

**Penn Medicine**  
HealthWorks

# **Understanding the organizational value of a healthy workforce and the benefits of properly navigating our local health system**

*Leadership Advantage*

**Robert “Teke” Drummond MPT MBA**

Executive Director, Corporate Partnerships

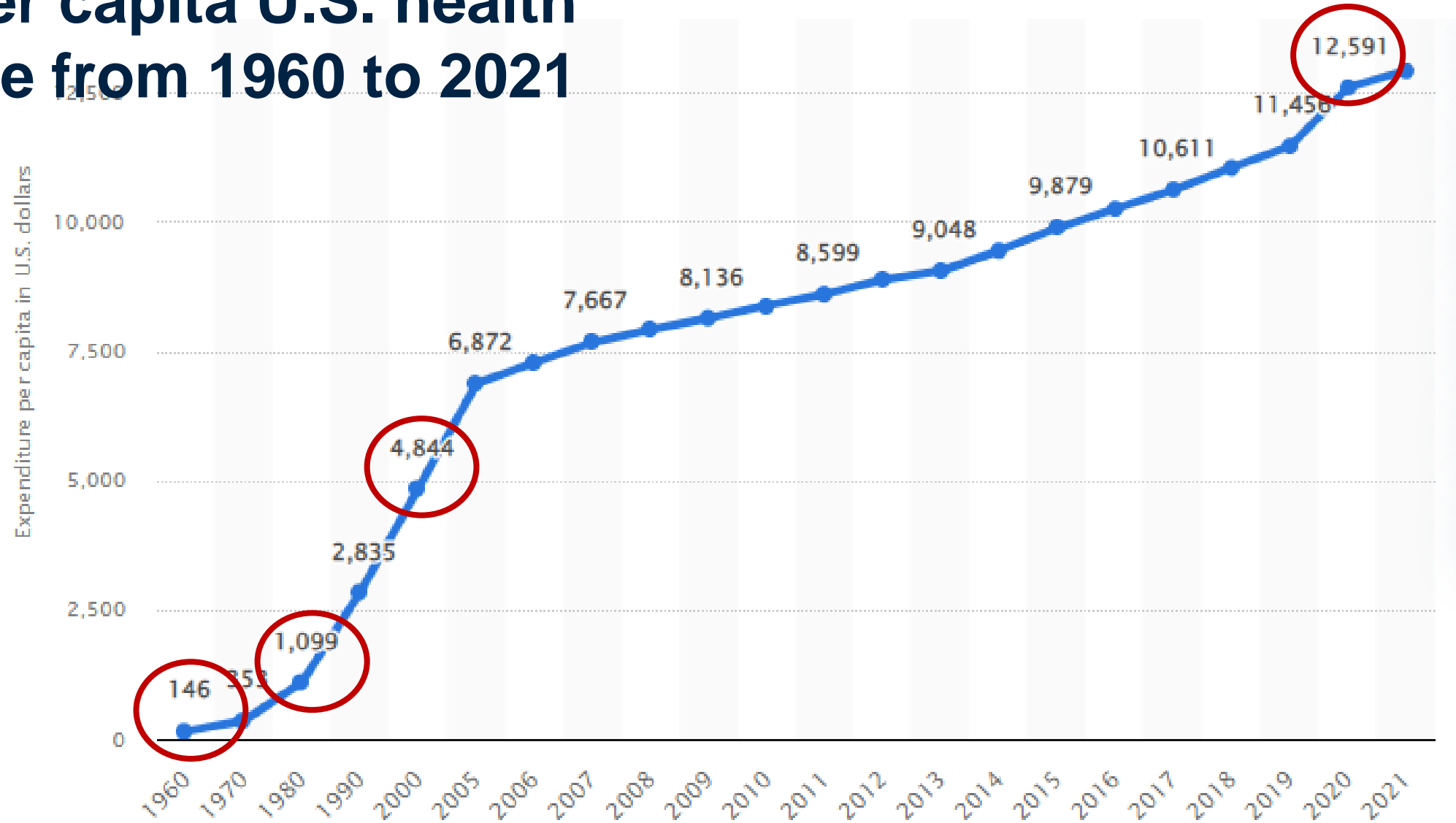
