

INSPIRING PEOPLE

LEXINGTONKY.GOV

Horse Capital of the World

Dr. Samuel Brown Health Center

Six Month Review

January 2012 – July 2012

Marathon
health
For life.

Agenda

- Health Center objectives
- Health Center first 6 months
- Health Center utilization
 - Top 20 diagnoses
 - Utilization by member type
- Case histories
- Customer satisfaction
- Patient testimonials
- Health Center next 6 months

Health Center Objectives

- Deliver high quality health care to employees and families of LFUCG
- Help people improve their health and reduce their risk of disease
- Provide occupational health care services
- Improve the health status of the population overall

Health Center First 6 Months

- 1,210 unique patients served, 2,873 encounters
- Additionally 1,243 patients screened
- Acute care provided to 746 unique patients
- Health coaching provided to 464 unique patients
- 272/850 at risk patients made measureable health improvements
- \$1.1 M savings from health improvement and care delivered
 - \$344,000 from redirected care
 - \$817,000 from risk reduction
- Very good feedback from those receiving care

Health Center Utilization – Top 20 Diagnoses

Top Risks Currently Identified:

- Blood Pressure/HTN
- High Cholesterol
- Blood Sugar / Diabetes
- Obesity
- Tobacco Use
- High Stress Levels
- Inadequate Sleep

Patient Diagnoses - Top 20	
Description	Total
Sinusitis, acute	270
Hypertension	242
Diet and exercise counseling	184
Comprehensive Health Review	171
Upper respiratory infections	155
Bronchitis, acute	125
Physical exam (annual, work, camp or school)	112
Pharyngitis, acute	100
Prophylact immunotherapy	100
Elevated blood pressure without hypertension	78
Otitis media / ear infection	74
Allergic rhinitis	67
Diabetes mellitus, without complication	59
Hyperlipidemia	57
Cough	49
Urinary tract infection	39
Anxiety disorder, generalized	38
Dysfunction of Eustachian tube	37
Contact dermatitis due to plants	36
Back pain, lower	35
All Other	1948
Total	3976

