

METHODIST WELLNESS SERVICES



Well Managed Diabetes Program

Just like many other large organizations, The Methodist Hospital System is faced with population health challenges and rising health-care costs to provide health care for its 12,000+ employees working in five hospitals.

At Methodist, we truly believe that our people are our greatest asset. We believe that healthy, productive and satisfied employees are integral to our ICARE values, service pride standards and our economic viability. Just like many other large organizations, The Methodist Hospital System (TMHS) is faced with population health challenges and rising health-care costs to provide health care for its 12,000+ employees working in five hospitals.

Methodist has provided a comprehensive employee wellness program since the early 1980s and in 2005 transitioned to the Health and Productivity Management Model focusing on developing goals and objectives that focus on outcomes. By tracking results in individual programs and using those to apply continual program improvements, we can measure program success as well as the effect on health, productivity and quality of life. Additionally, by focusing outcomes on population health improvement, risk reduction and cost containment; we can continually measure our success in creating a culture of wellness within The Methodist Hospital System that impacts bottom line results. We also strongly believe that healthy and productive employees are instrumental in achieving strategic organizational goals in the areas of quality, safety, productivity, employee satisfaction, patient satisfaction and financial viability.

The Methodist Hospital System in Houston, Texas is ranked No.17 among FORTUNE magazine's 2010 "100 Best Companies to Work for," making the list for the fifth year in a row and remaining the highest ranked healthcare organization in the country.

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Today our nation faces an aging workforce whose health continues to decline and the prevalence of chronic medical conditions continues to rise. According to the Center for Disease Control (CDC), 8.3% of the U.S. population has diabetes (25.8 million people). The CDC estimates that an additional 79 million American adults aged 20 years or older have prediabetes based on fasting glucose and HbA1c levels. Diabetes is a major cause of heart disease and stroke and is the seventh leading cause of death in the United States.

Typical of both national and state trends, the prevalence of Type 2 Diabetes is increasing in the TMHS workforce. Data from a biometric health screening and Personal Wellness Profile (PWP) conducted in the fall of 2010 revealed the 9% of the 9,622 employees screened have diabetes. An additional 11% have high glucose levels (100+ fasting, 140+ non-fasting) indicating they could be prediabetic. A review of claims data for 2009 indicates that \$17 million was spent on approximately 1,100 employees with diabetes. According to a recent study by the Institute for Alternative Futures, Texas is listed number two as a "diabetes hot spot" and is expected to carry a significant economic burden of this epidemic.

In order to address the increased prevalence of diabetes within the employee population, the Methodist Employee Wellness Team created the *Well Managed Diabetes Program* in 2008. This program is available to all employees and their spouses who have been diagnosed with diabetes or are prediabetic, as well as those who are undiagnosed but have high HbA1c levels.

WELL MANAGED DIABETES PROGRAM GOALS

- Support employees living with diabetes to follow the *Standards of Care* recommendations of the American Association of Clinical Endocrinologists (AACE)
- Provide wellness coaching to improve wellness skills and healthy lifestyle behavior changes
- Screen employees to identify those who may have diabetes and encourage them to seek physician advice
- Provide early intervention to employees who have elevated blood glucose levels (prediabetes) to assist with lifestyle behavior changes to prevent the onset of Type 2 Diabetes
- Reduce risk migration of employees with diabetes
- Control health care costs by partnering with employees on diabetes self management

Early identification and intervention with weight loss and better nutrition have been shown to slow the progression of diabetes and to delay the progression from prediabetes to diabetes. Since diabetes is a chronic condition that responds well to diligent, consistent lifestyle interventions, the program seeks to fill the gap between physicians, diabetes educators, disease managers and employees who are living with diabetes and to help employees with prediabetes avoid or delay the onset of diabetes. The program provides specialized wellness coaching to enhance self efficacy, self esteem, knowledge and skills, and to develop goals and evaluate progress. Coaching assists employees in making healthy lifestyle changes and completing AACE's diabetes Standards of Care.

Methodist Wellness Services *Well Managed Diabetes Program* is a targeted intervention. The Methodist Employee Wellness team reaches out to employees who self-identify as having diabetes on a biometric health screening and health risk assessment (PWP) or who have high blood glucose readings at recurring blood glucose screenings that are offered at work. Employees may also self-refer into the program. The team also partners with our health care provider to have employees in the Diabetes Disease Management Program referred to the *Well Managed Diabetes Program* for additional assistance. In addition, the Nurse Line is also primed to refer TMHS employees who call regarding high glucose levels or diabetes to the *Well Managed Diabetes Program*.

For people working in health care, being diagnosed with diabetes may be received as an indictment of their professional competence. Diabetes educators at the hospital report that they are often approached by co-workers seeking information and advice in confidence. Many employees with diabetes do not share their diagnosis with coworkers. Knowing this, the *Well Managed Diabetes Program* team sought to respect employee confidentiality by communicating with potential participants via information mailed to their homes or by e-mail. Any employee/spouse whose name is added to the *Well Managed* mailing list receives monthly educational information regarding diabetes and self management. These participants are considered to be passive participants in the *Well Managed Diabetes Program* and may opt to discontinue receiving this material by contacting Employee Wellness. Employees/spouses who choose to meet face-to-face with a Well Managed Partner are considered to be active participants.

