tetanus
- Hepatitis A
- Hepatitis B
- Herpes zoster
- Human papillomavirus (HPV)
- Influenza (flu)
- Measles, mumps, rubella
- Meningococcal (meningitis)
- Varicella (chicken pox)

Additional covered preventive care services for women

- Well-woman preventive visits

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197MMC-12/12-12

All plans offered and underwritten by Kaiser Foundation Health Plan of the Northwest. 500 NE Multnomah St., Suite 100, Portland, OR 97232.

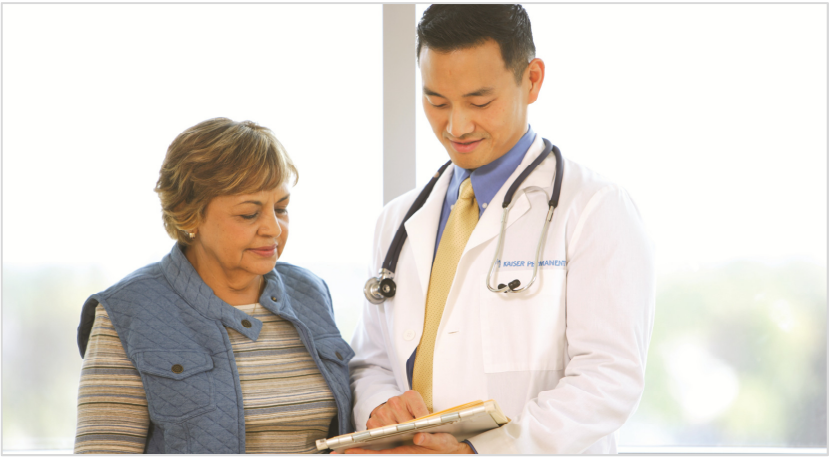
Some examples of preventive care include

- **PEBB wellness visit**
- **preventive annual exams**
- **cervical cancer screenings**
- **cholesterol screenings**
- **colon cancer screenings**
- **diabetes screenings**
- **immunizations**
- **mammograms**
- **prenatal care visits**
- **well-child visits**
- **behavior change support**

Exercise as a Vital Sign (EVS)

Exercise Questions

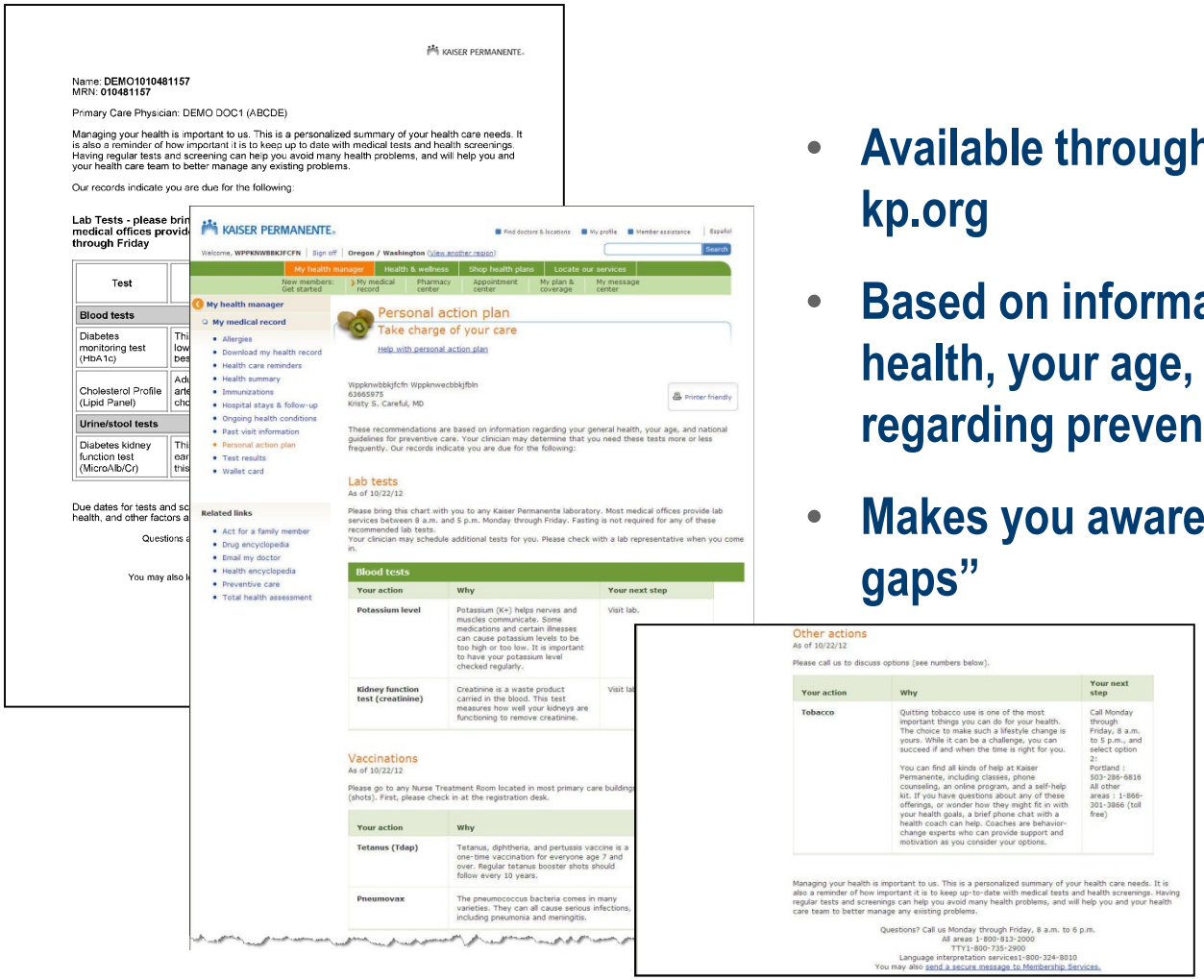
- **# of days per week do moderate/strenuous activity**
- **Average # minutes per session**