February 3, 2023



# National Health Care Expenditure

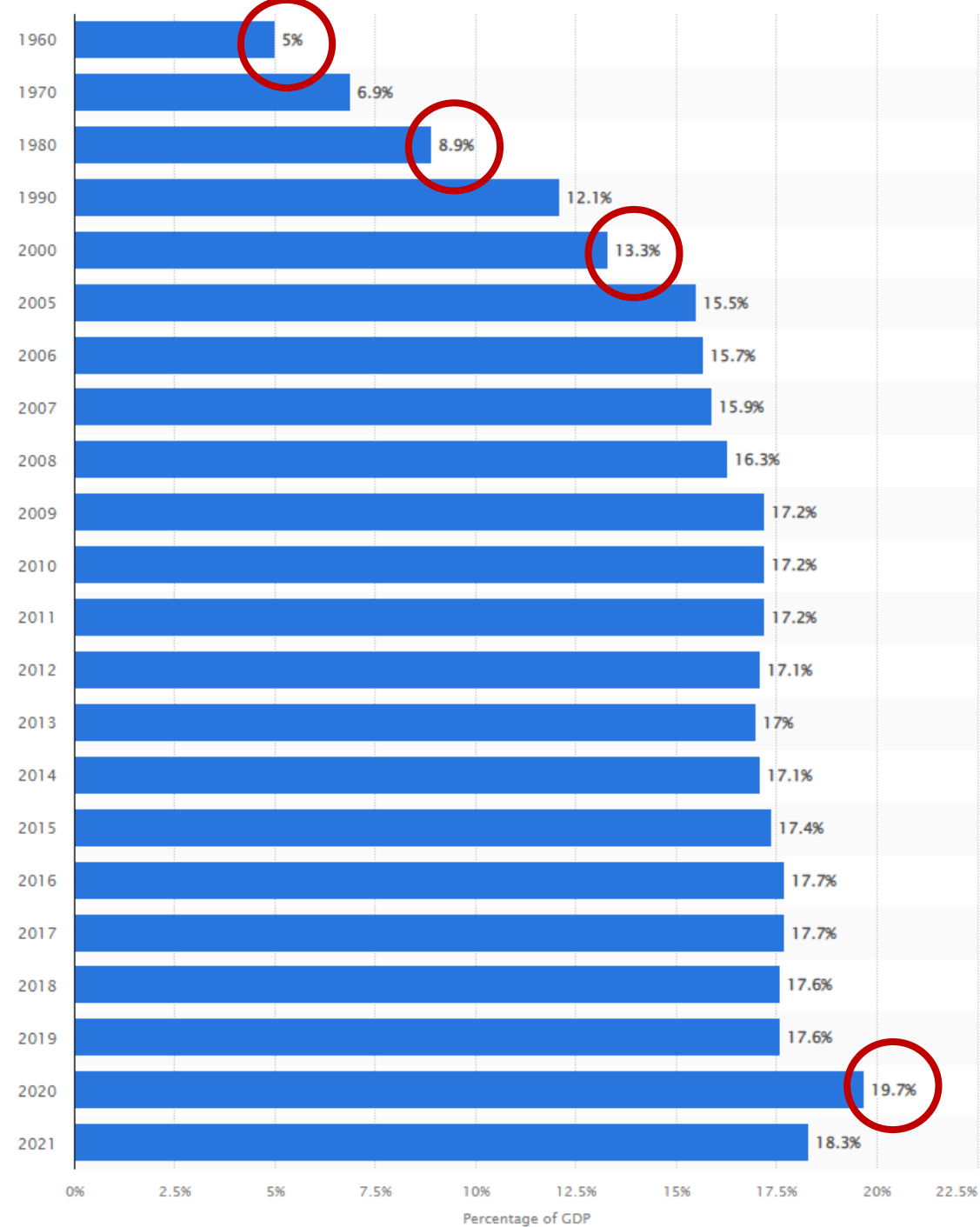


# National per capita U.S. health expenditure from 1960 to 2021



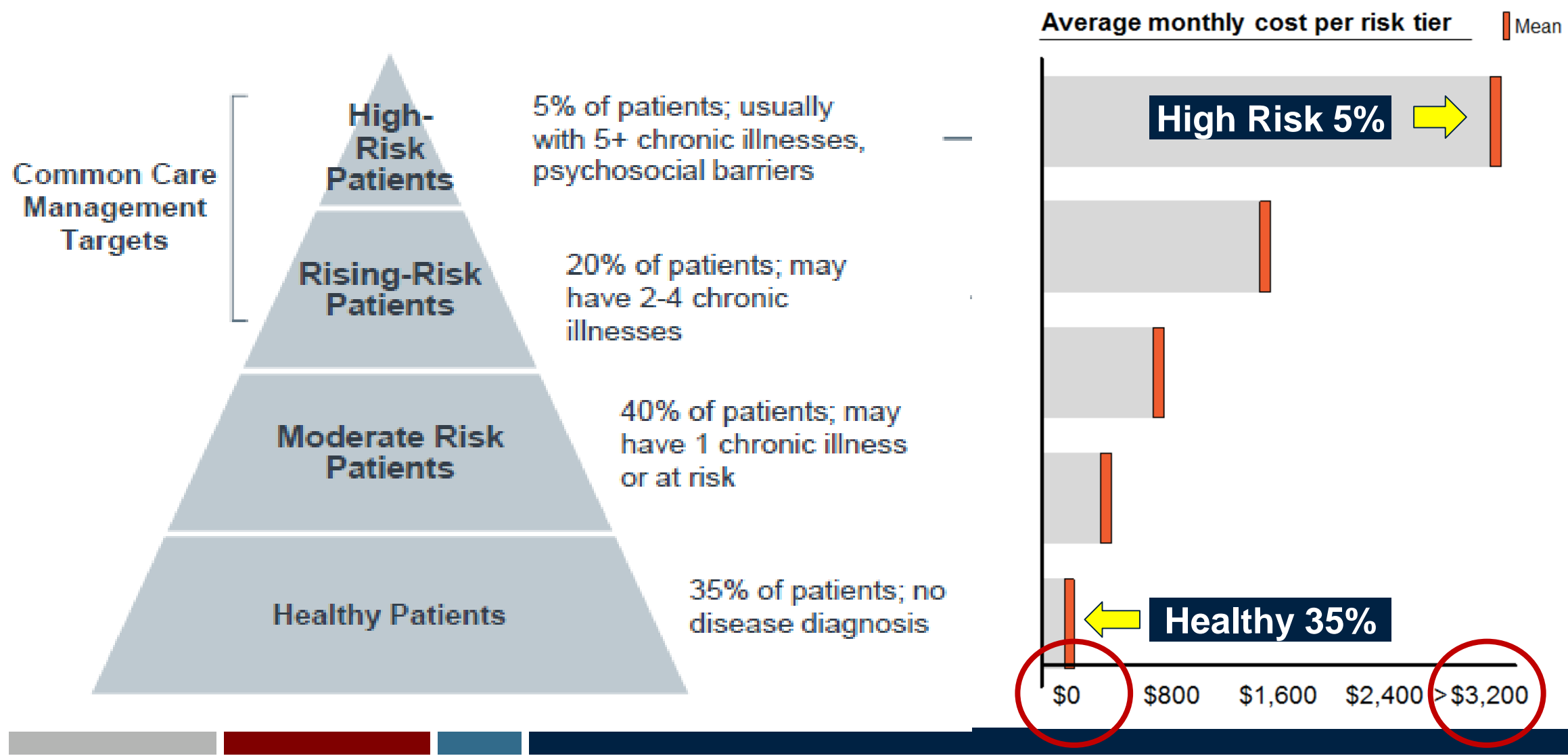
[U.S. national health expenditure per capita 1960-2021](#) | Statista

