

Metro Nashville Public Schools Employee & Family Healthcare Centers



About Metro Nashville Public Schools (MNPS)

- 42nd US urban school system, 81,000 students.
- 140 schools across 526 square miles
- 4,000 support staff covered by Metro Nashville Government (no control over coverage)
- 6,200 active teachers and 3,000 retired teachers managed by MNPS
- 17,000 total members on Teachers Health Plan including 3000 retired Medicare Members

MNPS Vision Statement States:

TO SUCCEED WE MUST

- Provide an excellent teacher in every class, for every student, every year...

WE BELIEVE

- Quality school staff is essential to academic excellence...

Excellence involves being in the classroom

“On average, public school teachers in the United States are absent **five to six percent** of the days schools are in session...U.S. teacher absence rates are nearly **three times those of managerial and professional employees.**”

“We find large variation in adjusted teacher absence rates among schools. **We estimate that each 10 days of teacher absences reduce students’ mathematics achievement by 3.3 percent of a standard deviation.**”

*“Do Teacher Absences Impact Student Achievement? Longitudinal Evidence from One Urban School District”
Raegen T. Miller, Richard J. Murnane, and John B. Willett, NBER Working Paper No. 13356
August 2007*

What Can We Do To Improve Attendance?

- Make them healthier
- Reduce work-related injuries
- Improve worksite
- Assist with dealing with work/home issues
- Improve absence management/policies
- Enhance personal and managerial accountability

Make Them Healthier

- Introduced onsite primary care clinics
- Provide value-based benefits allowing diabetics, along with those who have cardiovascular disease, asthma and COPD to receive “free” medication and assistance
- Launched engagement health plan
- Introduced health coaches
- Measuring outcomes

What We Believe

- Current fee based **medical system is flawed**; providers are paid for providing service- not improving outcomes.
- **Primary care providers are best suited** to engage the patient population and facilitate improvement.
- Due to the intertwined nature of medical conditions, mental and physical health, you have to **adopt a holistic approach to care**.
- By **removing obstacles** to care, patients will receive care earlier, and decrease exacerbations and lost time.
- ***By improving teacher health, we will be able to assist in the improvement of student education.***

Our Journey

2006

- Established mission: “To look beyond health care cost alone to the impact of poor health on the total health & productivity paradigm.”

2009

- Opened 5 onsite medical clinics, open to all MNPS/Metro members – active & retired
- Located within 15 minutes of any worksite; same day access with less than 15 minute wait
- Full primary care – staffed by Family Nurse Practitioners

2010-13

- Value-based benefits tied to clinic disease management
- Integrated Data Warehouse/Enhanced Analytics - Continuance Health Solutions
- Targeted outreach, medical home designation

2014

- Introduced Plus Plan with HRA requirement (adding biometrics for 2015)
- Expanded analytics to include attendance and teacher performance
- Moved contract to Vanderbilt , expanded our vision



Why Family Nurse Practitioners?

Studies have shown that Nurse Practitioners:

- Spend more time with patients
- Communicate more effectively
- Have easier access
- Are very effective in health promotion and management
- Provide safe effective care
- Have very satisfied patients

