

SAND2015-0802PE

Center 3300
HBE Strategies
Pre-Bid Conference
February 10th, 2015

Rob Nelson
Director, Center 3300
Mike Nunez
Manager, Benefits Department 3332





Agenda

- HBE Health Strategy
 - Onsite Clinic Strategy & Services
 - Quality and Outcome Performance
- Onsite Healthcare Services
- Quest for Quality Roadmap

HBE's Total Rewards Strategy

We provide programs and services that contribute to Sandia's distinct competitive advantage by

Effectively referencing our compensation and benefits to the external market.

Recognizing individual performance.

Helping employees build financial resources for the future by saving on a regular and long-term basis.

Positively impacting the health and productivity of our workforce.

Reducing health care costs attributed to illness or injuries by decreasing disease and lifestyle risk through wellness programming.

Connecting services with contemporary research and strategies.

Supporting a culture of health and financial wellness.

Sandia's Health Plan

Health Plan Enrollment

Providers



Self-Funded

Consumer Driven Health Premium

- Premium
- Deductible
- Co-Insurance
- Out-of-Pocket Maximum
- Health Reimbursement Account (HRA) Incentive Plan

9,500

Active
employees

12,500

Active employee:
spouses &
dependents

6,000

Pre-Medicare
retirees &
dependents

5,000

Medicare
retirees &
dependents

33,000

Total Lives
Covered

Sandia's Healthcare

Strategy Framework



Bending the Trend in Overall Costs From 2009 - 2014

Nationally

Healthcare costs rose ~40%
(~7-8% per year)