# National U.S. health expenditure as percent of GDP from 1960 to 2021



1960	5.0%
1980	8.9%
2000	13.3%
2020	19.7%

# Assessing the Population for Risk and Assigning Resources Accordingly



# Health Care Model



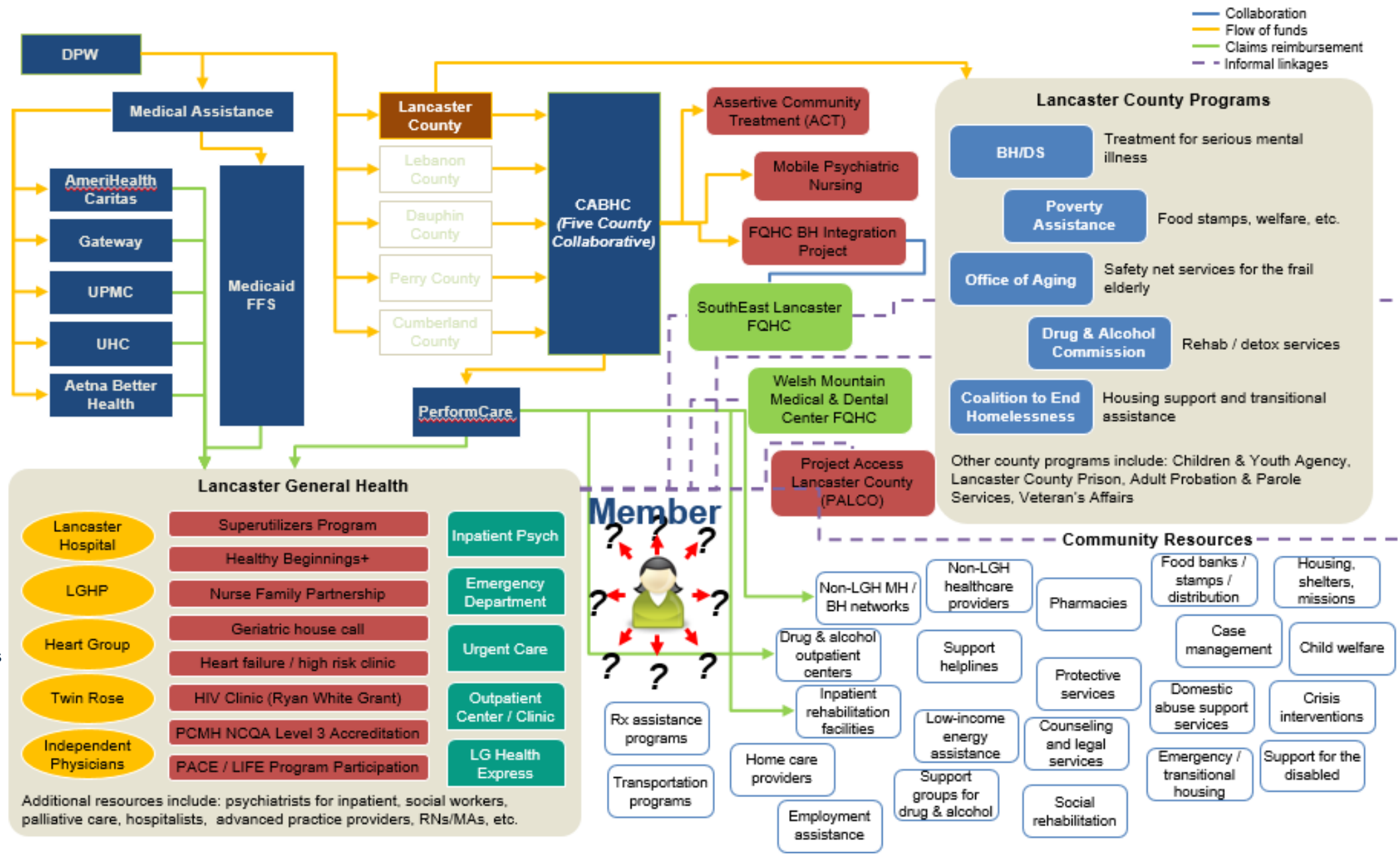
# Social Determinants of Health (SDOH)