More cost effective

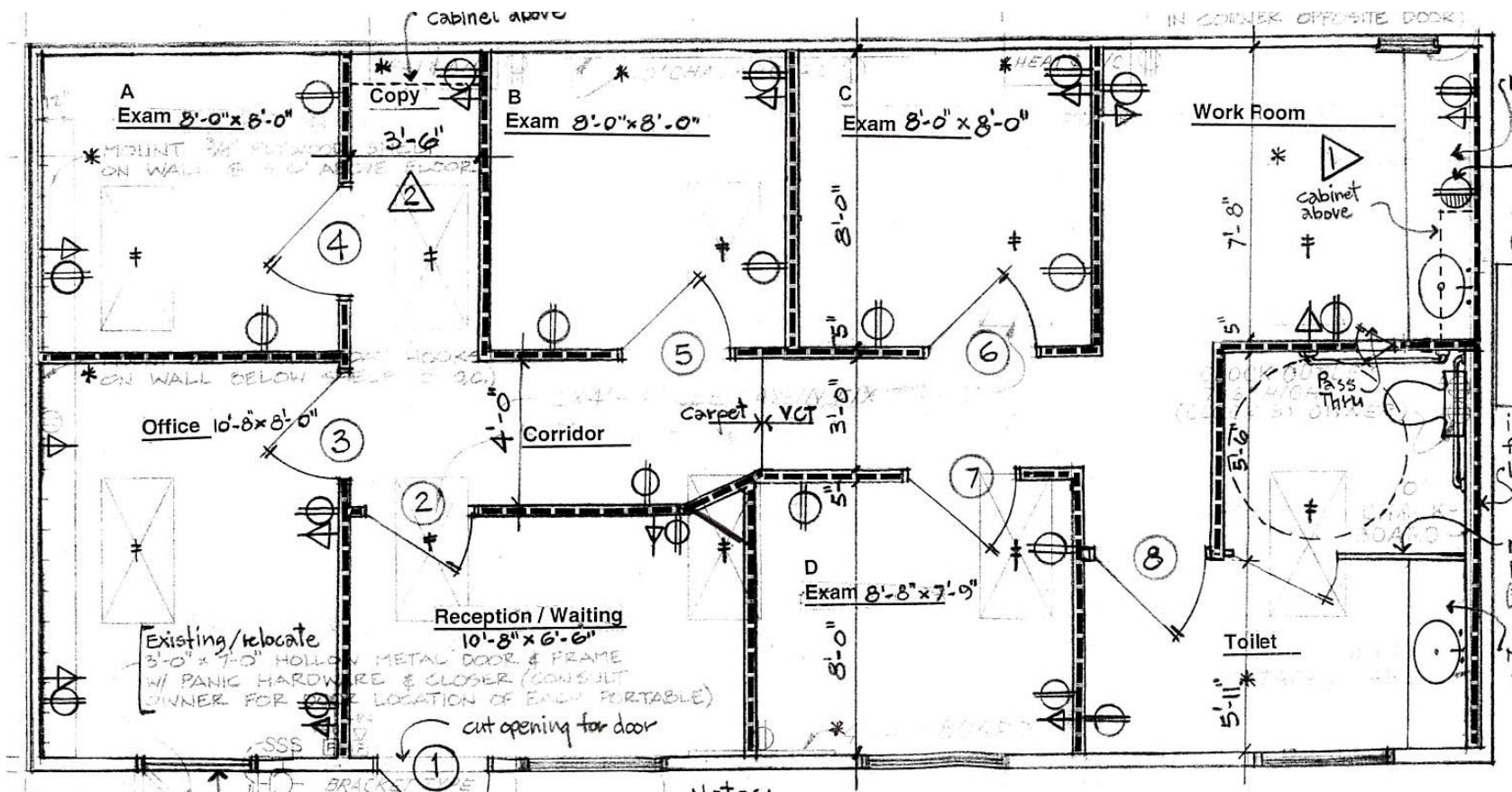
Our Approach to Onsite Clinics

- Mandated claim submission and in-network status with Cigna & BCBST
- MNPS pays balance after claim reimbursement
- Multiples sites critical for employee access
- Started cheap and proved their value
 - \$500,000 initial investment for offices and 5 clinics
- Encourage utilization through plan design
 - \$0 copays & Portal for disease management/value based benefits
 - Targeted outreach by clinic staff