At Sandia

Healthcare costs rose
a TOTAL of only 7.8%

5

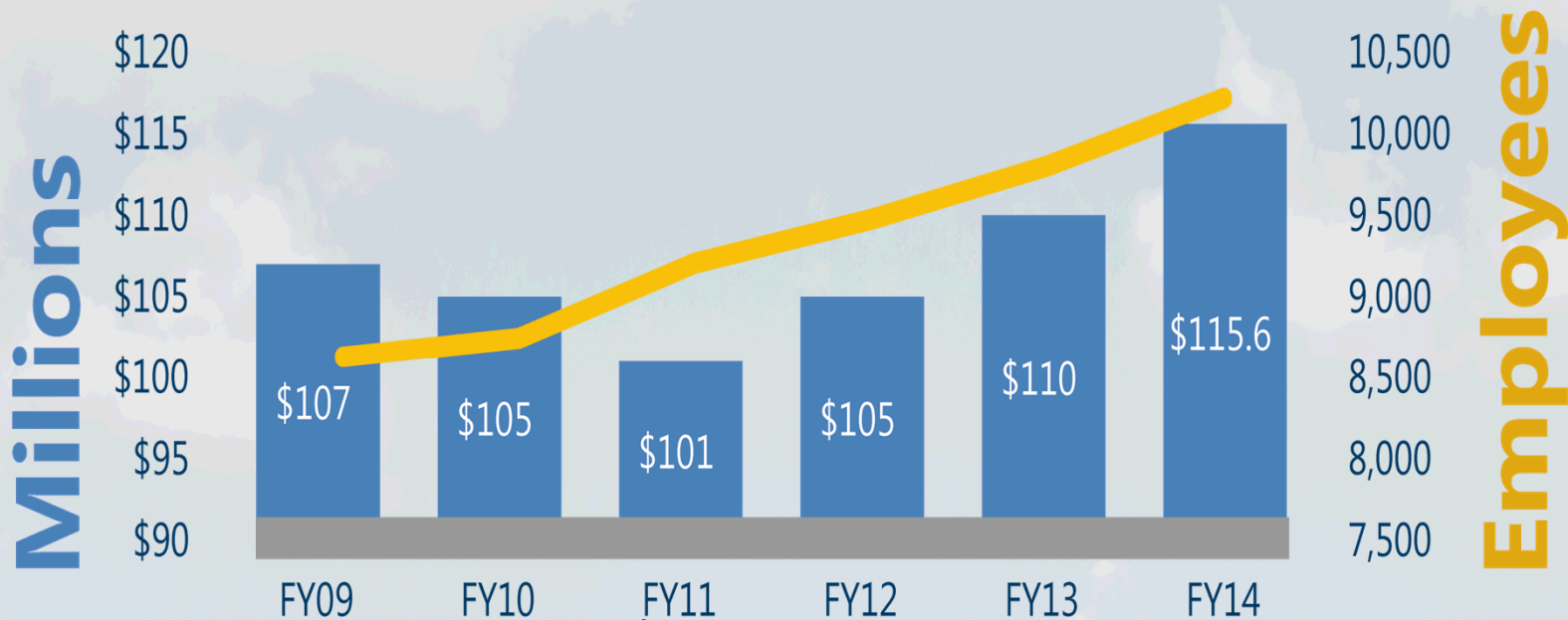
times
more

than at Sandia

Sandia's Healthcare Trend

From
FY2009 -
FY2014

- 19% increase in employee population
- 35% Increase in national healthcare costs
- Yet, our experience was a modest 7.8% increase in healthcare costs



*Cost includes medical, dental, Rx, and vision for all retirees (Medicare & PreMedicare), employees, and dependents including any administrative fees.



Onsite Health Services

Onsite Programs

FY 2014 Data

Visits

New Mexico	120,000
California	25,800
NM Unique	11,890
CA Unique	1,482

Customer Satisfaction

Health Care	9.72
Benefits	9.07
Compensation	9.80

Health Outcomes

Sandia's Avg. Health Risk:
4.8% of Population is High Risk and 79.3% Low Risk vs benchmark of 12.2% High Risk and 62% Low Risk.
High Risk Population
Healthcare costs annually are 3.7x higher* than the Low Risk Population.



- Top Diagnosis
 - Low Back Pain
 - Acute Upper Respiratory Infections
 - Joint Pain
 - Allergic Rhinitis
 - Asthma

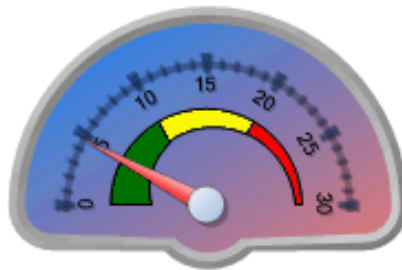
- Cycle Time



- Transactions

- 20,000
- 7000 unique

Arrived to Roomed



Roomed to Provider-Ready



Provider-Ready to Provider



Provider to Departed





Emergency Medical Services

- Staff three paramedics/day
 - Monday- Friday
 - 7:00 am – 5:00 pm
 - Two ambulances on site
 - Paramedics are able to transport to the UCC or local hospital
- The medics also cover the Allergy Shot clinic and help with walk-in patients





Occupational Medicine Programs

- Oversee 20 Surveillance/Fit for Duty Programs
 - The surveillance programs are designed to monitor individuals that work specific hazards
 - The Fit for Duty programs are designed to determine individuals are suitable both mentally and physically to perform their jobs
- Participants are required to perform annual exams, some requiring random drug tests





Occupational Medicine Programs

- Beryllium Monitoring
 - Approx 119
- Methylenedinitrobenzene Monitoring (MDA)
- Cadmium
- Arsenic
- *Hearing Conservation Program
 - approx 392 participants
- Laser Eye
- *Respiratory Protection
 - approx 404 participants
- Biological Hazard Exposure
- Human Reliability Program
- Hazardous Waste Operations and Emergency Management
- Commercial Drivers License
- Nano Technology
- Nuclear Emergency Search Team
- Crane and Hoist
- Protective Force
- Frequent International Travel
- Highly Enriched Uranium
- Reactor Operator Supervisor
- Navy UPCHIT (works with the Navy)
- Over the Road (Non CDL)
- Lead
- Asbestos

