



# **Poudre School District**

## **Employee Health & Wellness**

### **Our Approach to Integrated Health Management**

**Presented by:**  
**Melissa Johnson**  
**Benefits Manager**



# Poudre School District

## Demography and Background

- **Located in Fort Collins, Colorado and covers 1,800+ square miles throughout Northern Colorado, including:**
  - Fort Collins
  - LaPorte
  - Timnath
  - Wellington
  - Red Feather Lakes
  - Livermore
  - Stove Prairie
  - Parts of Windsor
- **9<sup>th</sup> largest school district in the State of Colorado**
- **Serves 30,000 students throughout 52 schools**
- **Self-insured health plan model**

### Staff Profile

- 5000+ employees
- 3400 benefit eligible – 5,000 covered lives
- Average age - 46

**Mission:** *Educate...Every Child, Every Day*

**Vision:** *Poudre School District exists to support and inspire every child to think, to learn, to care, and to graduate prepared to be successful in a changing world*



# Poudre School District

## The Evolving Healthcare Environment

### Employer Approaches to Employee Healthcare – Today's Challenges



#### Additional Factors Affecting Employer-Sponsored Healthcare

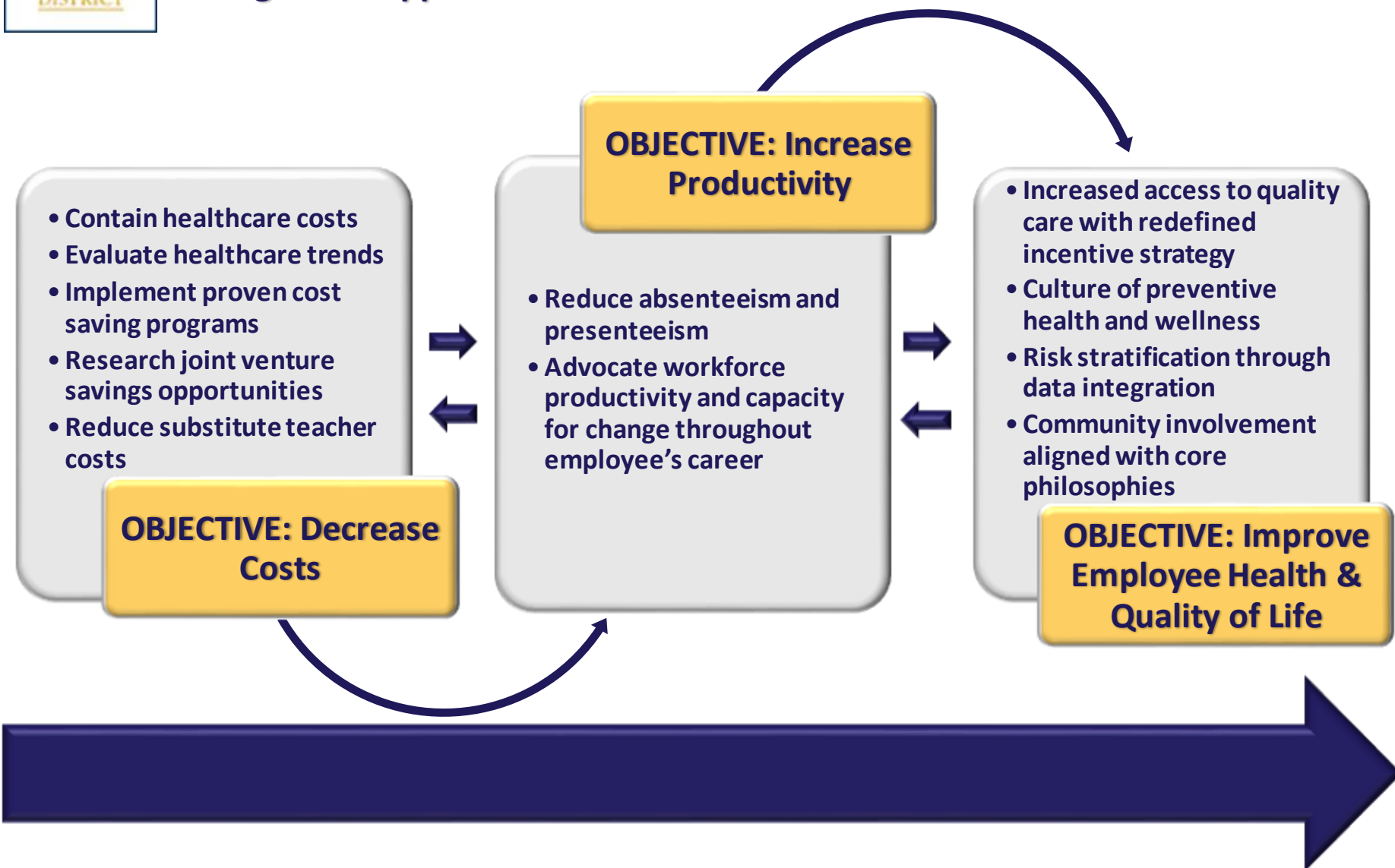
- An aging primary care physician population
- Inadequate numbers of new physicians selecting primary care disciplines
- Increasing numbers of previously ineligible people gaining healthcare benefits through enactment of healthcare reform legislation
- Physician compensation structures increasingly aligned toward patient outcomes
- Cost of living impact of physician recruitment