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education			
Support	Walkability				
<b>Health Outcomes</b> Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations					

Social Determinants and Behavioral Factors (diet and exercise) Combined  
= Drive 80% of Health Outcomes.

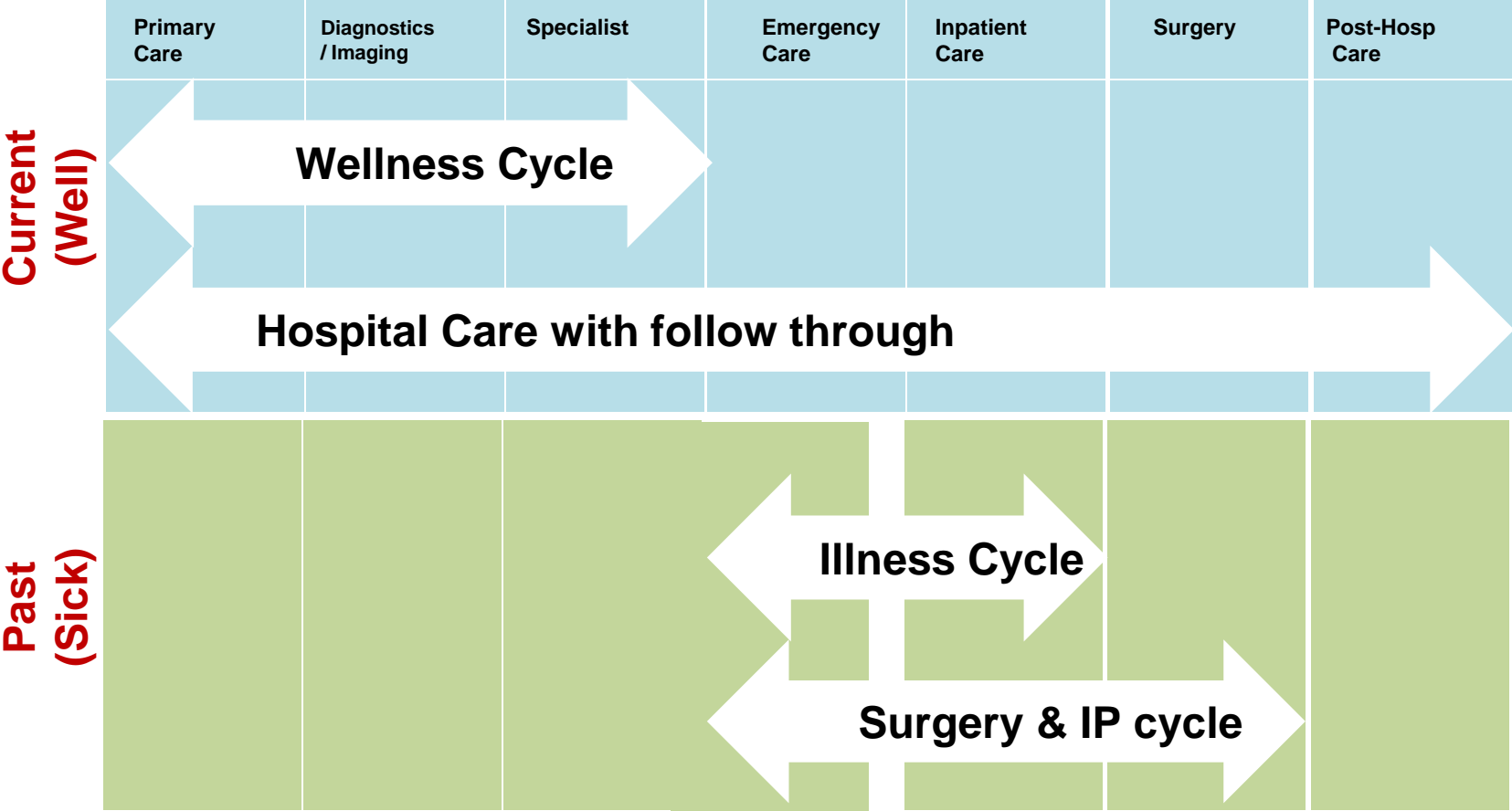


# Navigating Care in Lancaster County





# Redesigned Health Care Model



**The “SHIFT”**  
Toward...

- “Primary care led patient life based” care