New Uses for Old Portables

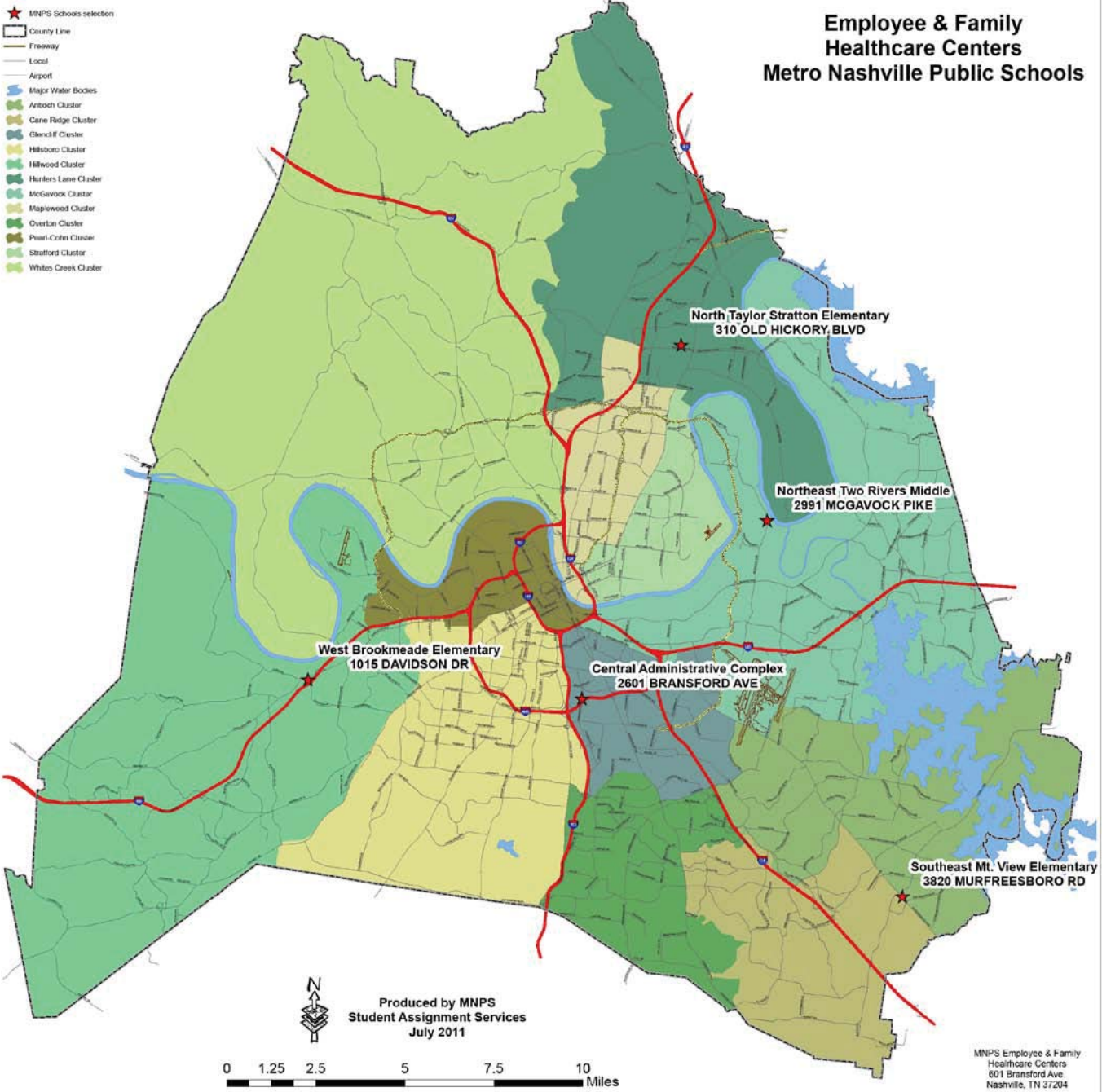


Built for Efficiency & Growth



Employee & Family Healthcare Centers Metro Nashville Public Schools

- ★ MNPS Schools selection
- County Line
- Freeway
- Local
- Airport
- Major Water Bodies
- Antioch Cluster
- Cone Ridge Cluster
- Glencliff Cluster
- Hillsboro Cluster
- Hillwood Cluster
- Hunters Lane Cluster
- McGavock Cluster
- Maplewood Cluster
- Overton Cluster
- Pearl-Cohn Cluster
- Stratford Cluster
- Whites Creek Cluster



Produced by MNPS
Student Assignment Services
July 2011

MNPS Employee & Family
Healthcare Centers
601 Bransford Ave.
Nashville, TN 37204

Where Are We Today?