**Question: How do employers address the complexities of these challenges?**



# Poudre School District

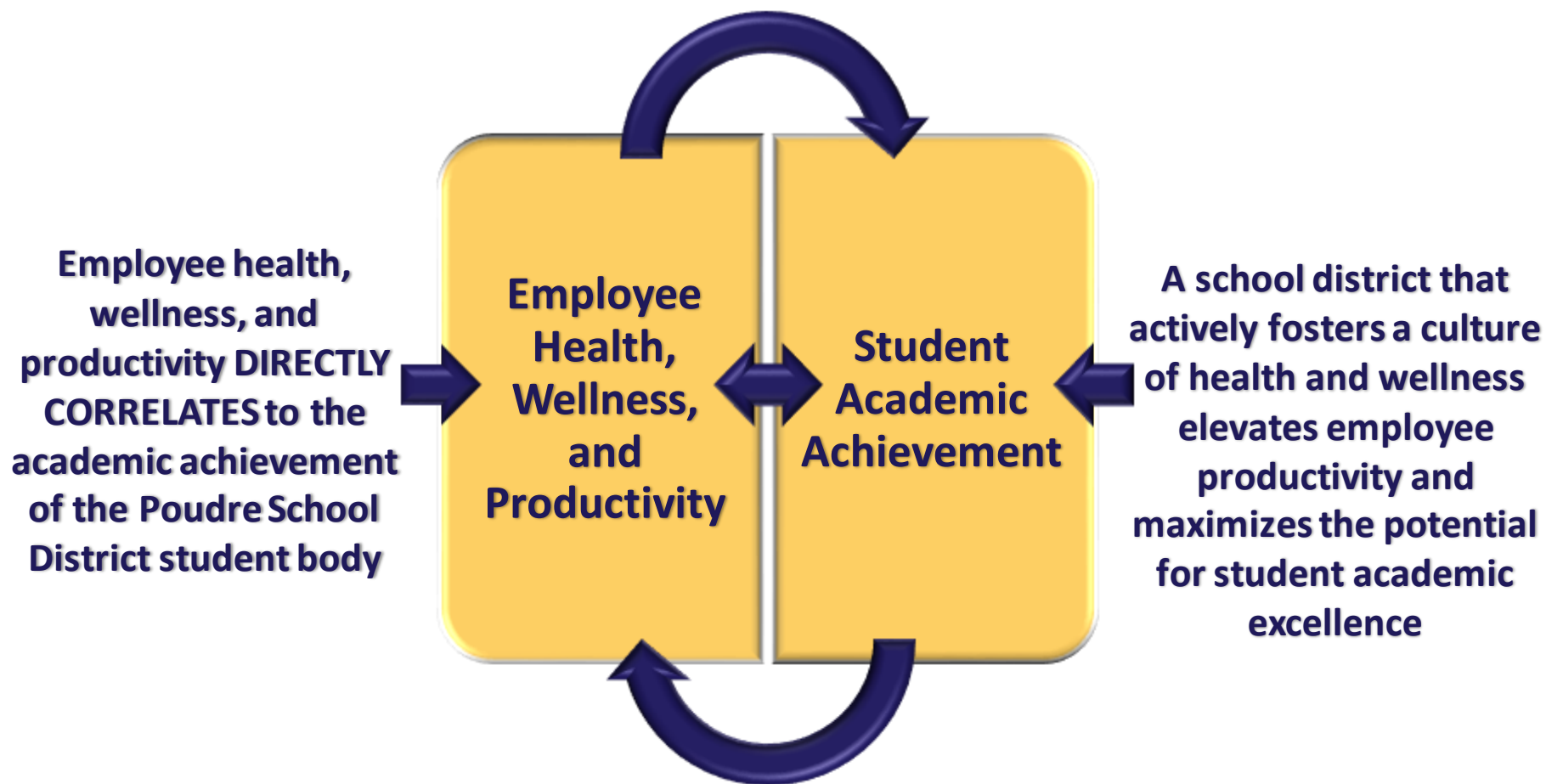
## Key Objectives & Interests of Employee Healthcare Realignment Approach





