

Harris Health System doubles down on employee health

HARRISHEALTH SYSTEM

INDUSTRY: Healthcare

RESIDENTS SERVED: 4.6 million

LOCATION: Harris County, Texas

CLAIMS SAVINGS: \$681K over the course of one year

- Dedicated to improving the health of those most in need through quality care delivery, coordination of care and education
- Harris Health System was ranked #2 in the Healthiest 100 Workplaces in America
- System includes 18 community health centers, five same-day clinics, five school-based clinics, three multi-specialty clinic locations, a dental center and dialysis center, mobile health units and two full-service hospitals



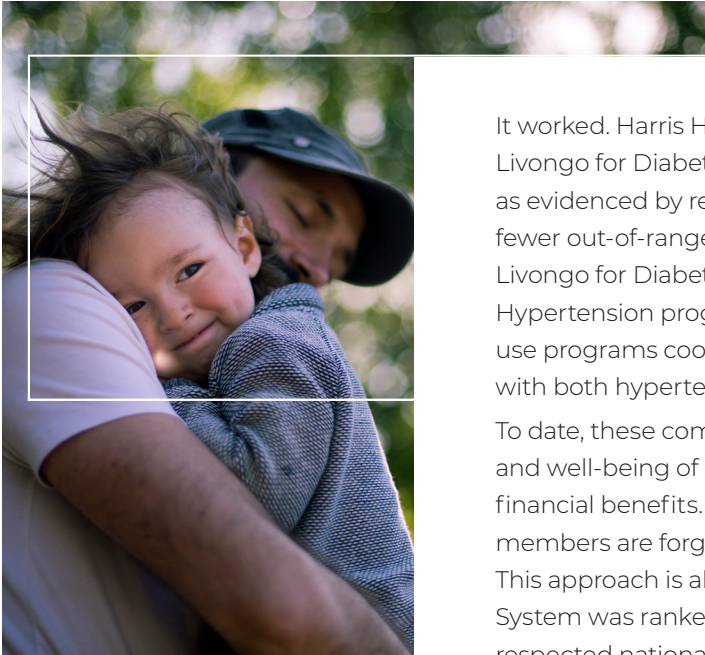
Summary

Harris Health System doubles down on employee health with the Livongo for Diabetes and Hypertension programs.

Results

+92	▼ 0.8	\$77	\$154
OVERALL NET PROMOTER SCORE (NPS) ¹	HBA1C REDUCTION FOR MEMBERS LIVING WITH DIABETES ^{1,2}	YEAR 1 MEDICAL SAVINGS PER PARTICIPANT PER MONTH (PPPM) FOR LIVONGO FOR HYPERTENSION ³	YEAR 2 MEDICAL SAVINGS PPPM FOR LIVONGO FOR DIABETES ⁴

Harris Health System is committed to supporting better health—not just for the people it serves, but for its own employees and their spouses too. So when it came to addressing the impact that chronic conditions like diabetes and hypertension have on its staff and their loved ones, the company needed a solution that would deliver results in the moment as well as over the long term.



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The prevalence of people with diabetes who also have hypertension is high in our population. We wanted to offer something that was integrated and easy to use, but also multi-modal, so people had the ability to do it when and where they wanted to.

Michele Hunnicutt

Director, Employee Wellness & EAP at Harris Health System

It worked. Harris Health System employees and their spouses who joined the Livongo for Diabetes program began to show improved health management as evidenced by reduced HbA1c measures, increased home monitoring and fewer out-of-range blood glucose readings.² Based on the success of the Livongo for Diabetes program, Harris Health System introduced the Livongo for Hypertension program to its eligible employees and their spouses. The easy-to-use programs coordinate care across conditions for individuals who are living with both hypertension and diabetes.

To date, these combined programs are having a powerful effect on the health and well-being of Harris Health System's population while showing clear financial benefits. Encouraged by their progress and happy with the experience, members are forging healthy habits that lead to sustained behavior change. This approach is also a model of success for other organizations—Harris Health System was ranked #2 in the 2019 Healthiest 100 Workplaces in America, a well-respected national awards program.