- Perform X-rays and Pulmonary Function Testing (PFT) on-site
- All X-rays are sent off site to be read by a radiologists and reports sent back to SNL





Quality Measures – Meaningful Use

Measure	Sandia Avg	Target	Objective Status
Rx CPOE	61%	>30%	
Drug-Drug/Drug-Allergy Check	Yes	Yes	
Up to Date Problem List	100%	>80%	
Active Medication List	99%	>80%	
Allergy List	95%	>80%	
eRx	77%	>40%	
Record Demographics	100%	>50%	
Vitals (Height, Wt, BP Measurements)	63%	>50%	
HTN Patients, Blood Pressure Measurement Recorded	99%	>50%	
BP Control <140/90	74%	>50%	
Weight – BMI FUP Age: 18-64	22%	>50%	
Weight – BMI FUP Age: 65+	52%	>50%	
Tobacco Used Assessed (>2 office visits)	69%	>50%	
Uses Tobacco – Advised to Quit	100%	>50%	



FollowMyHealth Mobile™ by Jardogs, LLC



- Prescription Refills
- Schedule HBE Appointments
- Ask a medical question to your HBE provider
- View your test results and vitals
- View your immunizations, allergies, problems and other key medical information

- HBE Behavioral Health offers personal counseling to assist in a wide range of areas.
 - **Anger management;**
 - **Building healthy relationships;**
 - **Communication styles in the workplace;**
 - **Divorce adjustment;**
 - **Grief counseling**
 - **Managing change;**
 - **Managing the troubled employee; and**
 - **Substance abuse awareness**





Preventive Health Program

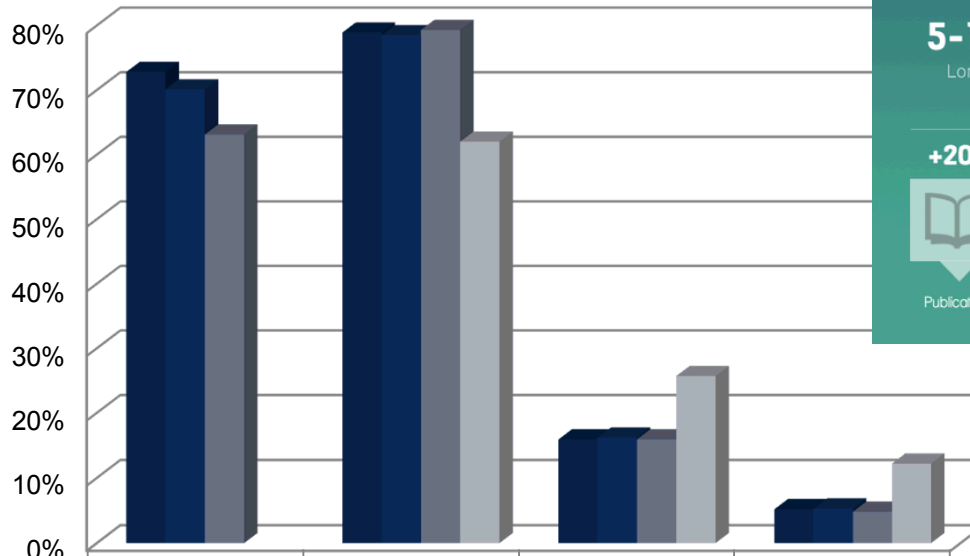
- The Preventive Health program provides awareness and opportunities for you to achieve and maintain physical and mental health through a supportive work and community environment. Our capable staff is comprised of health educators, exercise physiologists, registered dietitians, and behavioral and disease management specialists.