# Poudre School District

## Relationship Between Employee Health & Academic Achievement



**Poudre School District's Goal: Realign existing employee healthcare approach to effectively champion Poudre School District's academic mission and vision.**



# Poudre School District

## Exploring Solutions to Employee Healthcare Realignment Approach - Key Considerations

### Philosophy

- Collaborative care approach vs. clinic-centric approach

### Cost

- Initial infrastructure development costs
- Service inclusions of PEPM capitated fee

### Best-in-Class Partnerships

- Availability of onsite primary care physician (MD or DO)
- Available hours of operation

### Provider Integration

- Technology providing electronic connectivity

### Population Health Management Integration

- Active support of the culture of health and wellness, within and outside of clinic infrastructure including mental health

### Data Integration

- Access and share multiple data sets across healthcare disciplines for reporting, risk stratification, and care optimization

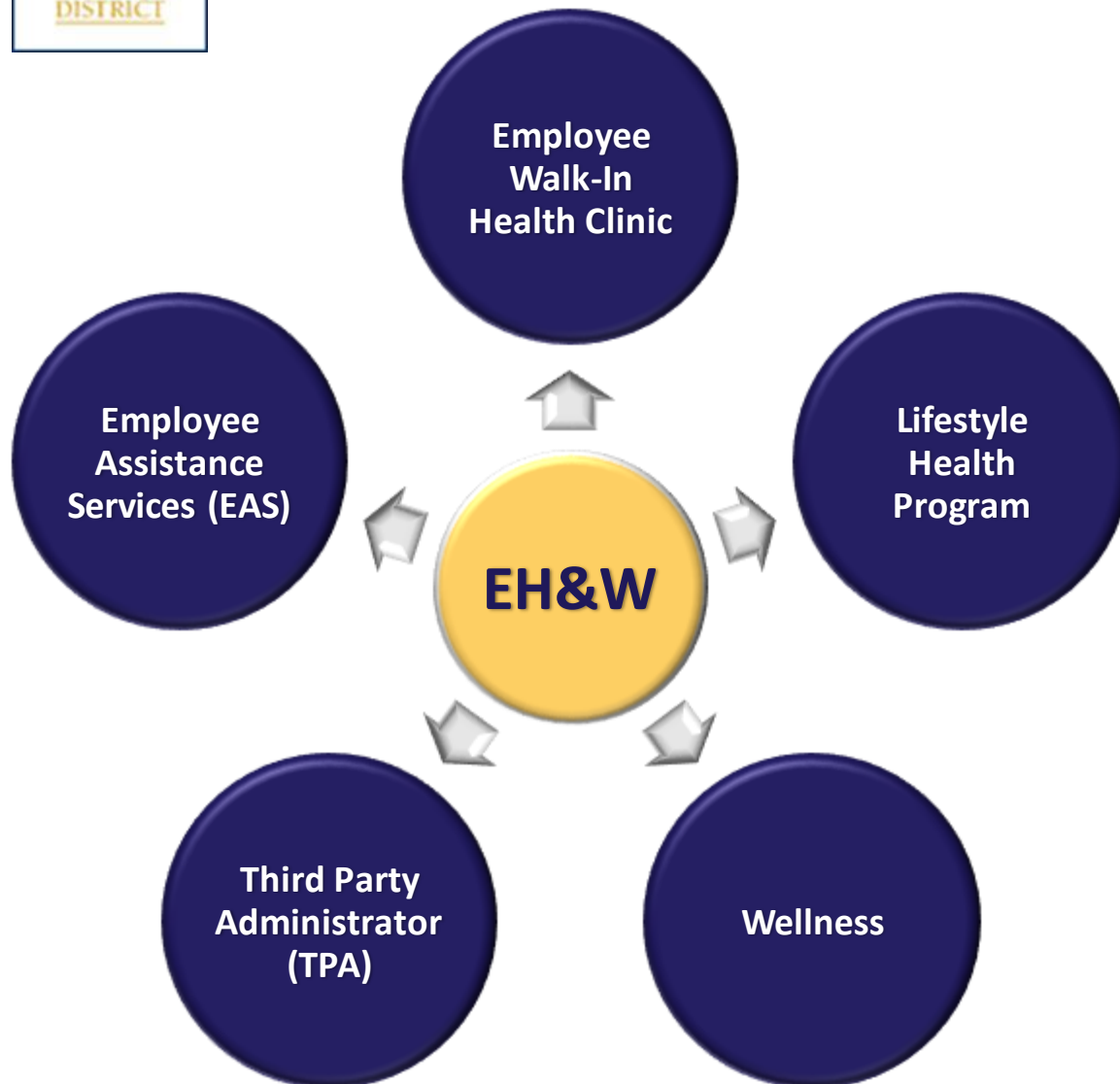
### Customization/Expansion Opportunities