- “Awarding avoidance” & “first time right”

Instead of...

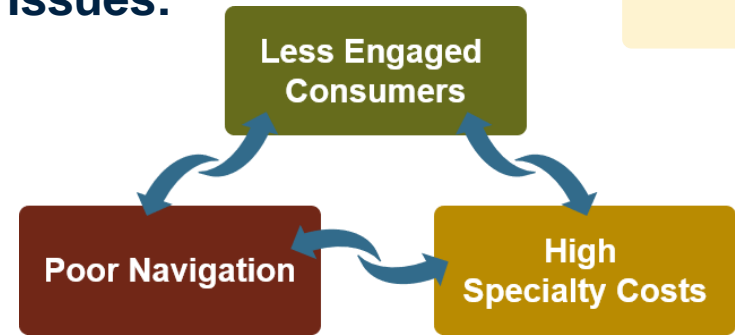
- “ER initiated event based” care
- Awarding “Length of stay”

Healthcare reform creating the shift from “Fix It” to “Fix Once” workflows



# Health System Commitment

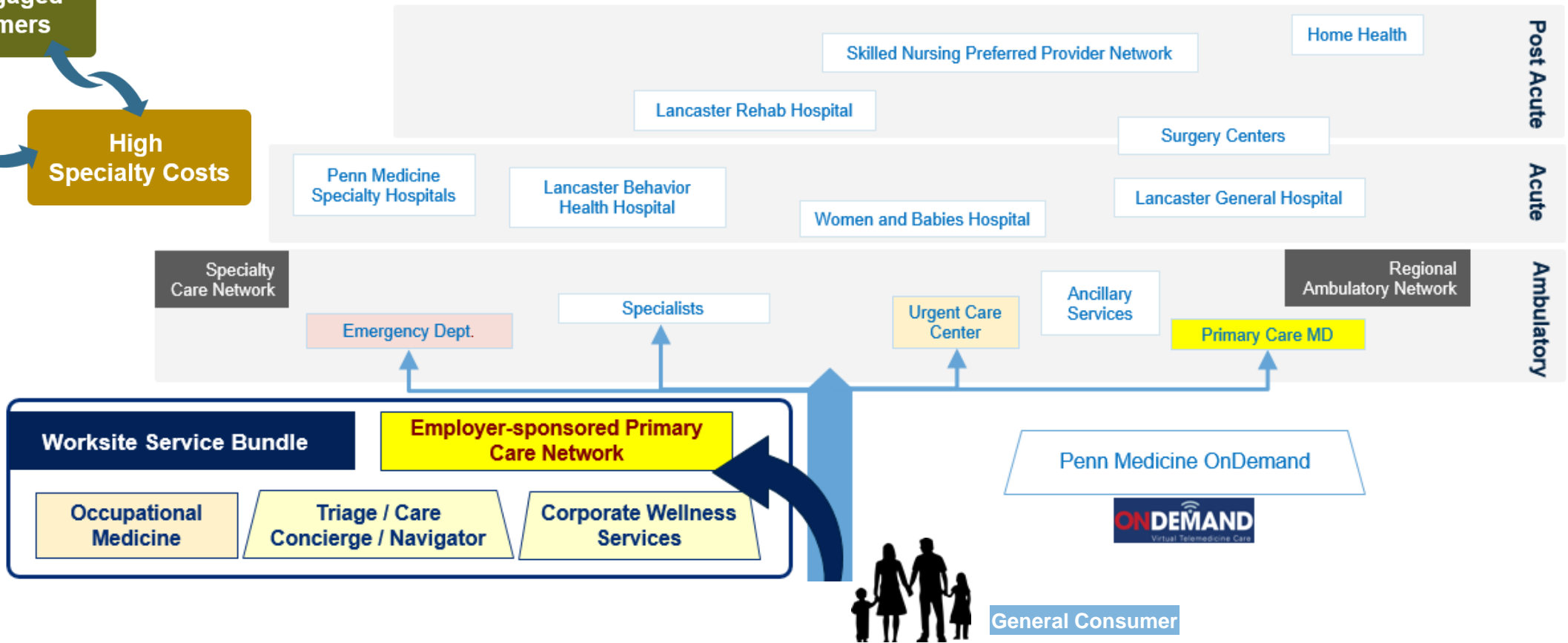
## Issues:



**Nurture relations** with employers, brokers, and insurers to foster continued trust with the Penn Medicine LG Health system.