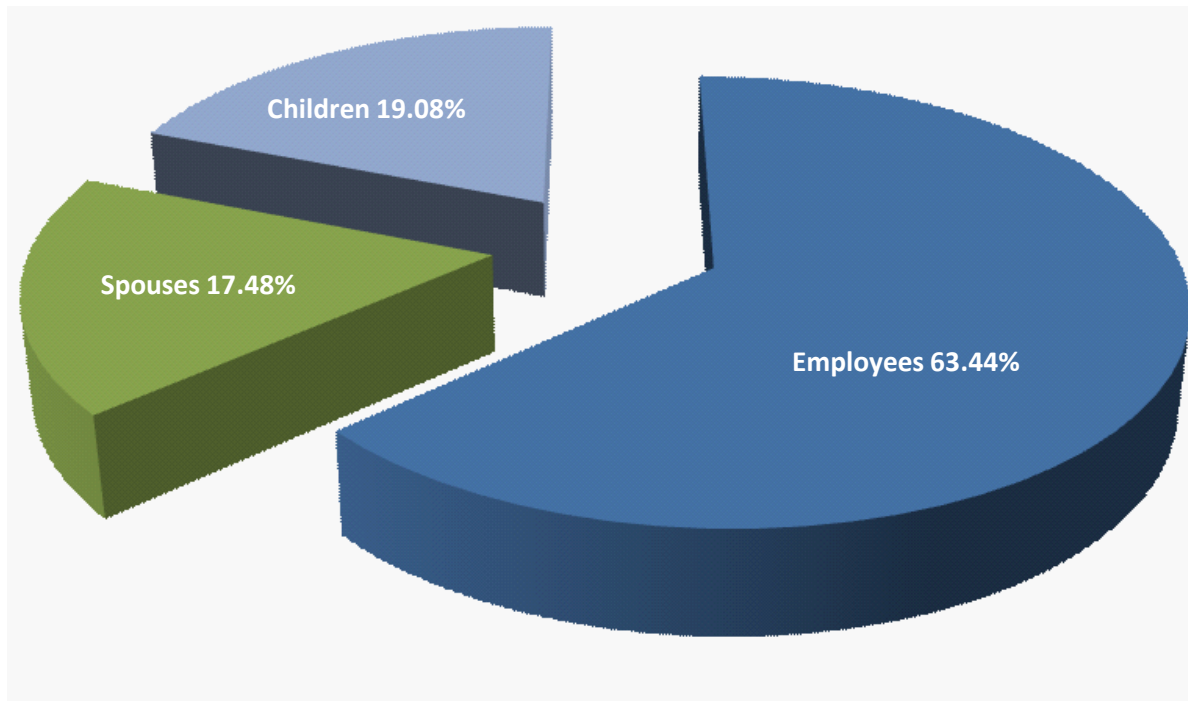
Health Center Utilization –

Encounters by Member Type

LFUCG Total Encounters By Member Type

January 11 - July 31, 2012

1,210 Unique Patients and 2,873 Encounters



Our Goals for Patients

- Give patients the time they need
- Understand them holistically
- Help them take greater control
- Provide the information, guidance, support and tools they need to make positive changes
- Provide immediate feedback and alter care management strategies as necessary
- Make small steps lead to great things

Patient 1: 53 Year Old Male

Time 1

- Obesity, hypertension
- Sleep apnea
- Poor food choices
- No portion control
- BP 130/110
- Fasting glucose 110
- Triglycerides 252
- Depression

Time 2

- Now walks 5 times a week
- Food choices and portion control
- Lost 18 pounds
- BP 118/80
- Fasting glucose 95
- Triglycerides 172
- Sleeping better, more energy, better outlook

Patient 2: 34 Year Old Female

Time 1

- Overweight
- Fatigue and depression
- High stress
- Poor food choices

Time 2

- Focused on fruits, vegetables and lean proteins
- Daily food log and portion control
- Lost 12 pounds
- Energized, encouraging family and friends

Patient 3: 49 Year Old Male

Time 1

- Chronic G/I issues
- Work loss days
- Marked discomfort
- Diagnosed with wheat allergy

Time 2

- Adopted new diet
- Loss 7 pounds
- Making better food choices
- G/I issues completely resolved
- Chronic discomfort eliminated
- Work loss days reduced

Patient 4: 72 Year Old Male

Time 1

- Overweight
- Shortness of breath
- Limited mobility

Time 2

- Careful program of ramped up activity on a daily basis
- Lost 32 pounds
- Improved cardiovascular health
- Quality of life improved considerably

Patient 5: 51 Year Old Male

Time 1

- Overweight
- Smoker
- Sedentary
- Heavy coffee drinker

Time 2

- Set a plan and began walking daily at lunch
- Smoking cessation using Chantix
- Lost 9 pounds
- Reduced caffeine intake

Patient 6: 37 Year Old Male

Time 1

- Overweight
- Pre-diabetic
- High cholesterol
- History of failed fad diets

Time 2

- Set a goal and began daily exercise (walking or biking)
- Altered food choices and started portion control
- Lost 27 pounds in 4 months
- FG to normal
- Lowered cholesterol and Triglycerides 25%

Patient 7: 47 Year Old Male

Time 1

- BP 164/110
- BMI 58.6
- Wanted help but not sure what to do
- Got a CHR at the SBHC: “Eye opening experience”

Time 2

- Set goals and began simple program of daily activity
- Altered food choices
- Weekly coaching and plan alterations
- Lost 45 pounds
- BMI 39
- BP 126/80
- Huge improvement in attitude and energy