Addressing the medical spend trend

In 2016, diabetes was Harris Health System's top chronic condition in terms of prevalence and cost. Nearly 10% of the organization's employees and their spouses had a diabetes diagnosis, and Harris Health System was experiencing a \$4.2 million medication spend related to treating the condition—and trending upward. In all, the costs of managing the health of people with diabetes—including medical care, emergency room visits, and pharmacy costs—were 3.9 times greater than medical costs for people without diabetes.⁵

Not surprisingly, hypertension also affected many individuals in this population. Prevalence of hypertension and hyperlipidemia is five and eight times higher, respectively, for people with diabetes versus those without. With the population's biometric and lifestyle risk profile, trends were expected to continue to increase unless something was done.⁵

An adaptive, high-touch approach

Harris Health System began by implementing the Livongo for Diabetes Program, followed by Livongo for Hypertension. This offered participants—including those dealing with multiple conditions—an integrated solution that fit their unique lifestyles. The Livongo program adapts over time based on a member's needs, status and behaviors to trigger meaningful feedback on ways to improve their health.



Elements of the program include:

- Smart home remote-monitoring devices, including blood pressure monitors and blood glucose monitors that connect wirelessly to the Livongo mobile app
- Timely, actionable content across multiple digital environments that supports behavior change
- Live health coaches who have access to participants' glucose and blood pressure readings as well as medication information
- The ability for members to share health metrics and trends with their physician

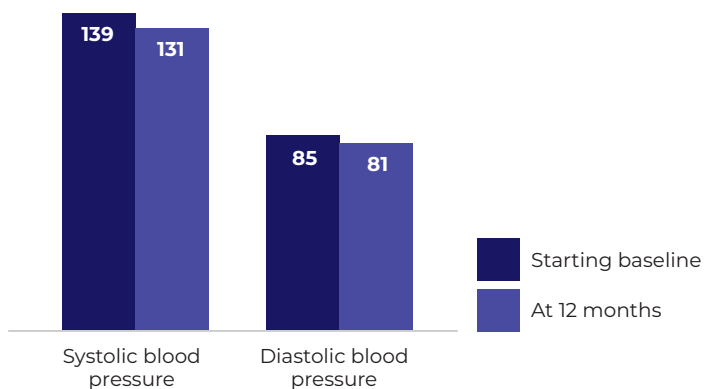
Improved clinical outcomes

Clinical outcomes: quick wins lead to long-term improvements

To date, the Livongo programs have generated measurable results. Among Harris Health System employees and their spouses who participated in the Livongo program, analysis shows:

- Greater likelihood of staying in the “safe zone”—Harris Health System members living with diabetes are 21% less likely, on average, to have days with hypoglycemic readings after joining the Diabetes Program compared to their baseline measured in month one.¹
- Harris Health System members living with hypertension experienced an 8 mmHg average reduction in systolic blood pressure among those with uncontrolled (BP $\geq 130/80$) blood pressure and a 4 mmHg average reduction in diastolic blood pressure among those with uncontrolled blood pressure.¹

Livongo for Hypertension Program results:

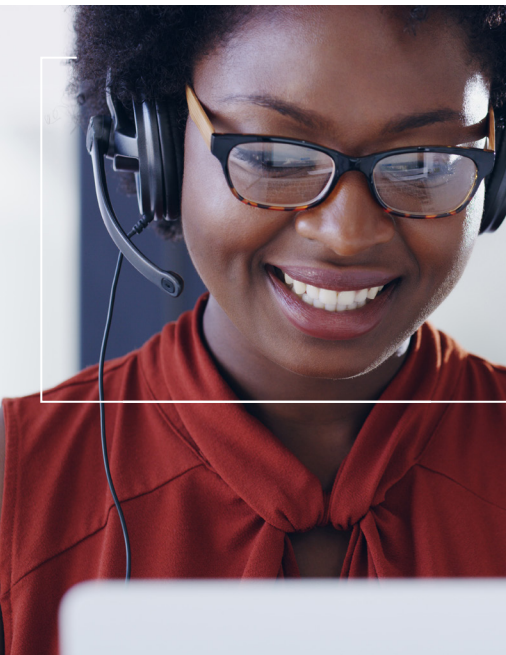


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Being a healthcare system, we have employees who are caring for other people all day. They're not sitting in front of a computer in an office. They're at the bedside and their day can be crazy every single day. We needed a solution that is available 24/7, easy to use, multi-modal and that reaches our spouse population that is not within the confines of our organization.