During Exam

- **Comments on results / encourage (not getting recommended levels)**
- **May link to health (Exercise helps manage many chronic conditions)**
- **Links to resources (materials, classes, programs)**

Personal Action Plan



- **Available through your doctors' office or kp.org**
- **Based on information regarding your general health, your age, and national guidelines regarding preventive care**
- **Makes you aware of your personal "care gaps"**

Vaccinations Tests Screenings

My Health Manager – Past Visits

My health manager | Health & wellness | Shop health plans | Locate our services

New members: Get started | My medical record | Pharmacy center | Appointment center | My coverage & costs | My message center

My health manager

Appointment center

- Past visit information
- Schedule appointments
- View/cancel appointments

Related links

- Act for a family member
- Drug encyclopedia
- Email my doctor
- Health encyclopedia
- Request appointments
- Total Health Assessment

Past visit information

Help with past visit information

Printer-friendly version

For details about a visit, click the link in the "Date/Time" column.

Date/Time	Description	Department
Tuesday February 25, 2014	Office Visit with Michael A. Krall, MD	Nicolai Family Practice
Wednesday January 22, 2014	Scheduled Telephone Encounter with Shay ZZRiske (test)	East Interstate Internal Medicine
Wednesday January 22, 2014	Telephone with Shay ZZRiske (test)	Nicolai Family Practice
Monday January 13, 2014	Office Visit with Michael P. McNamara, MD	Nicolai Internal Medicine
Monday January 13, 2014	Office Visit with	Nicolai Family Practice

My health manager | Health & wellness | Shop health plans | Locate our services

New members: Get started | My medical record | Pharmacy center | Appointment center | My coverage & costs | My message center

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After Visit Summary

2/25/2014 Office Visit — Regist1 Kporg | MRN: 5368-37-43

Visit Information

Date & Time	Provider	Location
2/25/2014	Krall, Michael Adam, MD	NICOLAI SERVICE CENTER

Upcoming Appointments - IF YOU HAVE BEEN TOLD TO ARRIVE AT A DIFFERENT TIME, PLEASE DO SO

Date & Time	Provider	Department	Dept Phone	Special Notes
[illegible]	ZZQA MD	Nicolai Family Practice	800-813-2000	

Your Progr[illegible]

Progress Note

Edlund, Michelle L at 2/25/2014 4:39 PM

Status:

I spoke to James today about his desire to quit smoking. He would like to quit in the next 30 days w[illegible] the help of bupropion (Zyban) and counseling. I reviewed the contraindications for bupropion and th[illegible] patient acknowledged. The patient is not interested in quitting without the help of the drug therapy.