- Customize programs based on evolving healthcare needs
- Involve other employers to mitigate costs



# Poudre School District

## Employee Health & Wellness (EH&W)



### Important Elements

- Community, collaborative care approach
- Interconnectivity
- Synergistic coordination of care
- Data integration
- Amplified quality healthcare services

**Each component facilitates care coordination and leads referrals into the EH&W counterparts.**

**Data is warehoused and synchronized through single electronic medical record and TPA.**



# **Poudre School District**

## **Employee Health & Wellness Goals**

**Manage health care costs with timely quality care while increasing engagement and improving health.**

### **Integration**

- Keep primary care as the “hub” of patient care while providing support and coordination (co-morbidity coordination, close treatment gaps)
- Coordination between medical providers, lifestyle health support, wellness, and mental health services
- Raise awareness of mental health and substance abuse services
- Minimize separation of mental health, substance abuse care and general medical care

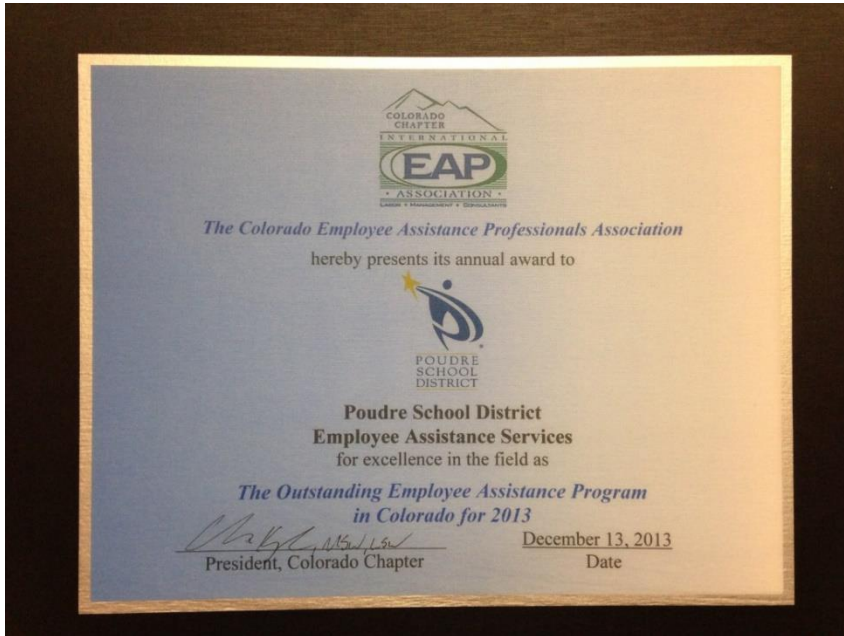
### **Health Outcomes - Focus on the “whole” person**

- Support positive health practices
- Assist those at-risk, providing support to become well
- Prevent chronic health issues
- Improve health practices for people with chronic health concerns
- Focus on employee wellbeing, keeping them productive and able to focus on PSD’s mission of Educating Every Child, Every Day



# Poudre School District

## EH&W – Employee Assistance Services



- Internal EAP providing free, confidential psychotherapy services to all employees and eligible household family members
- Manages behavioral health/substance abuse benefits under the health plan including case management, care coordination, and referrals
- Holds direct contracts with a network of highly qualified inpatient and outpatient providers, resulting in easy and prompt access to services
- Coordinates disability management