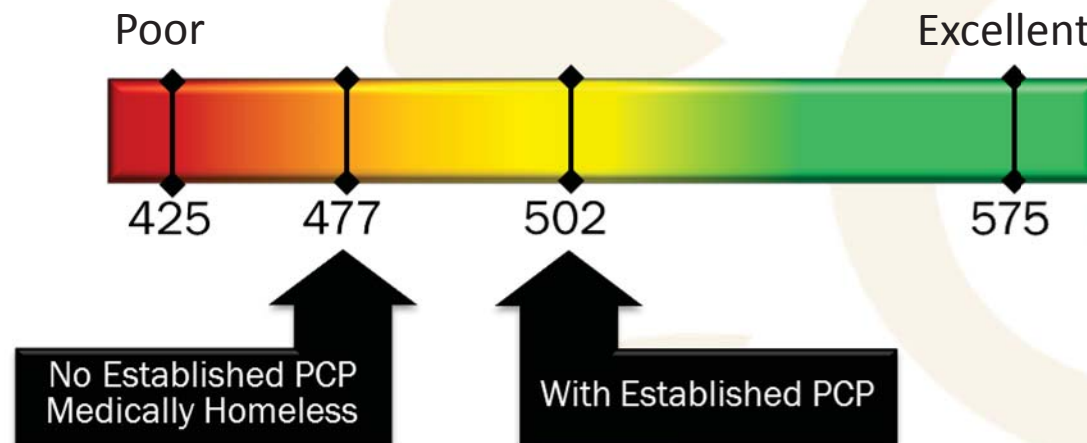
- 5 clinics with an average of 400-450 visits per week
- 25% plus of active population considers the clinics as their medical home
- Extremely high customer satisfaction ratings
- Data that shows we save \$100 per member per month on patients being managed by the clinics
- Ever improving medical outcomes

What Are We Working On?

- Introducing our health coaches
 - Lose weight or maintain weight loss
 - Improve eating habits
 - Control chronic conditions like diabetes, high blood pressure or cholesterol, heart disease, asthma, COPD and more
 - Get fit or design a personal exercise plan
 - Make overall health improvements
- Implementing engagement health plan
 - 80% in Plus Plan- completed HRA
 - Including biometrics this year.

