HDMS®
ACCELERATE DISCOVERY

CASE STUDY – A MAJOR MANUFACTURER PARTNERS WITH HDMS

IT'S NOT JUST KPI DASHBOARDS
IT'S HOW YOU USE THEM!

Employees, for life

Our employees love the company they work for. Employee satisfaction surveys and our "Best Companies to work for" status tells us. We also know because attrition is less than 3.5% a year. We're extremely proud that we can be this great of an employer to so many people.

It also means that the health habits of today will very much correlate to our long-term health care costs.

We take care of our people

Our rising cost challenges aren't recent or unusual. We've been watching our medical trends increase for years. Unfortunately, we've seen a 50% increase in medical trends across 6 years.

In a recent year, we went from $32 million to $40 million. In ONE year!

We don't consider ourselves experts, so we brought them in. And after much assessment, identification of solution options, and a hard and fast desire to NOT shift costs to our hardworking employees, we found one extremely challenging but achievable path.

The best solution for us is to be WELL!

Tools for long term success

We treated our path forward like a lifestyle change. We wanted long term weight loss and not a diet fad. We weren't interested in dropping a few pounds that creep right back on. We opted to change how we thought about employee health and make investments so we could continue to be strategic.

We did two things: we invested early in an analytic platform and partner so our strategies could continue to be measured and evolve over time. And we built partnerships with our location leadership so we could walk beside them and touch our strategies right down and into our communities in relevant ways. And we did these together so our technology served our organization, our objectives, and our needs. Importantly, we made sure it could change with us, for surely we wanted to change.

OUR CHALLENGE:
Medical spending trends increased from $32 million to $40 million in ONE year!

Improve member health and engagement, and reduce the increase of healthcare costs

Our purpose was clear and our intent was simple.

| Increase employee health engagement | Improve health | Reduce healthcare costs |

Analytics show us where we can make strategic investments to improve health, drive additional value, and reduce our increasing cost trends. We also illuminate tangible productivity improvements, measured as the reduction in health-related absence days and increased presenteeism.

Organizing for success

The best way for us to organize our information is by plant (location). We have over 20 in North America. Our dashboards have been tremendous because we organize our actionable next steps by working directly with plant management. We meet quarterly and have numbers that point back to their people, so we can make changes that are in the context of those members in those communities. Leadership can see each other's results and overall aggregations. They can compare and create friendly plant to plant competition, but mostly they want to focus on the people they can immediately help. Having all the numbers at their fingertips gives them answers when they need them.

Over 20 locations in North America

What's in the dashboards?

We needed a way to measure. We brought in a biometrics and personal health review process and incentive. Our engagement with this process is now over 93%!

HDMS connects our data from a number of different places. We integrate biometrics and personal health reviews, in conjunction with our medical pharmacy, dental, disability, workers comp, lifestyle management and behavioral health data. But it's too much to digest. So our analytics lift it all up and show us views like biggest opportunities, total cost of care by condition, and services utilization across demographics.

This connected data is how we find our biggest weaknesses and vulnerabilities across such a broad and diverse employee and member base. And this information shapes our strategies and continuous improvement process approach.

Wow! 93% engagement

Community goals:

By the numbers, tobacco usage has dropped from 19.7% to 18.2%. But in one plant, it was very important to leadership. We put a location-specific action plan in place and cut tobacco use in half across several years! The follow through actions for amazing results like this is because leadership has the kind of dashboards we built into our health analytics platform. It gives them the numbers they really care about, for the lives they touch and can help directly.

HDMS®
ACCELERATE DISCOVERY

We look ahead

We feel really good not only because we help people with known poor health challenges like tobacco usage, but we're able to identify and help those who we identify as **rising risk groups**. With help from HDMS, we quantified and managed members at risk for hypertension. With the actions we've since put in place, we've watched those numbers drop significantly from 18.3% to 12.7%, and we've reduced metabolic syndrome by 12% in 3 years. These are hundreds of our valuable workforce and family members who will hopefully never run into the more complex and compromising health situations these early stage conditions lead to.

And they will most likely still work for us when those costly situations would otherwise arise.

It's not always good news

With all these numbers, some are bound to be disappointing. For instance, we see an increasing trend in pre-diabetes. Members who are at risk for blood glucose issues increased from 19.4% to 20.4%. We have work to do.

One big difference, even as we see disappointing trends, is that **we feel in control**. The numbers help us recognize issues and that we can't do everything at once. But we are thoughtfully addressing what we can without second guessing if we are spending time or money on the wrong things.

Engagement is success

We see an 18% increase in our wellness program which tells us our employees see the value in their long term health, too. Sure we want to reduce our cost trend increases, but the real win is seeing the health improvements we are impacting right now, so these people will have healthier lives now and later.

The data difference

What we're doing is big. We're avoiding huge future costs. And these big bold moves are defendable because we have data and results working in our favor.

We wouldn't want to take this on ourselves or burden our IT team with our needs and wait for their ability to respond. The HDMS team is expert at working with health data and the complexities of integration.

That means we get to focus our energy working with our location leadership and identifying appropriate community-based solutions. We know we can pull in any data feeds that come from those selections, so we can measure and repeat in other locations. We aren't limited to a single health solution or carrier partner, and we can get the most out of the partners we choose by optimizing programs with them.

We feel in control. We don't second guess if we are spending money or time on the right things.

We see an **18% increase** in our wellness program which tells us our employees see the value in their long term health too.

HDMS®

ACCELERATE DISCOVERY