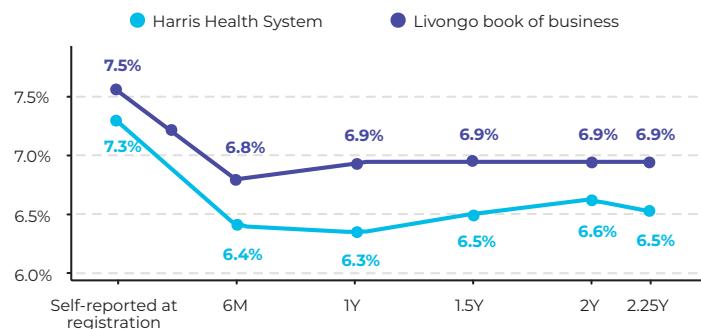
Michele Hunnicutt

Director, Employee Wellness & EAP at Harris Health System



In contrast to the upward trend of costs that Harris Health System experienced prior to implementing Livongo, the organization is seeing an overall decrease in medical spending for members living with diabetes and/or hypertension.

Livongo for Diabetes Program results: reductions in eHbA1c²



Impact on healthcare spending

Cost savings: a healthy business decision too

The Livongo solution is also making a measurable impact on the costs of managing chronic conditions. Analysis shows that healthcare costs for Harris Health System members who participate in the Diabetes Program are 28% less than those who haven't joined the program. That represents a medical savings of \$80 per participant per month (PPPM) for year 1, which increased to \$154 PPPM for year 2. This represents a 1.5x and 2.1x ROI for years 1 and 2 of the Livongo for Diabetes program, respectively.⁴

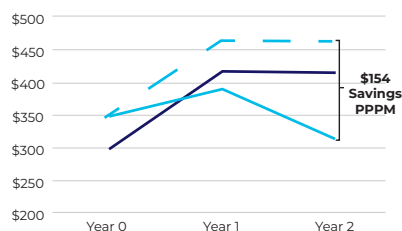
Additionally, Harris Health System members participating in the Livongo for Hypertension program experienced a medical savings of \$77 PPPM for year 1. Overall, this equates to a 25% cost reduction for Harris Health System members who participate in the Livongo for Hypertension program compared to non-participants.³

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Beyond these measures of success, Harris Health System is also getting national recognition for the support and care it offers its employees. The company was recently ranked #2 in the Healthiest 100 Workplaces in America, recognizing the organization as an exemplary leader in effective population health and well-being initiatives.

Harris Health System program-specific medical spending

Diabetes Program: total medical spending



Hypertension Program: total medical spending





MEMBER STORY

Forging healthy habits

The success of Harris Health System's program is largely based on the positive experience members have with Livongo. In fact, participants give the Livongo for Diabetes and Hypertension programs an overall Net Promoter Score (NPS) of +92.1. Compare that to an average NPS of just 12 for health plans, and 68 for the popular consumer product Netflix.

These results are also supported by an enrollment rate of 59% for the Diabetes Program, and 38% enrollment for the Hypertension Program. In fact, 95% of Harris Health System members feel better about their ability to manage their health after using the Livongo for Diabetes and Hypertension programs.⁶

Clearly, Harris Health System participants are satisfied with the Livongo programs. Here's just one example:

Shawn DeCosta

Mom + executive assistant + cook

- **Programs:** Livongo for Diabetes and Hypertension
- **Hobbies:** Spending time with her daughter and cooking
- **Motivation:** The easy-to-use meter and the 24/7 coaching assistance piqued Shawn's interest to get healthier
- **Highlights:** Shawn incorporates tips from the meter into her lifestyle to better manage her diabetes and blood pressure

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I now start and end my day with the information I need to successfully approach my diabetes.

Shawn DeCosta

Conclusion

With its thoughtful, comprehensive and effective approach to health and well-being, Harris Health System is set to be a model of success for years to come.

¹Livongo business review for Harris Health System with member outcome data through August 31, 2019.

²Estimated HbA1c is calculated from remotely captured blood glucose values using the conversion $HbA1c = (\text{mean BG} + 46.7)/28.7$.

³Livongo's ROI methodology was applied to 1 year of medical and pharmaceutical claims data across Harris Health System employees and their spouses living with hypertension. Data on file (DS-3865).

⁴Livongo's ROI methodology was applied to 2 years of medical and pharmaceutical claims data across Harris Health System employees and their spouses living with diabetes. Data on file (DS-995).

⁵Data provided by Harris Health System.

⁶Livongo business review for Harris Health System with member outcome data through July 31, 2020.

The testimonials, statements and opinions presented are applicable to the member. Each members' exact results and experience will be unique and individual to each member. The testimonials are voluntarily provided and are not paid.

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