

## Report Summary Health Foundations

The Healthy Foundations program is a collaborative effort by the Benefits and Wellness Office at the City of Portland and Moda Health. The mission of this program is to create and sustain opportunities that empower individuals with chronic diseases to become their own health care advocate, while improving their access to appropriate care. The program does this by delivering intensive, highly mobile chronic care management and proactive personalized prevention and wellness through a designated care team.

To understand the need for this type of program it is important to recognize that nearly 48% of the total dollars spent for the CityCore plan in the last five years has been for individuals with claims over \$20,000. This is not a statistic that is unique to the City of Portland; it is a problem for nearly all health insurers.

One of the most important and meaningful ways the City of Portland began to meet this challenge was to partner with Moda to create Healthy Foundations. Our interests were to design a unique solution that would build trust and connection as a cornerstone; and would help address an individual's barriers to self-advocacy

There are 4 stages to the program.

- Initial Stage: Building the relationship between the care team and the participant.
- Active Stage: Participant enters into a care agreement and works to meet goals
- Transitional Stage: Last 3 months of the active stage, includes a "graduation"
- Supportive Stage: Ongoing support necessary to stay connected and engaged.

In all of these stages the program is intended to be comprehensive, coordinated and client-centered.

Musculoskeletal, cardiac, respiratory, depression and diabetes are the most prevalent chronic conditions within the Healthy Foundations population. These chronic conditions also mirror the most prevalent claims within the CityCore population.

During the first year of the Healthy Foundations program there were 255 invitations sent out with a 28% activation rate. For this initial report, the data includes 71 participants who were in some stage of the program at the end of the first year.

### 1st Year Data\*:

- 59% of individuals in the active stage have lowered their prospective risk score.
- 44% of active members had reduced costs per member per month (PMPM)
- 41% of active members had reduced outpatient visits and
- 32% decreased specialty visits during active engagement
- 50% reduction in emergency room visits and a 37% decrease in cost
  - 11% visit reduction throughout the CityCore population
- 28% increase in preventive care visits and a 25% increase in cost
- 38% increase in specialty care (mental health, dermatology, alternative care)
- 33% increase in the number of prescriptions and 66% increase in PMPM cost

While some services cost more and some cost less; the overall picture was very positive, with 2/3rds of the active group using less benefit dollars and improving their health and quality of life.

Participants within this program are assessed on their progress. The Care Team found significant improvements in a participant's ability to change and maintain healthy behaviors. They also found significant improvements in overall depression rates and improved physical capacity for those individuals dealing with chronic pain. Improving social engagement, depression, and pain levels are known to positively affect chronic disease outcomes in conditions like diabetes and cardiovascular disease

Member satisfaction is also very high. All participants who have been in the active stage for at least 6 months feel that the overall experience is positive and that they would recommend the program to others, they all chose the highest score possible. Participants also felt the program was tailored to them, improved their capacity to self manage, and the Healthy Foundations Care Team cared about them.

The report and program data represent positive results and confirmation that opportunities such as these make a difference to our employees and their family members. Continued engagement and more program participation will improve the City's prospective risk for high dollar claims over time and help to lower our trend for future increases.

\* Includes participants in the active stage of the program for at least 6 months



City of Portland  
Bureau of  
**Human Resources**  
Knowledgeable | Helpful | Responsive

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Office of Management and Finance

Jack D. Graham, Chief Administrative Officer

## REPORT TO COUNCIL

DATE: December 4, 2013

TO: City Council

FROM: Anna Kanwit, Director, Bureau of Human Resources and Cathy Bless, Benefits and Wellness Manager

SUBJECT: Accept Report on the first year results of the CityCore chronic disease management program, Healthy Foundations

We are pleased to submit our report on the first year results of the CityCore chronic disease management program, Healthy Foundations for your acceptance.

The Healthy Foundations program is a collaborative effort by the Benefits and Wellness Office at the City of Portland and Moda Health. The mission of this program is to create and sustain health care opportunities that empower individuals to become their own health care advocate. The program does this by delivering intensive, highly mobile chronic care management and improving access to care by offering proactive personalized prevention and wellbeing through a designated care team.

This report represents positive program results and confirmation that opportunities such as these make a difference to our employees and their family members. This program has improved prospective risk scores for individuals within the program and changed the manner in which care is provided. Positive changes such as these will improve the City's prospective risk for high dollar claims over time and help to lower our trend for future increases.

Sincerely,

Anna Kanwit  
Director, Bureau of Human Resources

Cathy Bless  
Benefits and Wellness Manager

**Charlie Hales, Mayor**

We are an equal opportunity employer

Please notify the City of Portland of the need for ADA accommodations no less than five (5) days prior to any City-sponsored event by contacting the Bureau of Human Resources at 503-823-3572 or the City's TTY at 503-823-6868.



Agenda No.  
**REPORT**  
Title

Accept Report on the first year results of the CityCore chronic disease management program, Healthy Foundations (Report)

<p><b>INTRODUCED BY</b> Commissioner/Auditor: <b>Mayor Charlie Hales</b></p>	<p>CLERK USE: DATE FILED <u>NOV 26 2013</u></p>
<p><b>COMMISSIONER APPROVAL</b> Mayor—Finance and Administration <i>[Signature]</i> Hales</p>	<p>LaVonne Griffin-Valade Auditor of the City of Portland</p>
<p>Position 1/Utilities - Fritz</p>	<p>By: <i>[Signature]</i> Parsons Deputy</p>
<p>Position 2/Works - Fish</p>	
<p>Position 3/Affairs - Saltzman</p>	
<p>Position 4/Safety - Novick</p>	
<p><b>BUREAU APPROVAL</b> Bureau: Human Resources Bureau Head: Anna Kanwit <i>[Signature]</i></p>	<p><b>ACTION TAKEN:</b>  DEC 04 2013 <b>ACCEPTED</b></p>
<p>Prepared by: Cathy Bless Date Prepared: 11/20/13</p>	
<p>Financial Impact &amp; Public Involvement Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	
<p><b>City Auditor Office Approval:</b> required for Code Ordinances</p>	
<p><b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan</p>	
<p>Council Meeting Date <b>12/4/13</b></p>	

**AGENDA**

**TIME CERTAIN**   
Start time: 11:00

**Total amount of time needed: 20**  
(for presentation, testimony and discussion)

**CONSENT**

**REGULAR**   
Total amount of time needed: \_\_\_\_\_  
(for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	✓	
2. Fish	✓	
3. Saltzman	—	
4. Novick	✓	
Hales	✓	