

Healthy Boiler Committee Meeting 2/2/2018

Attendees: Jen Hodges, Keith Helton, Taylor Higner, Nicole Noel, Mandy Smith, Beth McCuskey, Alexis Norton, Pam Aaltonen, April Sauer, Evan Perrault, Candace Shaffer, Grace Hildenbrand, Robert Nowack, Denny Darrow

Dial-In: Michelle Warren, Judy Tillapaugh (IPFW), Kendra Gardin (PNW), Rachelle He

1. 2018 Health and Wellness Updates

- a. PUSH to offer imaging for radiology exam to all benefits-eligible faculty and staff and their dependents
 - i. Films only; includes the reading of the film
 - ii. Referrals have been coming from the Center for Healthy Living
 - iii. There have already been several taking advantage of this new offer
- b. Tobacco Cessation
 - i. Partnership with Purdue Pharmacy, CHL and HR to serve WL students, faculty and staff
- c. Anthem Concierge
 - i. Full time FTE at CHL
 - ii. They will provide case management to employees, helping them understand our benefits and services at the CHL
 - iii. They are here to support and refer patients to appropriate services
 - iv. Goal is to have concierge start in May
 - v. CHL / Benefits will be a part of the screening process for this individual
 - vi. Concierge will not only be a health professional but it will be a more well-rounded person with understanding of benefits as well
 - vii. Regional campuses will have access to the concierge through the phone
 - viii. Questions can be directed to concierge if employee comes to HR

2. Center for Healthy Living

- a. Staffing Updates
 - i. One to One Health started in July; had conversations with current staff and selected the individuals that would fit best with the environment
 - ii. Dr. Isaacson was planning on staying through transition of vendors
 1. He provided 2 weeks' notice and moved back to Wisconsin
 - iii. Locum, temporary provider, is starting Monday, 2/5/2018, but One to One Health is still looking for a replacement
 1. One to One Health is holding providers to certain standards so it is making the process a little more difficult
 - iv. Looking for possible Nurse Practitioner options
 - v. Receiving feedback that turnover is high
 1. Much of the turnover to date have been individuals who were not aligned with the approach Purdue and One to One wants at CHL
 2. CHL is working really hard to make sure the people there are friendly and there to stay
 - vi. New dietician
 1. Seeing a lot of new patients

- 2. Services provided include nutrition recommendations, pregnancy nutrition, weight loss, diabetes, bariatric surgery, etc.
 - a. Wide variety on what she can offer
- vii. 2 new pharmacists
 - 1. Coaching is available with pharmacists
 - 2. Wide variety of appointments available to employees
 - 3. Working on partnership with Purdue
 - 4. Had 8 new patients since article went out last week
- viii. Wellness Coaches
 - 1. Nutrition Coach
 - 2. Holistic Coach
 - a. Strength is finding barriers
 - b. Writing Healthy Boiler Blog
 - c. Author of the wellness emails that are going out to Purdue employees
 - 3. Coaching sessions available in-person or via telephone
 - a. 15 minute minimum, but could last up to an hour depending on the patients' needs
 - 4. Possibly work with extension educators to run programs
 - a. Jen Hodges is meeting with one next week
- b. Customer Satisfaction
 - i. Percentages are looking good
 - ii. Working on "professionalism of the person who took your call" - 86% had this comment
 - 1. Sent out over 1,000 unique individuals over a 3 month period
 - a. 429 completed the survey entirely

3. Healthy Boiler Wellness Program

- a. Registration is open; please register if you have not already
- b. One to One Health is partnering with Propel and manages the site
- c. 3,200 individuals have registered so far
 - i. 2,771 employees
 - ii. 469 spouses
 - iii. 274 referrals
- iv. There are 19 active competitions within the portal
 - 1. Competitions have not been promoted but are enabled for users to implement
 - 2. There are a variety of competitions going on
 - a. Wellness/nutrition/running/triathlon, etc.
 - 3. Planning to have a Purdue Today article about competition
 - a. Dean Barker is going to have a school by school competition for spring fling
 - i. He is very active in wellness so using this to get others involved will be great
 - ii. Wants to know which department is in the lead for having people registered
 - 1. **Jen Hodges will get this**
- d. Ongoing Communication
 - i. Monthly emails
 - 1. HR

- 2. One to One Health
- ii. Wellness Blog
 - 1. www.healthyboilerpurdue.com
- iii. Social Media
- iv. Home mailers
- v. Presentations through Benefits Ambassadors
 - 1. Healthy Boiler
- vi. Purdue Today Articles
- vii. Healthy Boiler Tagline
 - 1. Your benefits. Your choices. Your well-being.
 - 2. Ties into previous campaign
- e. Social Media Sites
 - i. Facebook
 - ii. Twitter
 - iii. Instagram
 - iv. LinkedIn
 - v. WordPress (blog)

