Healthcare Engagement Matters: Improving Health and Engagement Outcomes for City of Aurora Employees

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Learning Objectives

- List the 5 metrics of healthcare engagement
- Describe the program components that lead to an improvement in healthcare engagement and health outcomes
- Explore how health and engagement data can be leveraged to identify opportunities.
Why Focus on Health Outcomes and Engagement
The business impact of employee health

Top chronic conditions: Cancer, stroke, heart disease and diabetes
Studies show that engaged patients experience better health outcomes at lower costs — one analysis found health care costs were up to 21% greater for less engaged patients.*

About the City of Aurora Data
About the data

- Compared wellness program participants (232) to non participants (1,658) over time
- 2014 Baseline to 2017 End Point
- Program Years: 2015, 2016 and 2017
- Looked at those who continuously completed program over 3 years
What Employers Get From Kaiser Permanente

Claims data
- Clinical costs
- Pharmacy utilization

Clinical data
- Health screenings
- Vaccinations
- Care outcomes

Engagement data
- kp.org
- Nurse advice line
- Wellness Coaching by Phone

Aggregate data
- Value analysis
- Estimated savings
- Industry benchmarks
Health Outcomes

- BMI
- Sedentary/Some Activity
- Pre-diabetes
- Blood Pressure
- Cancer Screening Rates
Engagement Metrics

1. Getting connected
2. Knowing your numbers
3. Staying up-to-date
4. Seeking care
5. Improving health
The City of Aurora’s Wellness Incentive Program

Year 1 – 2015 (631 / 22%)
- Up to date on biometric and cancer screenings
- Total Health Assessment
- Complete 1 of 3 activities
  1. Health Trails Challenge
  2. Colorful Choices Challenge
  3. Healthy Lifestyle Program

Year 2 – 2016 (530 / 19%)
- Up to date on biometric and cancer screenings
- Total Health Assessment
- Healthy Lifestyle Program

Year 3 – 2017 (804 / 29%)
- Gateway: Set a well-being goal in Survey Monkey
- Complete 2 of 4 activities
  1. Total health Assessment
  2. Nurse Consult
  3. 10K a Day Challenge
  4. MyBrainSolutions program
A BETTER WAY TO TAKE CARE OF BUSINESS

Demographics

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Demographics

Higher Female Population in Completer Group (52%) vs. Non Completer Group (23%). Average Age is 47.6 for both populations.
Preventive Care Measures
Identifying unhealthy risk factors
% prevalence change from 2014 to 2017

Completers Lifestyle Risk Prevalence Change better for most measures

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Individual Metrics
BMI is trending higher for both populations; however Non Completers BMI rates of 30 or higher are significantly more at 44.5% compared to completers at 31.3%.
Behind the numbers – Sedentary Lifestyle

Lifestyle Risk: Sedentary Rates or Some Activity <150 Minutes/week

<table>
<thead>
<tr>
<th></th>
<th>Q4 2014</th>
<th>Q4 2017</th>
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</thead>
<tbody>
<tr>
<td>Completers</td>
<td>46%</td>
<td>41%</td>
</tr>
<tr>
<td>Non-Completers</td>
<td>48%</td>
<td>52%</td>
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<tr>
<td>KP Regional Avg</td>
<td>60%</td>
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Completers are less sedentary than Non Completers
Prediabetes/Diabetes lab results are decreasing each year for Completers, moving from a Combined Prediabetic or Diabetic Test Result rate of 43.5% in 2015 to 31.2% in 2017, compared to KP Reg of 46.4%. Non Completers have higher Combined rate of 44.8%, but has decreased from prior year.
# Behind the numbers – Undesirable Blood Pressure

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<thead>
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<th>Q4 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completers</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Non-Completers</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>KP Regional Avg</td>
<td>5%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Completers moved from 2.7% to 2%
Non Completers rate increasing year over year, from 4.7% to 5.3%
KP Reg Avg 4.6%
Cancer Screening Rates

Cancer Screening rates higher for Completers than Non Completers, Completer rates are above HEDIS 90th Percentile
Engagement Metrics
Engagement

Completers have higher Engagement Rates
Online Engagement

- View lab results:
  - Completers Q4 2015: 75%
  - Completers Q4 2017: 76%
  - Non Completers Q4 2015: 66%
  - Non Completers Q4 2017: 68%
  - KP Reg avg: 58%

- Email doctor's office:
  - Completers Q4 2015: 59%
  - Completers Q4 2017: 60%
  - Non Completers Q4 2015: 46%
  - Non Completers Q4 2017: 51%
  - KP Reg avg: 42%

- Order prescriptions:
  - Completers Q4 2015: 41%
  - Completers Q4 2017: 45%
  - Non Completers Q4 2015: 36%
  - Non Completers Q4 2017: 41%
  - KP Reg avg: 41%
Next Steps

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Summary
In Summary

Learn the 5 metrics of healthcare engagement
1. Getting connected
2. Knowing your numbers
3. Staying up-to-date
4. Seeking care
5. Improving health

Describe the program components that lead to an improvement in healthcare engagement and health outcomes
1. Biometric and cancer screenings
2. Health Risk Assessment
3. Program Completion
4. Goal Setting

Explore how reporting can be leveraged to identify opportunities.
- Cohort analyses looking at engagement and health outcomes
Q & A