These services include:

- **One on one education**
- **Group Education Seminars and Programs**
- **Group Fitness Classes**
- **Fitness Facility**
- **Organizational Workgroup Services**

- Health Assessment Data
 - 66 questions - online tool

Health Assessment Participation and Risk Status



	Percent Participation	Low Risk	Medium Risk	High Risk
■ CY 2012	72.8%	78.9%	15.9%	5.2%
■ CY 2013	70.1%	78.5%	16.2%	5.3%
■ CY 2014	63.1%	79.3%	15.9%	4.8%
■ HMRC Benchmark		62.0%	25.7%	12.2%

HRA

+12,000,000 Processed

5-18 Years

Longitudinal Data

+1 Billion

Data Points Analyzed

+20,000

Employers Used Since Inception

+200

Publications

+20 Years

Validated Against Mortality & Medical Costs

5

Languages Translated

1-3 Years

Predictive of Future Medical Care Utilization

Sandia Health Report Card



Low Risk
Goal >80%

Benchmark
62.0%

Sandia
79.3%



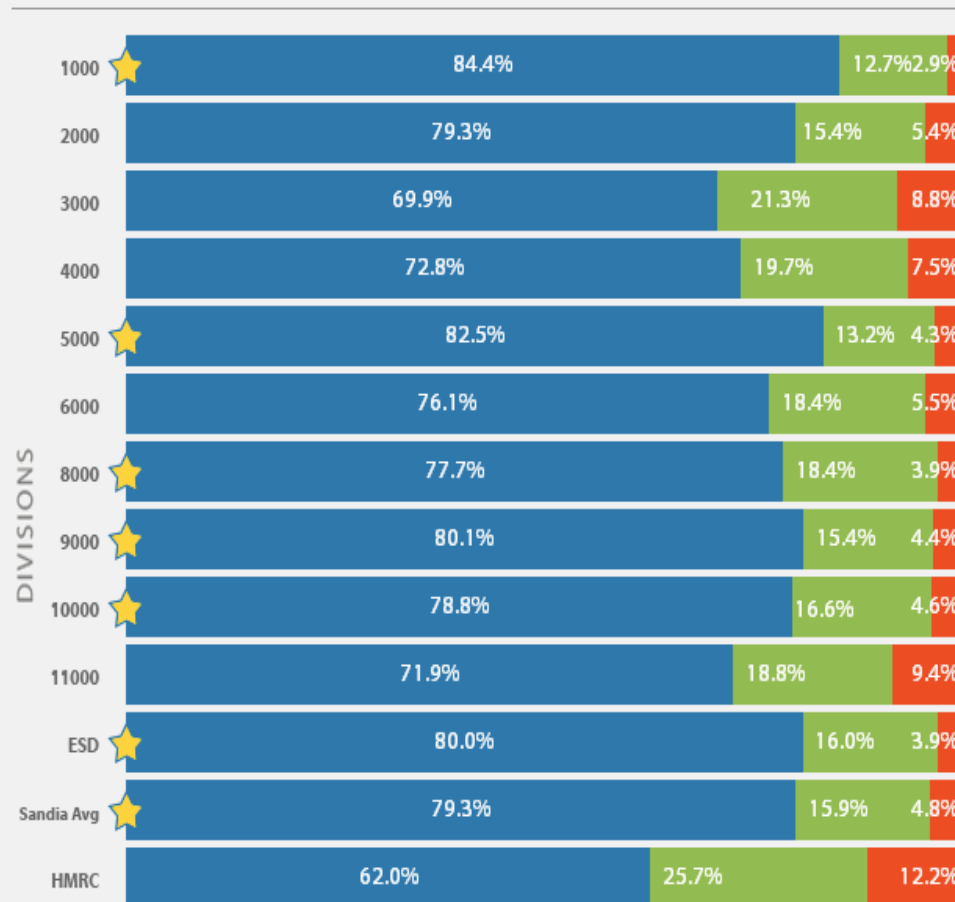
High Risk
Goal <5%

Benchmark
12.2%

Sandia
4.8%

Segments of Division Population by Percentage at:

■ Low Risk (0-2) ■ Medium Risk (3-4) ■ High Risk (5+)