Suggestions or feedback are welcome for different communication options

4. Open Enrollment Survey

- a. 2,852 took the survey
 - i. 80% at Wes Lafayette
 - ii. Other campuses had less participation in the survey
 - iii. **Evan to provide complete percentages for each location**
 - iv. The incentive will be mailed out soon to participants
- b. Usefulness of Tools
 - i. Benefits Website, PT Article and Mailed Benefits Guide were the most useful
- c. Time Taken
 - i. Less than 45 minutes to complete OE survey
- d. Opinions on Benefitfocus
 - i. Wasn't as clear as previous tool
 - ii. Hopefully next year things will be more developed
 - iii. 20% said it was harder than previous
- e. What areas of this tool did you have difficulties with?
 - i. There was not an option to select what you had the previous year; possibly have previous year selections with in the tool for next year
 - ii. Wasn't really clear if the benefits that I selected were actually recorded
 - iii. Mandatory requirements
 - 1. It should be stated that you do not have an option to opt out
 - iv. 400 comment responses for this area
- f. Suggestions to improve Benefitfocus
 - i. An easy button needs to be implemented
 - ii. Health plan enrollment to be a separate process
 - iii. Clearly list the items that need to be completed
 - iv. Would like to see a side by side comparison to be sure you are selecting the correct benefits
 - v. People wanted to know that you actually completed the process/benefits

1. No confirmation email was sent out
2. Just got a comment at the top that said that you completed it
3. This can be done on the backend but at the time they were not aware that they could select this option
- vi. Attitude toward personal health
 1. Overall people think that they are in good health
 - a. However...people take into account that they feel good today but not overall
- vii. Attitude for CHL
 1. Most do not have an attitude for it
 2. Most do not know if you can establish a PCP at the CHL
 - a. This needs to improve; working on awareness
 - b. A new message needs to go out regarding this
 - i. Dr. Keith Helton agreed to this
 3. There is room for improvement for the Center for Healthy Living
- viii. Center for Healthy Living Opinions
 1. 1,389 responses to this question
 - a. "I will never return"
 - b. "Staff not professional"
 - c. "Heard that they are not great, will not attend myself because of what I heard"
 - d. "Never used it"
 - e. "I'd like to use it if I can select PCP"
 - f. "People think that PU is going to find out their information if they go to CHL"
 - g. "I don't know if it is a real doctor's office"
 - h. "A lot have tried to get in but cannot get appointment for 2 weeks"
 - i. "Looks abandoned"
 - i. CHL plans to do a video tour, introduce to doctors
 1. This will help reduce uncertainty, hopefully
- ix. Key takeaways for OE Survey
 1. Mailed benefits guides are great
 - a. Mailed early enough so that they can be reviewed beforehand
 - b. Send a follow up article
 2. Strong opinions about Benefitfocus
 3. Strong opinion of CHL
 - a. There is room for improvement for the center
 - b. Update testimonials on the site to more current ones

5. Population Health

- a. Top 5 chronic conditions
 - i. Diabetes
 - ii. Hypertension
 - iii. Lipid disorders
 - iv. Depression
 - v. Persistent asthma
- b. Top 5 health indications
 - i. Musculoskeletal system

- ii. Circulatory
- iii. Neoplasms - malignant
- iv. Digestive system
- v. Nervous system
- c. Overall Spend
 - i. Northwest is the most cost efficient for healthy and moderate users
 - ii. Fort Wayne is least efficient
 - 1. CHL is onsite
 - 2. Working with them in creating efficiencies
 - 3. They are in the beginning stages of assessments
- d. Medical Spend
 - i. ER costs
 - 1. Watching this with the Anthem rules effective 1/1/2018
 - 2. ER spend is around benchmark but interested to see moving forward
 - 3. Lab costs
- e. Pharmacy Spend
 - i. 41% specialty
 - ii. \$290,000 decrease in spend for Crestor in the last 12 months
 - iii. Prescription running through the medical plan at 9%
 - iv. Looking at infusion at CHL

6. Task Force

- a. Two that are going to start in the next week
 - i. Mental health
 - 1. Mental health is already implemented but working on broadening this area
 - a. Is there interest for Emotional Wellness?
 - b. What is the difference between the two?
 - 2. Depression is one of the top 5 conditions
 - 3. CAPS and PUSH looking at mental health on campus
 - a. What are the options?
 - b. One to One Health is going to help; tie in with EAP
 - 4. More to come
 - a. Know there is a need but looking, researching, and bringing outside people in for help
 - ii. Musculoskeletal
 - 1. One to One and LHD working together on this
 - a. Also working with workers comp

7. Next Meeting April 19 at 1:30PM in Stewart

8. CVS feedback:

- a. HR is not getting a lot of feedback
 - i. Only about pre-auth
- b. CHL is getting a lot
 - i. It has been difficult for pre-auth
- c. Nicole stated that there is a lot of feedback on what CVS is not allowing

- i. For example, not filling what the prescriptions states but filling it differently and not informing the patient of the change
- ii. Candace stated that we need to hear the feedback that Nicole shared

Comments from Committee:

- 1. Felt that we did not do enough flu shots even though we did over 6k shots in 2017
 - a. Release time for getting flu shots/physical etc.?
 - i. More conversation is needed here
 - ii. CHL has the shifts that go out for the flu shots on campus/departments
 - iii. We need metrics on this so that we can make better decisions
 - iv. We do not reach enough students for immunizations
 - 1. Is there messaging that we can send out so that we can push where the resources are on campus?
 - 2. Have flu clinics at the dinning courts or Co-Rec, etc.?