



TOGETHER Experiencing the Possibilities

Quarterly Review & Strategy Session



April 2017 - June 2017



Agenda

- Quarter in review
 - Utilization
 - Patient Satisfaction
 - Wellness Initiatives
 - Quality Care
- Discussion

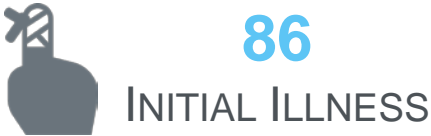


Proven Results

Q4 2017: Utilization Overview



Appointment Type:



Quality Management & Patient Outcomes

Patient Satisfaction

Cerner Patient Satisfaction Rate

98 %



VS

National Rate*

80%

- *“This is an invaluable service. It helps me stay healthy. I don’t have to add the burden of who can I go see and will I even be able to get in on top of what is hurting/ailing me.”*
- *“A great plus, convenient, caring and professional. My primary physician was so busy, I did not seek care of a physical for over 10 years. This has been a good experience for myself and my wife.”*
- *“I have been coming to The Wellness Center for 2 years and every time I come in every one is pleasant/professional. They greet you by name when you walk into the office. They have excellent service, I am extremely glad of being able to have the service here in town”*
- *“I am sick again, when you work with children up close, it happens. Last time was in March. I value this resource so much. Getting appointments when you need them and getting well fast so you can get back to work”*

*NCQA/AHRQ 2014 CAHPS Physician and Group Survey National Results

Q4 2017: Highlights

April 2017

- Cooking Class Small Group at WAVE
- Full Plate Diet Small Weight Loss Group
- Skin Safety Promotion
 - Lip Balm Handouts

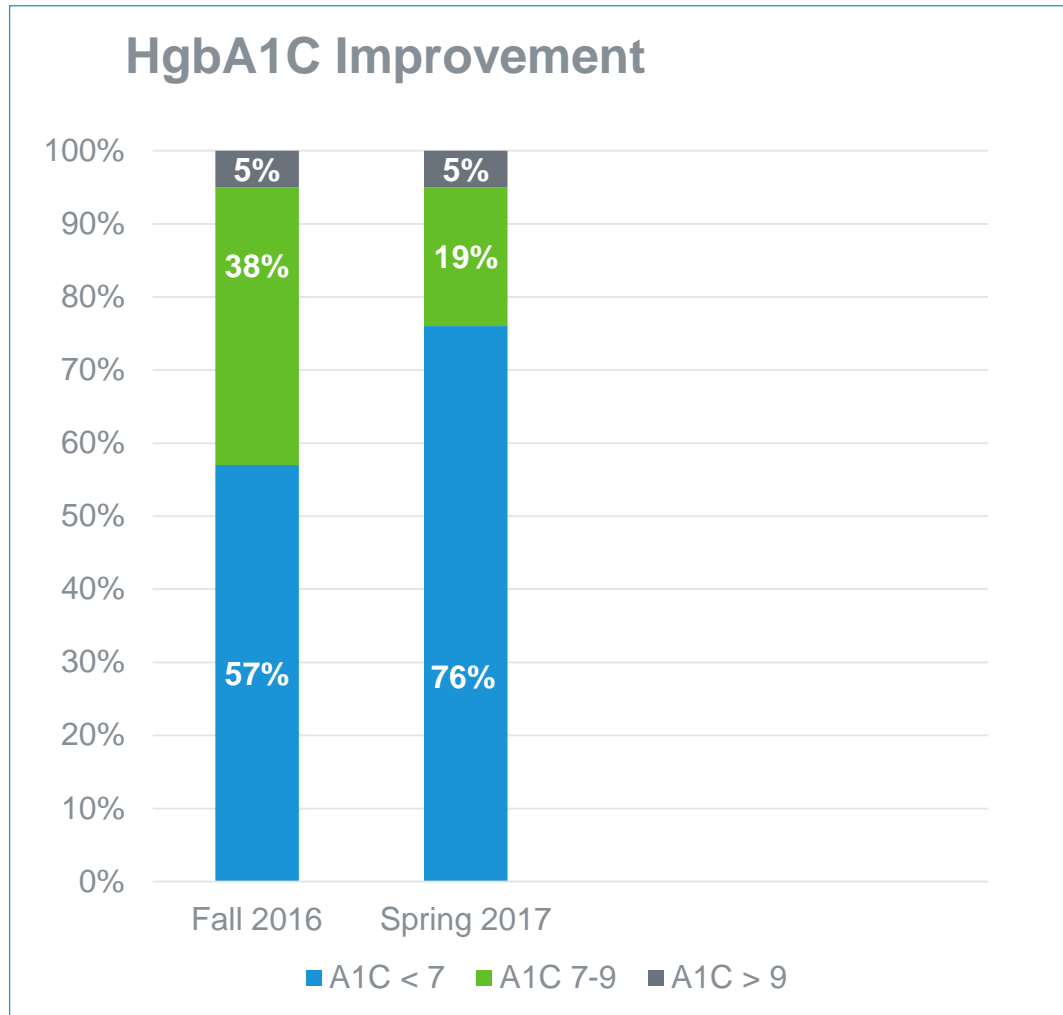
May 2017

- Men's Health Month Flyer
- Men's Health Online Workshop
- Wear Blue Day

June 2017

- Physical Fitness Month
- Exercise Online Workshop

2016-2017 LHSEBT Diabetes Control Outcomes



- 38 primary care patients in the wellness center have a diabetes diagnosis
 - **76%** have a HgbA1C <7 post diabetes management program
- The national benchmark goal for diabetes control < 21% of diabetics with a HgbA1C > 9
 - **5.3%** of wellness center patients now have HgbA1C > 9
- Uncontrolled diabetics are at greater risk of major health problems including:
 - **Heart disease**
 - **Kidney disease**
 - **Nerve damage**
 - **Small-vessel eye disease**
- Diagnosed diabetics incur average medical spend of **~\$13,700/year**
 - **\$7,900** is attributed to diabetes
 - Medical expenditures approximately **2.3 times higher** than those without diabetes

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Value on investment:
Creating healthier stories one patient at a time.

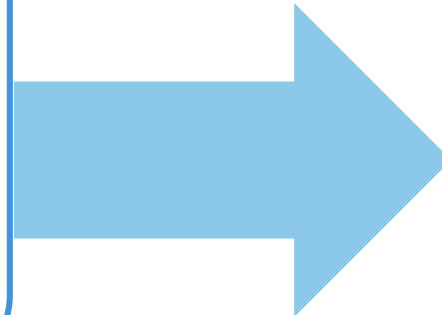
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Q4 2017: Value on Investment

The Situation



Patient came in two years ago concerned about her weight. Obesity runs in her family. She was worried about her health and motivated to lose weight. Her starting weight was 265 lbs.



The Result



Patient has been working with the center monthly for 2 years. A diet & exercise program which met her needs was implemented. She has lost 32 lbs. & has maintained her weight loss. BP, cholesterol, & A1C now within a normal range.



Together we can accomplish great things