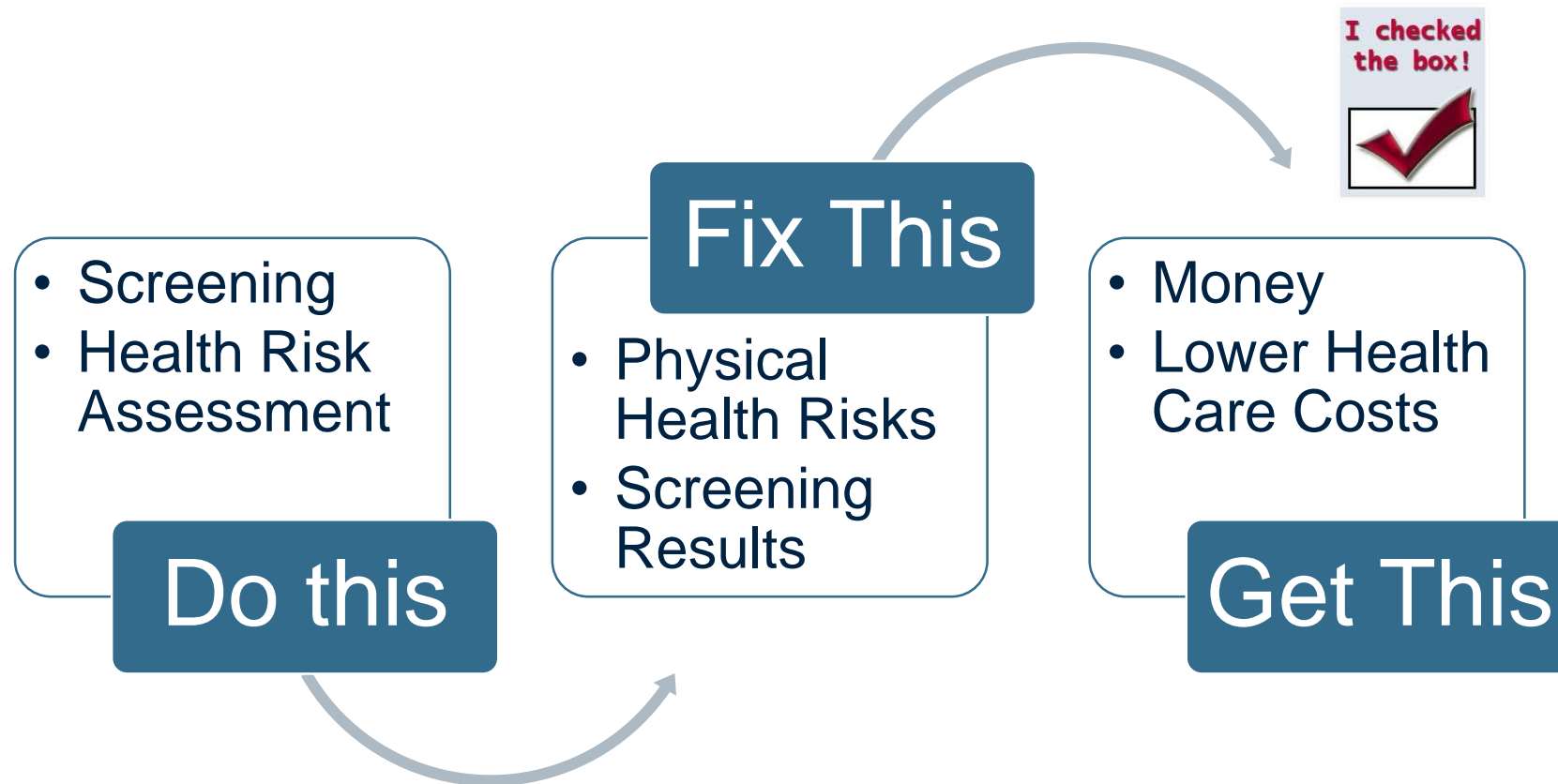
**Collaborate with corporate partners** to identify care gaps and improper utilization, then assist to stabilize their health expenses, reduce risk for chronic disease and injury, and improve recruitment and retention.

**Develop innovative solutions** to engage employees toward proper use of the health care delivery model and to adopt healthier lifestyles.