Patient 272

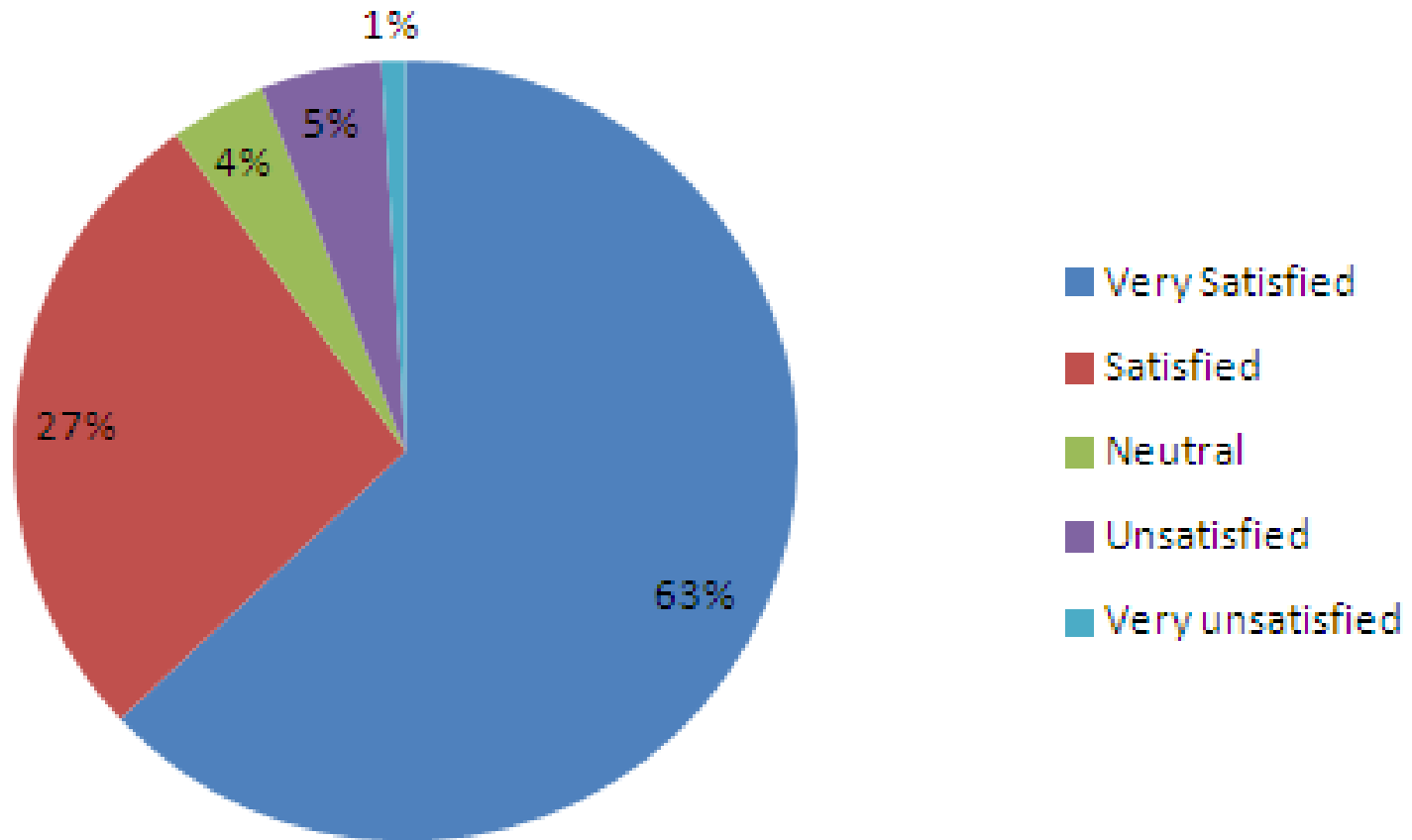
Time 1

- 850 at risk patients
- Increased likelihood of becoming seriously ill
- High likelihood of incurring significant medical costs

Time 2

- 272 patients who made measureable improvements on the their health status
- Lower risk of becoming seriously ill
- Reduced need for emergency and hospital care

Health Center Survey: 90% Satisfied



N=177 Respondents

Patient Feedback

Praise

- Dr French and staff have far exceeded my expectations. My health is better because of them. I tell every employee to go!
- The reception and treatment was better than I've experienced in Lexington since I've lived here, in 30 years.
- I have been very impressed with the service, the facility, and the professionalism of the staff.
- Extremely helpful, friendly, and caring. I was very pleased with both the medical center and the pharmacy.
- There are a lot of people with a negative attitude about the Wellness Center I was one of them before it opened. I was pleasantly surprised of how nice and efficient they were and my daughter said that was the best doctors appointment she has ever had. She said they listened to her problems and they took action to try to help her. I have passed the word of how great they are and I hope they are around for along time.
- These people are wonderful. They take stock in every patient and care about what happens. Have had very good experiences and everyone treats me and my son like family. THANKS to each and everyone.
- Extremely pleased with the City Pharmacy.

Patient Feedback (Cont.)

- I just can't thank the medical staff enough for working at Marathon Health and for changing my entire world. I have never felt this healthy and proud of myself in 34 years.
- Took 11 year old in for a sports physical. Brandi Caldwell was excellent with her. Went beyond just the physical and talked to her about health/nutrition in general and pre-teen issues.

Suggestions

- Location of the building
- Need more locations
- Need X-Ray machine

Concerns

- Didn't get the medicine I needed
- Being referred to my regular doctor
- Doesn't reduce my cost for specialty or hospital care

Patient Testimonial #1

"I've been a city employee for 44 years. City employees have always gotten the short end of the stick. I was more skeptical of the health clinic than anyone in government. I have been very surprised, pleased and enthusiastic about the clinic. Have been recommending it to everyone that I see in the government!"