**Outstanding Colorado  
Employee Assistance Program - 2013**  
Colorado Employee Assistance Professionals Association



# Poudre School District

## EH&W – Employee Health Clinic

- ☐ Walk-in Clinic – no appointment necessary
- ☐ Operates 7 days per week (M-F 7 am-7 pm; Sat/Sun 9 am-5 pm)
- ☐ Free visits
- ☐ 60 minutes or less, door-to-door performance expectation
- ☐ Available to all benefitted members
- ☐ Staffed by nurse practitioners and physician assistants
- ☐ Replaces most urgent care/ER visits for non-threatening symptoms including sore throat, cough, cold and flu; bladder, ear, eye, sinus, and upper respiratory infections; skin disorders (rashes, insect bites, bee stings); minor fractures and lacerations; sprains; gastrointestinal disorders (vomiting, diarrhea, heartburn); minor surgical procedures (wart removal, nail avulsion), and x-rays
- ☐ Select generic medication dispensed onsite





# Poudre School District

## EH&W – Lifestyle Health Program



- ☐ HIPAA compliant program to help benefited employees/dependents at risk for a chronic illness such as hypertension, asthma, diabetes, arthritis, and bipolar disorders.
- ☐ The program provides support tools to improve nutrition, fitness, and overall health.
- ☐ Services include health assessments, individualized care plans that include nutrition, health, and exercise; finding a PCP, and care coordination with PCP and EAS

- ☐ Program includes access to a registered nurse, registered dietitian, and exercise physiologist
- ☐ Offer various on-site fitness, yoga, and chronic disease management classes
- ☐ Connect individuals to other community health promotion offerings



# Poudre School District

## EH&W - Employee Wellness



**Incentive-aligned wellness initiative for PSD employees (premium discount)  
Financial bonuses paid through a points-accrual system, "Points to Wellness"**

### Online Wellness Portal

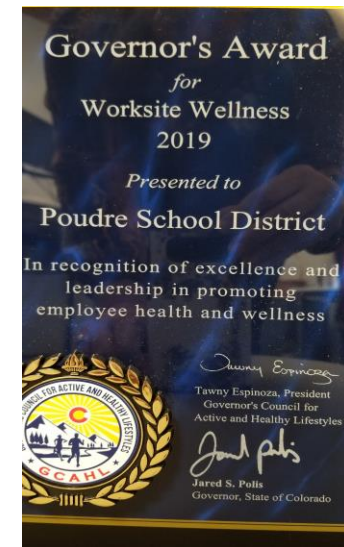
- Personal, secure, online portal

### Health & Wellness Offerings

- Health risk assessments
- Biometric screenings
- Flu shots
- Free fitness classes

### Supplementary Activities to Earn Incentive Points

- Education classes and events
- Lifestyle health participation
- Wellness challenges





# Poudre School District

## EH&W - Health Plan and Data Administration



### Plan Administrators

#### Plan Administration

- Medical & consumer-directed health plans
- Stop loss placement
- ID Card/EOB Production
- Online portal accessibility

#### Data Repository/Mining

- Medical/Rx
- Dental/vision
- HRA/biometrics
- Clinic encounters
- Immediate reporting, risk stratification & analysis

#### UCHealth Plan Administrators

#### Local Customer/Provider Service

- Three locations scaling Colorado's Front Range
- Service alignment based in Fort Collins

#### Integration with Core Business Elements

- UCHealth provider network
  - UCHealth pharmacy
- UCHealth medical management

- ☐ 20 years of claims adjudication and local customer/provider service
- ☐ Medical and EAS claims processing
- ☐ Administers FSA and COBRA
- ☐ All-encompassing data repository
- ☐ Boilerplate reporting for EH&W program