# The Evolution of Wellness - Past

*Be PHYSICALLY Healthy*



**Reward the healthy,  
Penalize the unhealthy**

## Pros:

- Strong participation rates
- Knowing your risks motivates *SOME* people to be healthier

## Cons:

- Minimal focus on mental health & other dimensions of wellbeing
- Discourages 'at risk' employees
- Could create mistrust
- Incentive (extrinsic) approach has limited effect to sustain behavioral change
- Difficult to measure true causal ROI

# The Evolution of Wellness - Today

*Whole person WELL-BEING & PERSONAL CHOICE*



**Programs help employees build HABITS that improve their WELL-BEING in areas most important to them.**

## **Pros:**

- Motivational (intrinsic) approach > Incentive (extrinsic) approach
- Autonomy: Program FOR you not TO you
- Evaluate all dimensions of wellbeing (whole picture)
- More results, greater impact!  
Feel better = perform better
- Integrated approach

## **Cons:**

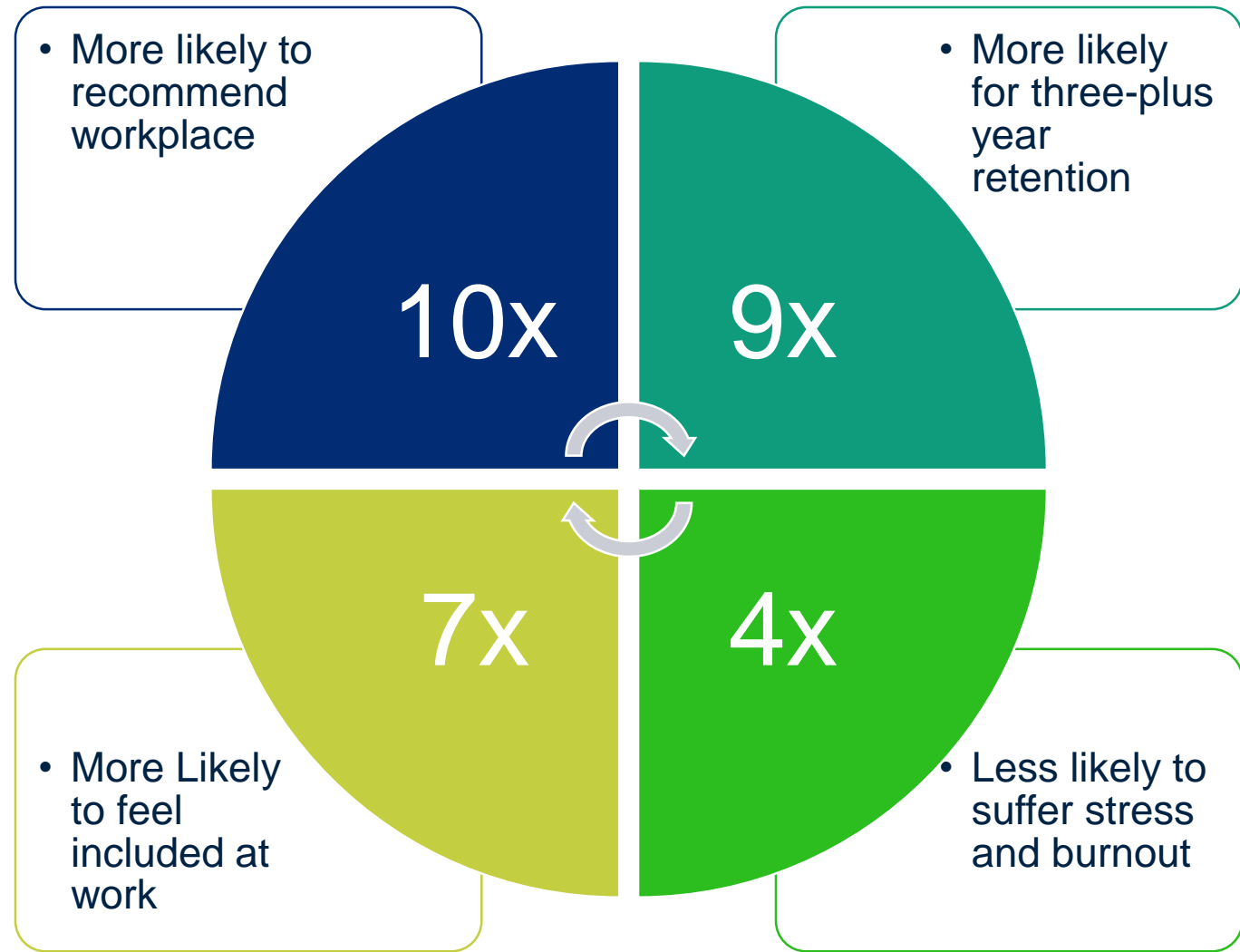
- Requires more innovative technology \$
- Comprehensive communications
- Redefine success – extensive dashboard