"On March 1st, I was at the bottom of the barrel. Because of my health, I thought all that was left was to retire, go sit in my chair and wait to die."

"Pharmacy has been a great benefit. I went from paying \$160 per month, to \$110 every THREE months."

"73 years old and no one had ever told me what I learned through the clinic!"

"Overall health is so much better. I work better, customer service is better. Whole lifestyle has changed. Not only me but my entire family's lifestyle has changed."

Patient Testimonial #2

Hello. My name is XXXXX and my husband is an employee here in Lexington. When we found out about the change in the city's insurance recently we were both very upset. Then when my husband came home and told me about the new "FREE Clinic" we had to start going to I was even more upset. I did the wrong thing and assumed that it would be a poorly ran place that wasn't going to be any good.

Like I said, I ASSUMED which was the wrong thing to do. After going to the clinic and meeting Brandy Caldwell I cannot say enough good things about the clinic and her. The staff are knowledgeable and very nice and welcoming. It is nice to be able to walk into a smaller area where people know you as a person and not just as someone else off the street. They are always nice and accommodating to my children when I have to bring them and very understanding.

I absolutely love the website and the ease of using it and keeping track of my medical information. The thing I love the most is the ease of scheduling and changing your own appointments on line.

I love having the Pharmacy right there so that when I leave the doctor's office I can pick up my medications and other items that I might need without having to drag my children into a huge department store and wait in a line. The prices are also very affordable.

Now onto the real reason of why I love this place so much. I was very unhealthy and miserable. I have been to all kinds of specialist and doctors over the past several years to try to find out what was going on with me and my body. Some doctors would try to guess what it was and just order lots of blood work and say that they would get back to me. Only to receive a piece of paper in the mail stating that all my blood work came back ok and they wished me luck in my future. No help, just a piece of paper.

Patient Testimonial #2 (Cont.)

I was at my wits end. I have 3 very active boys ages 2, 4, and 6. They deserved a mother who was happy and healthy. I was looking at them one day and I thought to myself, you are almost 35...you have a family history of early heart disease and heart attacks, you are overweight, unhealthy, moody, tired all the time, ran down, no motivation, basically living as a roommate with my husband, tired of not being able to fit in any of my clothes, and not even wanting to look at myself in a mirror anymore. The final breaking point was when I was looking at pictures with my husband and I asked him who the lady was with our kids. He told me that it was me in the picture and I wouldn't believe him. There it was in my face.... I didn't even notice who that person was in that picture because I knew it didn't look like the person I wanted to be. I knew at that point I had to make a change.

That is when XXXXX mentioned that they had a program at the clinic that had to deal with losing weight. So I immediately jumped on the website and scheduled the appointment. The day I went in was the day I met my guardian angel, Brandy Caldwell. When I went in to see her I was fed up with my life and needed a change. She listened to me and then did something different. She didn't say let's just do some blood work and see what it says. She said she could help me and she did. She immediately started me off with showing me the website and how to add in everything I needed from what food I was eating to tracking my progress and setting goals. She was the only medical professional who found that I had a sensitivity to wheat products. She didn't just tell me that I needed to work out and lose weight she told me how to lose weight by changing my lifestyle and learning how to eat correctly.

Patient Testimonial #2 (Cont.)

That was the most important part. I didn't want a quick fix that I wouldn't keep up with. I didn't want a fad diet to follow. I needed a change in my life and I needed something that I would stick with to save my life and that is what she did. She had me come in once a week and then every 2 weeks to help me get started and to keep me accountable. She made me excited about life again. I kept following her guidelines and before I knew it I was 45 lbs. lighter within 3 months. I was active with my children, happier with my life all over, and found my relationship with my husband again. She has helped change my life forever. I am very thankful to have her and the clinic in my life. I try not to think back of all the years that I wasted going from doctor to doctor having test after test ran over and over again. I know that I am blessed to have been given this opportunity to live a healthier life and I owe everything to Brandy. It is truly amazing how the right medical professional can change your entire outlook on life.

I would just like to finish by saying thank you to Brandy and thank you to the Dr. Samuel Brown Health Center and their staff. I would also like to add that as of today I have now lost a total of 50 lbs and continue improving my lifestyle.

Health Center Next 6 Months

- Continue screening
- Launch incentives program
- Begin occupational health services
- Build the number of engaged patients
- Continue to support patients who want to improve their health!