Allows you access to your doctors' notes in your electronic health record.

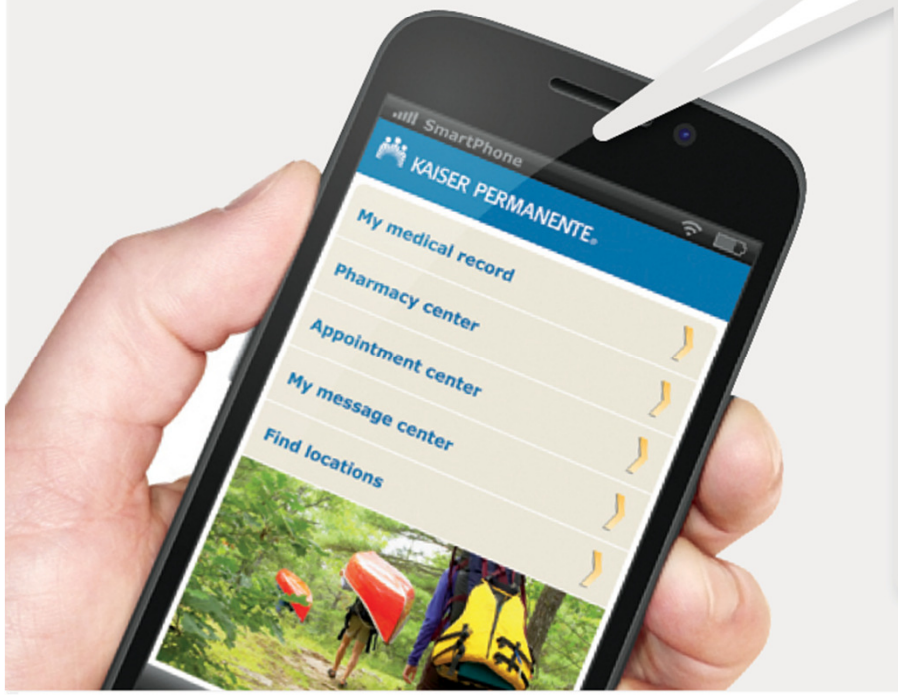
Patients Reported

- **83% felt more in control of care**
- **82% understood conditions better**
- **71% took better care of themselves**
- **70% took medication more regularly**

Recognized for innovative online tools

Organizational Commitment Award

– eHealthcare



- **162.1 million** visits to **kp.org**
- **37.4 million** lab test results viewed online
- **20.0 million** emails to doctors' offices
- **17.5 million** prescriptions filled online
- **4.2 million** appointments scheduled on **kp.org**

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Emerging Trends in Workforce Health