Sandia Health Report Card

DIVISION	CY 2012 YEAR END	CY 2013 YEAR END	CY 2014 YEAR END
1000	B+ 89.9	B+ 88.3	B+ 88.5
2000	B+ 88.5	B+ 87.3	B+ 87.3
3000	B+ 87.9	B 86.2	B 86.7
4000	B 86.8	B 85.9	B 85.6
5000	B+ 89.2	B+ 88.0	B+ 87.6
6000	B+ 89.0	B+ 88.2	B+ 87.8
8000	A- 90.1	B+ 88.3	B+ 88.1
9000	B+ 87.9	B 86.7	B 86.8
10000	B+ 88.1	B+ 87.0	B+ 87.2
11000	B+ 88.9	B 86.5	B 85.9
ESD	B+ 88.2	B+ 88.5	B+ 87.5
SANDIA AVERAGE	B+ 88.8	B+ 87.6	B+ 87.5
HMRC Benchmark	B 84.4	B 84.5	B 84.5

CY 2014

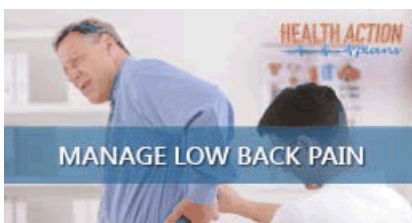
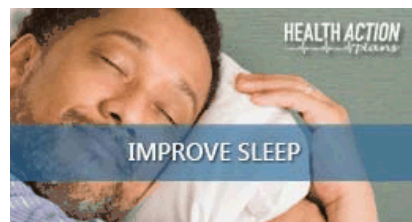
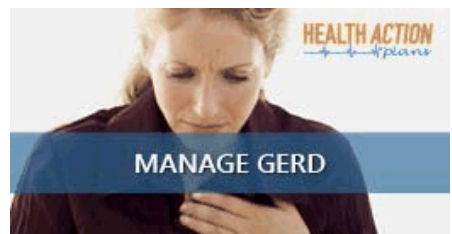
Goal
>90

Benchmark
84.5

Sandia
87.5

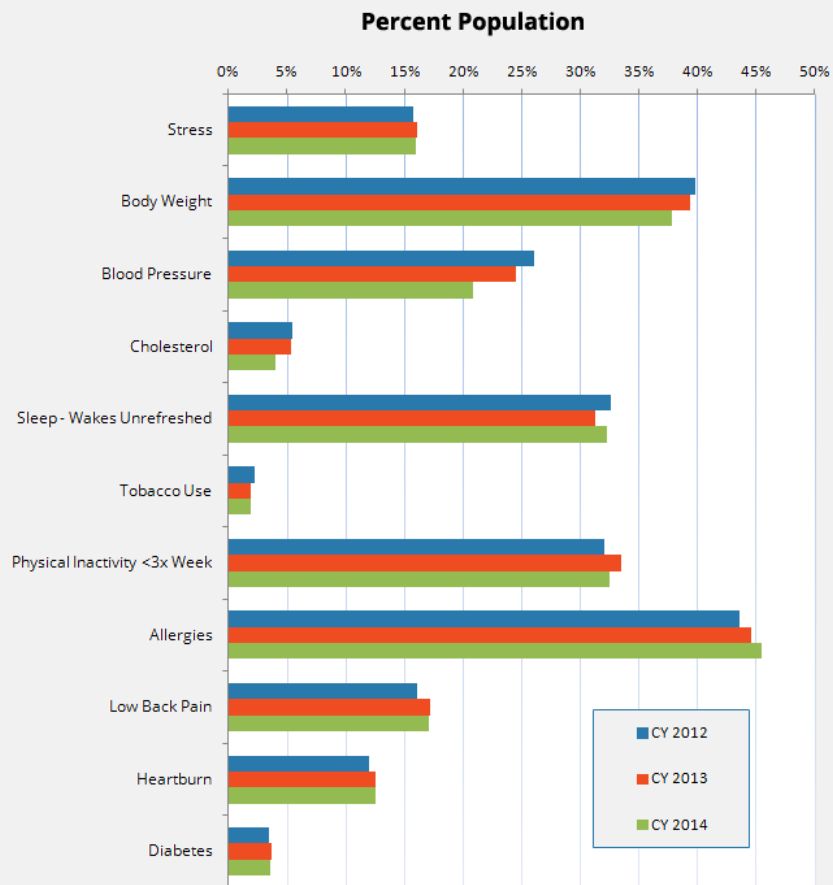
3 Major Components:

- Mortality risks, health risks and preventive services compliance. The mortality risks based on age and gender account for 38% - 44% of the score.
- The health risks (e.g., smoking, physical activity, body mass index, etc) account for 50% of the score.
- Preventive services compliance accounts for the remaining 6% - 12% of the score.



SANDIA HEALTH RISK PREVALENCE

Changes in Top Risks CY 2012 vs CY 2013 vs CY 2014



HEALTH ACTION plans

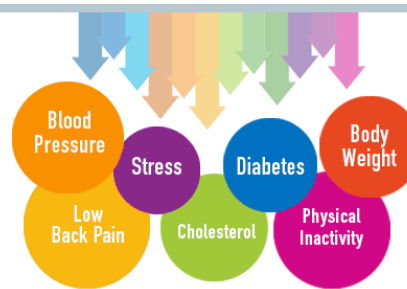
3,499 Individuals Enrolled into
5,545 Health Action Plans

Getting Healthy



That's the average percentage of division participation in HBE Health Action Plans.

[New Health Action Plan options →](#)



Lowering health risks
REAL RESULTS

As a whole, Sandians lowered their health risks in the areas shown by participating in Health Action Plans in 2014. Get healthy with our 2015 Health Action Plan options.

[View 2015 Health Action Plans →](#)



Disease Management Program

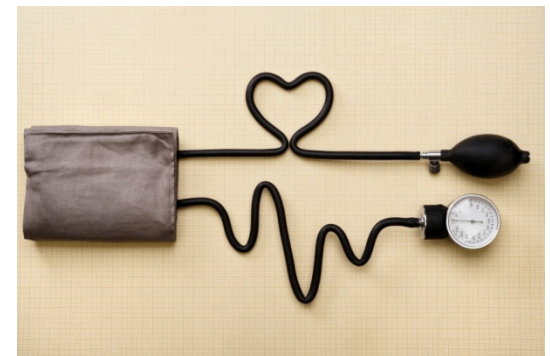
- Sandia's HBE Disease Management Clinic (DMC) is available for individuals diagnosed with metabolic syndrome, prediabetes, diabetes, hyperlipidemia, hypertension, obesity, depression or tobacco addiction.
- DMC provides access to comprehensive medical and educational services based upon current research and contemporary standards of care criteria.



Health Management Clinic

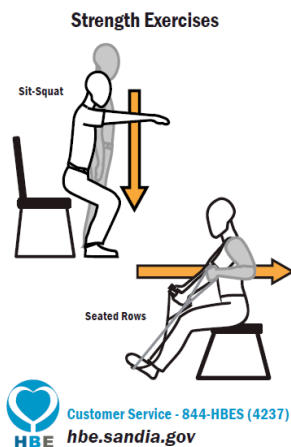
HMC services include:

- **Blood pressure monitoring;**
- **Certified Diabetes Educator consultations**
- **Glucose monitoring (CGMS);**
- **Diet and nutrition education and consultations;**
- **Exercise and fitness education and consultations;**
- **Flu and pneumovax shots;**
- **Follow-up services with specialists;**
- **Podiatry services;**
- **Weight loss programs;**
- **Treatment for depression; and**
- **Tobacco cessation programs.**



- The Physical Therapy Clinic provides outpatient services for any non-work or work-related injury or post-surgical rehabilitation. You must have a referral from a licensed physician (MD, DO, DPM or DDS), CNP or PA in your state.
- For medical ergonomic evaluations, you must have an order from a Sandia physician or safety engineer.
- Treatment for injuries you sustained in a non-work-related auto accident are referred to an outside provider.