# Poudre School District

## EH&W – Demonstrated Successes

**Is Integration  
Key to  
Success?**

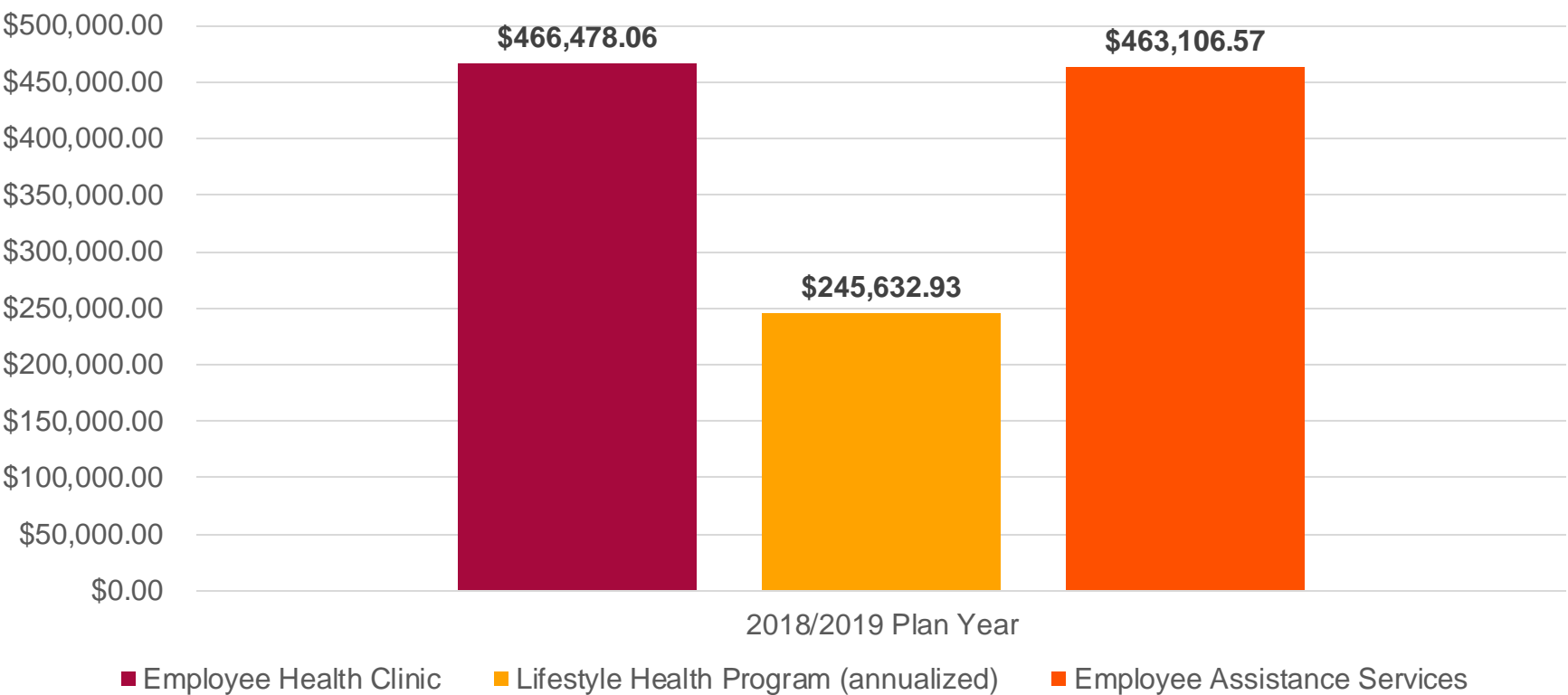


- ☐ Reduction in clinical care gaps
- ☐ Reduction in cost trend
- ☐ Increase in Primary Care provider engagement and utilization
- ☐ Reduction in Urgent Care and Emergency Department utilization
- ☐ Reduction of costs associated with chronic illness
- ☐ Support positive health practices for all employees
- ☐ Assist those at risk/prevent chronic health issues
- ☐ Positive ROI and cost avoidance

# Poudre School District

## Total Employee Health & Wellness Investment Return

### 2018/2019



**Total Employee Health & Wellness Investment Return – 2018/2019 Plan Year - \$1,175,217.56**  
**(\$384.43 per enrolled employee per year – based on average annual enrollment of 3,057 employees)**



# **Poudre School District**

## **EH&W – Investment Return/Cost Avoidance**

### **Employee Assistance Services**

- 2018/19 1<sup>st</sup> year measuring return
- Investment Return = \$463,106.57  
(\$151.49 per employee for 2018-19)

### **Employee Health Clinic**

- Opened September 2013
- Total Investment Return = \$2,137,105.11  
(\$118.41 PEPY\*)

### **Lifestyle Health Program**

- Program started January 2014
- Cost Avoidance = \$1,546,627.82  
(\$4,701/participant; \$85.69 PEPY\*)

**\*Based on average enrollment of 3008 (September 2013-July 2019)**



# **Poudre School District**

**EH&W**

For more information regarding this presentation,  
please contact:

Melissa Johnson  
PSD Benefits Manager  
970-490-3435  
[melj@psdschools.org](mailto:melj@psdschools.org)