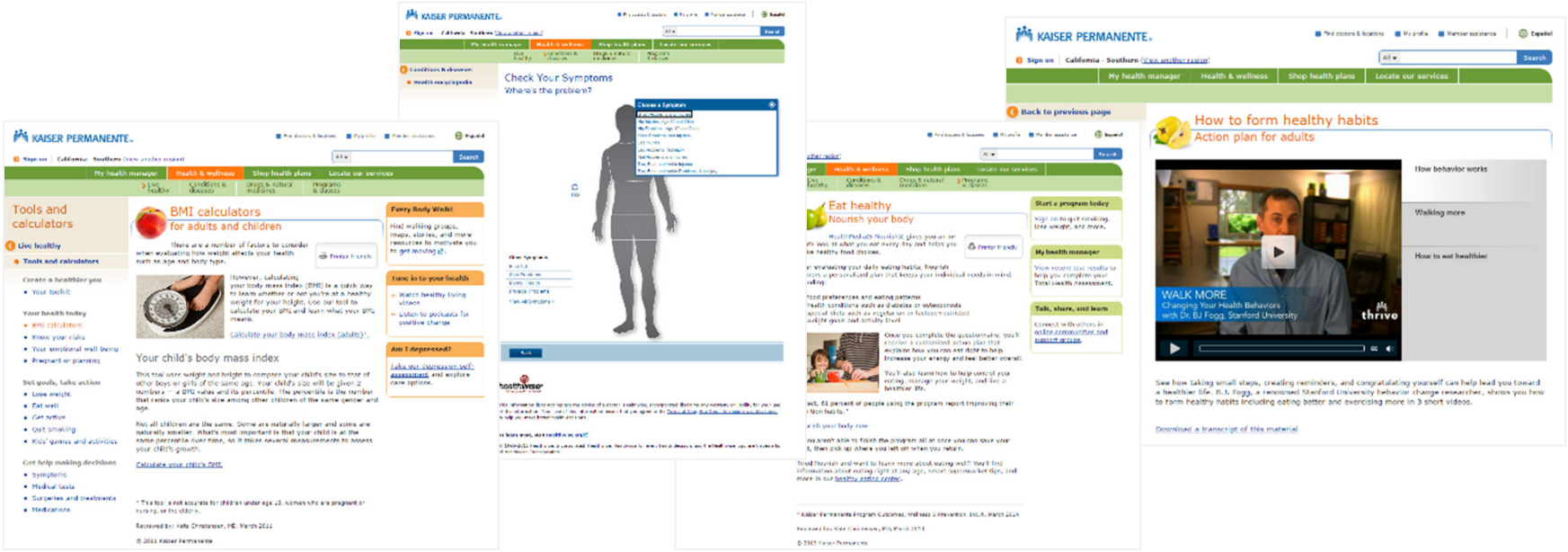
HealthWorks – Worksite Wellness Consultations and Support

Old thinking	New thinking
Wellness	Well-being
Leadership support	Leadership engagement
Culture of health	Culture of caring
Physical health	Emotional health

kp.org: A hub for managing health

Tools and resources for members

- ✓ Total Health Assessment
- ✓ Health and drug encyclopedias
- ✓ Symptom checker
- ✓ Healthy lifestyle programs
- ✓ Health videos
- ✓ Total Health Radio online radio show and podcast



Step-by-step online action plans that work

Upgraded healthy lifestyle programs for 2016

- Balance® — weight management
- Breathe® — smoking cessation
- Nourish® — nutrition
- Relax® — stress management
- Care® for Pain — pain management
- Care® for Sleep
- Care® for Diabetes
- Care® for Depression
- Care® for Your Back

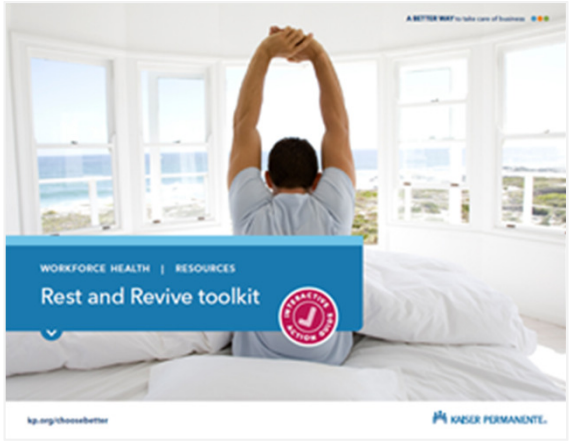
Health Education and Wellness

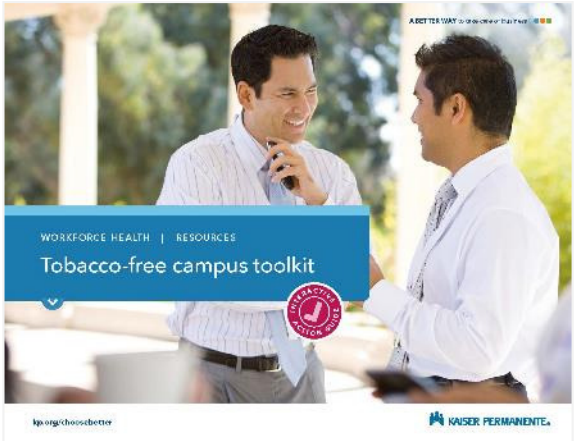
- Diabetes Educators (RNs, RDs, CDEs)
- Certified Health Coaches (Master's degreed)
- Nutrition and Fitness Educators (RD)
- Certified Childbirth Educators
- Production Team
- Class Coordinators
- Communication Specialists