# The Evolution of Wellness - Today

*SUPPORT from Organization, Leaders, and Peers*

## In Summary...

- Wellness programs should encompass all of the well-being dimensions: **Physical, Emotional, Social, Financial, Occupational, Spiritual, Environmental, & Intellectual**
- Personal Choice** is important to employees
- Feeling **Supported** by the Organization, Leader and Peers is also important to employees



# Penn Medicine HealthWorks Services



## Corporate Wellness /Concierge

- 140+ contracts
- On-site health screenings, flu shots, and PCP scheduling
- Well-being portal
- Health coaching & education programs
- Full Program management
- Triage / Navigation / Direct Scheduling
- WELCOA award



## Employer – Sponsored Practice with Network access

- Currently four practices with 30+ employers (seven more opening this year)
- Member to Provider ratio is < 650 : 1
- Self insured
  - PPO PMPM
    - \$70 adult / \$39 child
  - HDHP PMPM
    - \$49 adult / \$29 child
    - \$49 HSA acute fee (\$42+ with AblePay)



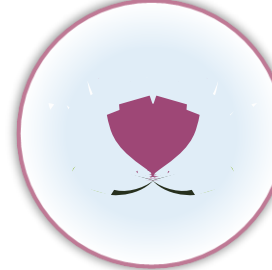
## Executive Physical

- Comprehensive one-day assessment
- VIP Service
- History / Physical
- Lab Tests
- EKG / BMI
- Ultrasounds
- Private Lunch with Nutritionist Review
- Cardiac CT
- Functional Mobility
- Massage Therapy
- Cardiologist Review



## Occupational Medicine

- Pre-employment physicals
- Return to work exam
- Drug & alcohol tests
- Worksite safety & ergonomics consults
- DOT Physicals
- DOT / Non-DOT Drug and Alcohol Programs
- Worker's Comp Care
- Coordinated PT/OT
- Hazardous material physicals & post exposure treatment
- Audiometric Testing
- Two locations



## Holistic Therapies

- Designed to treat the whole person—body, mind and spirit—while addressing specific symptoms associated with various medical conditions.
  - **Massage Therapy**
    - \$80 hour session
  - **Acupuncture**
    - \$100 - Initial consult plus treatment
    - \$60 hour session
- \*Acupuncture accepted by select insurances*



## Eliance Health Solutions

- Offer an exceptional suite of group health plans, corporate wellness programs and occupational medicine services.
- Self-funded group health plan administration for companies with 20 or more employees
- Clinically integrated and aligned network



Rock Medical



Queen Street



Meadowview Health (Landis)





# Penn Medicine HealthWorks Mount Joy at Messick's Farm Equipment



Caroline Poole,  
PA-C



Kristi Galbreath,  
PA-C



# Penn Medicine HealthWorks Network Growth





# Discussion





Penn Medicine  
Lancaster General Health



# Penn Medicine HealthWorks Corporate Wellness

Offering a wide array of health and wellness programs, including onsite clinical expertise at your workplace. We educate and engage your employees while improving their health with effective solutions that lead to more productive employees, as well as a decrease in health-related costs and workplace disruptions.

## Programs & Support

- Evaluate needs, interests and health risks of employees
- Design effective wellness plans using innovative, evidence-based strategies
- Support from one of region's most experienced and trusted health systems



# Penn Medicine HealthWorks Occupational Medicine

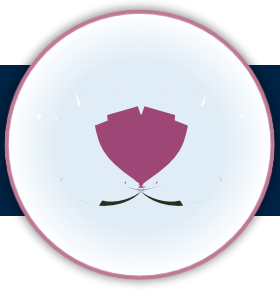
## Comprehensive Occupational Medicine

We offer a broad range of services to support employee health and help you maintain compliance with regulatory requirements

### Services Include

- Pre-employment physicals and physical capabilities testing
- Return to work/fit-for-duty examinations
- Customized drug and alcohol testing
- Worksite safety assessment for new clients and ergonomics consults
- Hazardous material physicals and post- exposure treatment
- Coordinated rehabilitation services
- Audiometric (hearing) testing
- Titmus vision testing
- Occupational Safety and Health Administration (OSHA) compliance for respiratory protection requirements, blood borne pathogens, lead and asbestos and more





# Penn Medicine HealthWorks Holistic Therapy

Holistic therapies such as massage and acupuncture are designed to treat the whole person—body, mind and spirit—while addressing specific symptoms associated with various medical conditions. These treatments have been proven to reduce pain and stress, which can increase vitality and overall functionality.

## Seven Locations

- Suburban Pavilion, Lancaster
- Women & Babies Hospital, Lancaster
- Women's Specialty Center, Lancaster
- Ann B. Barshinger Cancer Institute, Lancaster
- HealthWorks Queen Street, Lancaster
- Rock Medical, Lititz
- Kissel Hill, Lititz