We have an approximately 1000 sq ft gym and two 9x12 private treatment rooms.



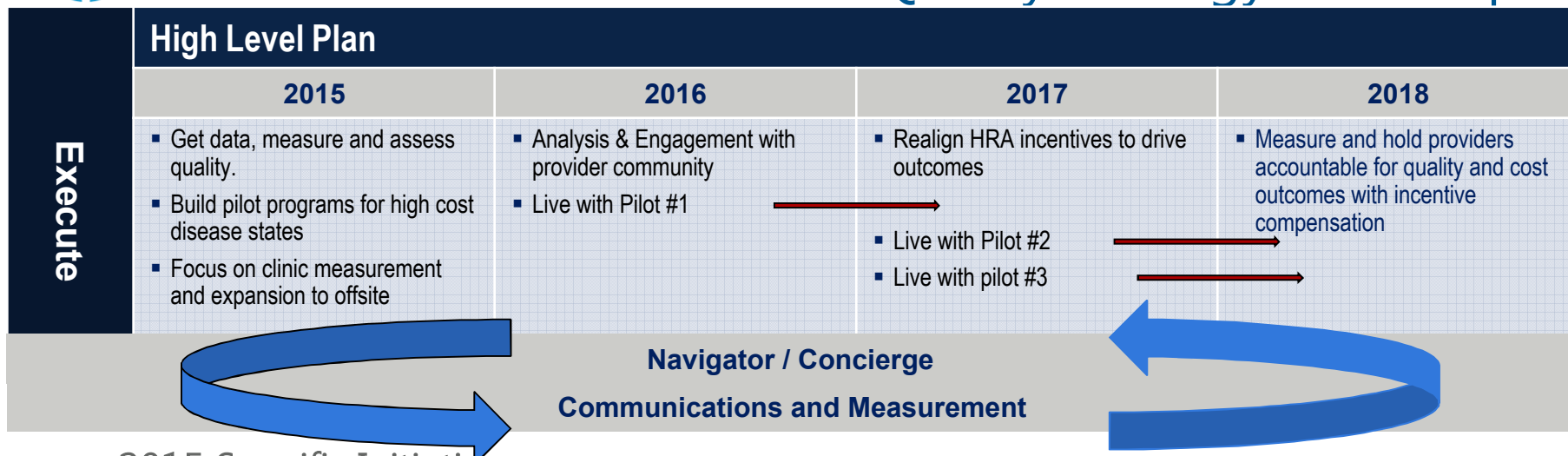
- **Dynamic Stretching Program**
 - Industrial Athletes at Sandia
 - >1,000 MOWs
 - Seeing injury reductions





"Quest for Quality"

Benefits Quality Strategy Roadmap



2015 Specific Initiatives

- Baseline data analytics (in total and by plan)
- Build out medical dashboard utilizing Optum data
- Identify offsite clinic provider/partner (to integrate within the plan)
- Evaluate requirement to have spouses/dependents take biometric screening results to offsite clinic
- Drive price transparency where quality is not a concern but price varies widely, through programs like reference based pricing (ex. Radiology)
- Integrate clinics to market providers
- Enhanced Access to Care

- Implement onsite clinic measurement strategy (ROI evaluation)
- Identify pilot programs for carriers to run
 - Obtain data and run analytics
 - Inventory programs and needs
 - Discuss data with vendor partners
 - Pilot programs
- Sandia Quality Health Initiative program branding
- Virtual care (telephonic/video) with the base of care coming from ABQ providers
- Benchmark plan designs and adjust as needed



Thank you!

Any questions?

- Visit hbe.sandia.gov
- Call 505-844-HBES
 - To schedule an appointment in the on-site clinic
 - With questions on your benefits