No-cost tools and resources at **kp.org/choosebetter**

Interactive toolkits and guides

- ✓ Starting a Workforce Health Program
- ✓ Workforce Health Resource Guide
- ✓ Healthy Meetings Guide
- ✓ Maintain Don't Gain Toolkit
- ✓ Tobacco-Free Campus Toolkit
- ✓ Walking for Workforce Health Toolkit
- ✓ Rest and Revive Toolkit





Supplemental Programs (fees may apply)

- Onsite
  - Biometric Screenings
  - Care Gap Analysis
  - Flu Shot Clinic
  - Health Promotion Seminars

- Targeted Interventions
  - Thrive Across America®
  - ExerciseRewards™ Program
  - Weight Watchers
  - Healthy Team Healthy U
  - MoodHelper
  - Omada Diabetes Prevention Program

Unintended Consequences

"I decided to start smoking because my employer is giving a bonus to everyone who can quit!"

Thank you!

thrive
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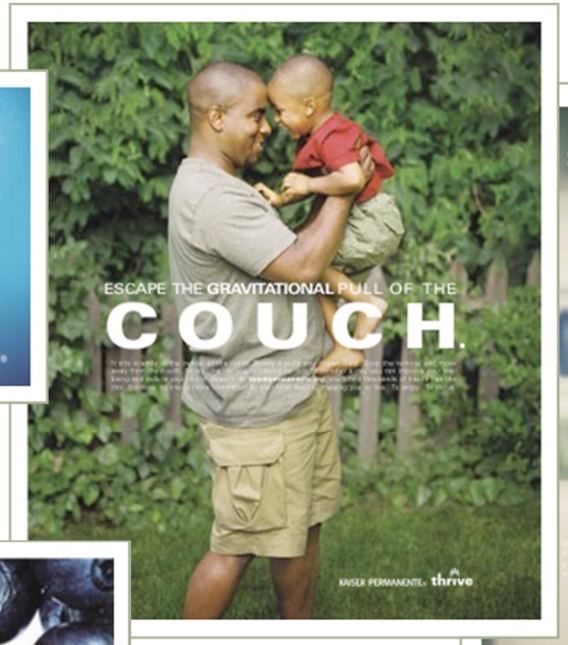
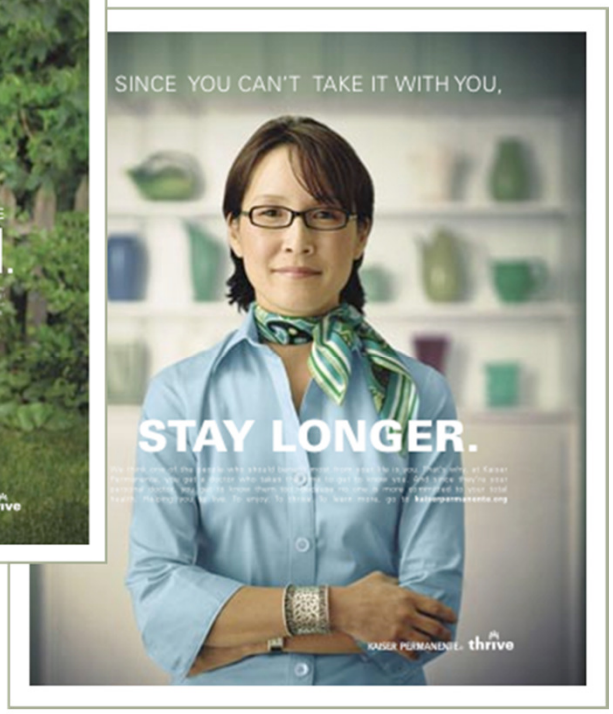

ESCAPE THE GRAVITATIONAL PULL OF THE
COUCH.
KAISER PERMANENTE® thrive


SINCE YOU CAN'T TAKE IT WITH YOU,
STAY LONGER.
KAISER PERMANENTE® thrive

Be pro-antioxidant.
KAISER PERMANENTE® thrive