Well Managed Diabetes Program

OUTCOMES

OVERALL

- 866 diabetic employees identified through PWP and targeted for participation
- 20% of targeted population actively participating in monthly *Well Managed* Diabetes Management Program
- 46% of participants completed the AACE's *Diabetes Standards of Care*
- 866 employees receiving monthly educational mailings



WEIGHT

- Total weight lost: 228.4 lbs.
- Average weight loss in pounds per person: 3.2 lbs.
- 31% of participants decreased their BMI
- 3% of participants decreased their risk category from high to normal (Pre BMI ≥ 25 and post BMI < 25)



BLOOD PRESSURE

- 43% of participants have blood pressure $< 140/90$
- 51% of participants have blood pressure $< 120/80$
- 6% of participants have blood pressure $> 140/90$

BLOOD GLUCOSE LEVELS

- 27% of participants decreased their glucose levels
- 1% of participants decreased their risk from high to normal (pre-glucose ≥ 150 and post-glucose < 100)

MASTERY SKILL LIST

- 66% of participants improved their Diabetes Management Mastery skills

ANNUAL LIPID PROFILE

Total cholesterol

- 29% of participants improved their total cholesterol levels
- 10% of participants decreased their risk (pre-total cholesterol > 200 and post total cholesterol < 200)

LDL

- 27% of participants improved their LDL levels
- 8% of participants decreased their risk (Pre LDL > 100 and post LDL < 100)

HDL

- 34% of participants improved their HDL levels
- 5% of participants decreased their risk (Pre HDL Male < 40 , Female < 50 and post HDL Male > 40 , Female > 50)

TRIGLYCERIDES

- 42% of participants improved their triglyceride levels
- 7% of participants decreased their risk (Pre triglycerides > 150 and post triglycerides < 150)

QUARTERLY HbA1c LEVELS

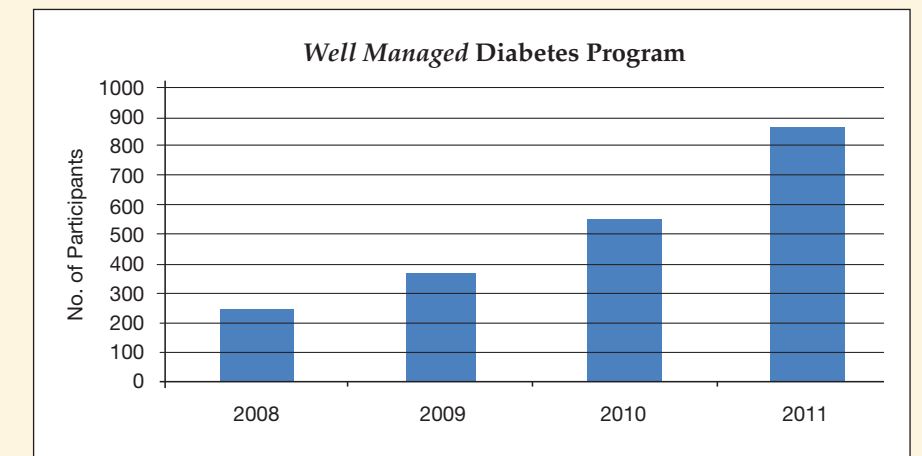
- 94% of participants had their HbA1c level checked by staff a minimum of twice
- 29% decreased their HbA1c levels
- Average number of HbA1c points decreased = 1.4

UPON PROGRAM COMPLETION

- 48% of participants have an HbA1c < 6.5
- 52% of participants have a HbA1c > 6.5
- 9% participants decreased their risk (Pre HbA1c > 6.5 and post HbA1c $< \text{equal } 6.5$)

The *Well Managed* Diabetes Program team quickly learned that “typical” does not exist when it comes to participants who have diabetes. Some are newly-diagnosed while others have lived with diabetes for years. Some are very well-informed while others are confused, even misinformed. Some are in denial about their diagnosis while others are open and curious. Some work closely with their health care providers, while others fail to seek the medical monitoring they need. Crafting a program that will meet the varying needs of such a diverse group demands reflection, analysis and flexibility.

The database includes about 866 employees who had reported on their PWP that they have diabetes. They received a monthly newsletter mailed to their homes with an invitation to “partner” with a *Well Managed* health coach for monthly meetings at work. These monthly face-to-face meetings represent another level of participation. Employees may choose to meet with their *Well Managed* Partner as often as weekly or as little as quarterly. This recognizes the fact that individuals vary in both their need and their readiness to make significant lifestyle changes that will improve their health and well being. It is expected that participants will continue in the program from year to year. For employees who do not wish to meet with a *Well Managed* Partner, there is an option to complete the *Standards of Care* on their own and submit a written report to the program. Incentives are offered for all levels of participation. Employees who participate in both the face-to-face meetings and the written documentation of completion of the diabetes *Standards of Care* receive double incentives. Employees can choose a \$30 Kroger gift card, a 60-minute massage, four movie tickets or four personal training sessions as their reward. The Employee Wellness Team encourages participants who have made lifestyle changes and are managing their Diabetes to share their success stories. This has motivated other employees to join the *Well Managed* Diabetes Program and improve their health and well-being.



In 2009, the *Well Managed* Diabetes Program used the Lean Six Sigma methodology to identify ways to improve the program. The team chose the recruitment of new participants as a significant process in need of improvement. By adding frequent, recurring screenings at convenient times and in strategic locations, the number of participants increased to 866 by the beginning of 2011. This number represents 9% of the 9,622 TMHS employees who had completed a PWP by the end of 2010.

The *Well Managed* Diabetes Program includes:

- 8-12 sessions with a Wellness Coach
- Monthly weight and blood pressure checks
- Monthly in-person education sessions
- Annual lipid and glucose assessment
- Four HbA1c screenings (pre and post)
- Monthly educational mailings, whether enrolled or not
- Diabetes management skills list (pre and post)
- Quality of life assessment (pre and post)

For more information, call 713-441-5525 or go to methodistcorporatwellness.com

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The *Well Managed* Partners are dietitians and certified wellness coaches who are familiar with the *Standards of Care* as well as nutrition, exercise and stress management and their impact on health and well being.