Transforming Care
Creating a culture of wellness

Franciscan Health & Wellness Services, Inc.

May 2013
Our profile: FMOL Health System

Our facilities
- Our Lady of Lourdes Regional Medical Center
- Our Lady of the Lake Regional Medical Center
- St. Francis Medical Center
- St. Elizabeth Hospital
- Heart Hospital of Lafayette
- Assumption Community Hospital
- Our Lady of the Lake College
- Lake Primary Care Physicians
- St. Elizabeth Physicians
- Elderly services facilities
- Mental & behavioral health facilities
- Joint ventures: ASCs, specialty care

Our stats
- >1600 acute care beds
- >67,000 annual admissions & 573,000 outpatient visits
- >10,300 team members
- >2,000 medical staff members
- >200 employed physicians
- Expanding resident training programs: LSU and Our Lady of the Lake
- $1.4 billion annual revenue
The Healthy Lives™ program

Implemented for FMOL Health System in November 2010

- >10,300 employees and >13,000 insured members
- 80% participation rate
- $21 million in savings over 2 years
- Quality measures exceed national benchmarks
- Third year in a row with no premium increase for members
- Recognized by the National Business Group on Health: *Best Employers for Healthy Lifestyles* in 2012 and 2013
How it works…

Healthy Lives Wellness Services

Health Assessment & Screening

Analytics & Consulting

Health Coaching
FMOLHS health plan performance
Healthy Lives™ health plan results

3. Total health plan expense per employee per year (PEPY)

- 2010: $12,266 (-10%)
- 2011: $10,894 (-11%)
- 2012: $11,419 (5%)

Healthy Lives™ acute care utilization

8. Acute care hospital admits/1000 covered lives

- 2010: 89 (-23%)
- 2011: 74 (-17%)
- 2012: 72 (-3%)

10. ER Visits/1000 covered lives

- 2010: 85 (-3%)
- 2011: 105 (23%)
- 2012: 97 (-8%)

HEALTHY Lives™
Healthy Lives™ quality metrics

34. Quality of care performance: Evidence-based aggregate measures (EBM)

<table>
<thead>
<tr>
<th>Condition</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness/Prevention</td>
<td>55%</td>
<td>57%</td>
<td>60%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>62%</td>
<td>62%</td>
<td>62%</td>
</tr>
<tr>
<td>Hyperlipidemia</td>
<td>63%</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>Hypertension</td>
<td>80%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Pregnancy</td>
<td>84%</td>
<td>89%</td>
<td>89%</td>
</tr>
</tbody>
</table>

Ingenix benchmarks®
Healthy Lives™ quality metrics

35. Aggregate quality of care EBM performance: coached vs. non-coached members

% of Compliance

Wellness/Prevention: Coached 4th Qtr 2012 (57%), Non-coached 4th Qtr 2012 (35%)
Diabetes: Coached 4th Qtr 2012 (78%), Non-coached 4th Qtr 2012 (54%)
Cholesterol Management: Coached 4th Qtr 2012 (84%), Non-coached 4th Qtr 2012 (59%)
Hypertension: Coached 4th Qtr 2012 (94%), Non-coached 4th Qtr 2012 (75%)
Pregnancy: Coached 4th Qtr 2012 (95%), Non-coached 4th Qtr 2012 (94%)
FMOL Health System health plan expense*

> $21 million in savings

Status quo

Best practice

*Excludes employee contributions
Driving value

**Program Services**
- Medical Homes and Providers
- Healthy Lives
  - Analytics
  - Wellness Programs
  - Health Coaching
- Member Engagement
  - Healthy Lives Screening
  - Healthy Lives Portal
  - Healthy Lives Rewards

**Employer Benefits**
- Annual Enrollment
- Claim Analysis
- Health Coaching
- Healthy Lives Screening
- Healthy Lifestyle Activities

- Members Benefits
The Healthy Lives™ program

Expanding our model

• 29 organizations in 8 states
• Fully and self insured
• Companies ranging in size from 30 – 10,000 employees
• Variety of industries
  • Government and municipalities
  • Oil and gas
  • Education
  • Manufacturing
  • Banking
  • Health care
• Health care consulting and collaboration
  • Population health management
  • Medicaid and uninsured populations
Building for the future

• Focus on “health” and not “hospital”

• Foster relationships in care delivery

• Connect some of the silos within health care

• Learn how to manage risk within populations

• Drive value-based care
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