The WellScore Measurement

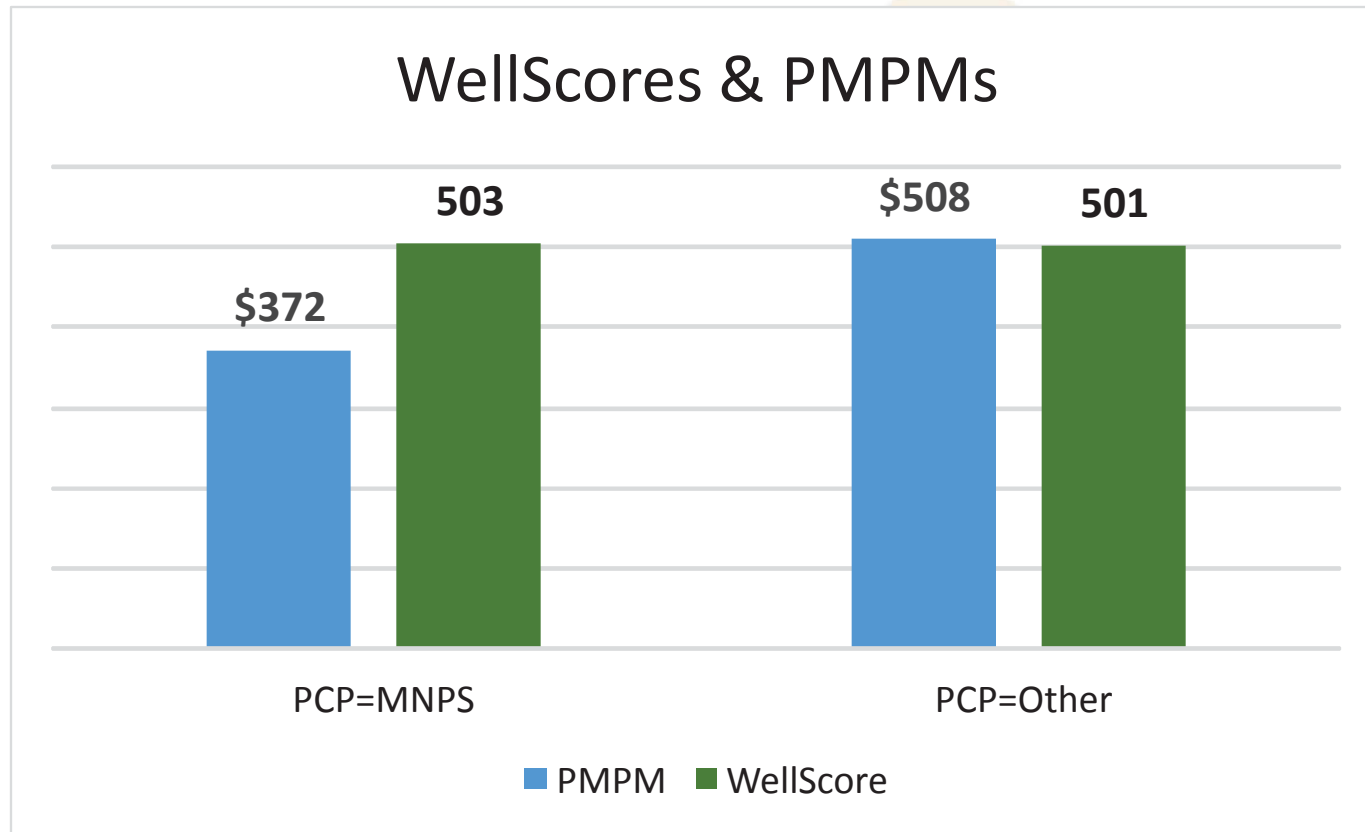
- WellScore uses a broad range of clinical & behavioral indicators to quantify health, wellness, & engagement.
- Incorporates, biometric values, wellness participation, preventative care, medication adherence, avoidable hospital visits, physician engagement, diagnosed conditions, lifestyle choices, etc.
- WellScore measures whether a person is healthy & the likelihood that they will remain healthy.
- Higher WellScores indicate better health outcomes & are associated with lower PMPM costs.



Who Gets Our Attention?

PCP=UCHS							
Measure Type	Measure	Count	WellScore	% w/ WellScore	Ave Cov'd Months	Ave Age	% Female
0 Demographic	Demographic	2,104	511	83%	11.7	39	70%
Measure Type	Measure	Count	% Meas'd	Okay	Oh My	Oh Crap	OH CRAP+
1 Biometric	Blood Pressure	1,092	52%	462	486	124	20
2 Biometric	BMI/Body Fat	1,372	65%	492	357	393	130
3 Biometric	Glucose	377	18%	285	63	22	7
4 Biometric	LDL	423	20%	172	154	70	27
5 Biometric	HDL	561	27%	418	112	28	3
6 Biometric	Triglycerides	427	20%	343	39	43	2
8 Biometric	HbA1c	219	10%	206	3	6	4
11 Medication Adherence	Asthma/COPD	102	5%	47	17	19	19
12 Medication Adherence	CAD/CHF	211	10%	156	28	15	12
13 Medication Adherence	Cholesterol	144	7%	99	22	14	9
14 Medication Adherence	Depression	343	16%	242	36	38	27
15 Medication Adherence	Diabetes	105	5%	71	16	13	5
16 Medication Adherence	Hypertension	219	10%	170	30	13	6
18 Medication Adherence	Migraine Prophylaxis	394	19%	200	51	44	99
20 Physician Visits	Primary Care-Prevention	1,941	92%	860	1,081	0	0
28 Hospital Use	Avoidable Inpatient	9	0%	0	8	1	0
29 Hospital Use	ER-Avoidable/Divertable	186	9%	0	68	108	10

What Are Our Results?

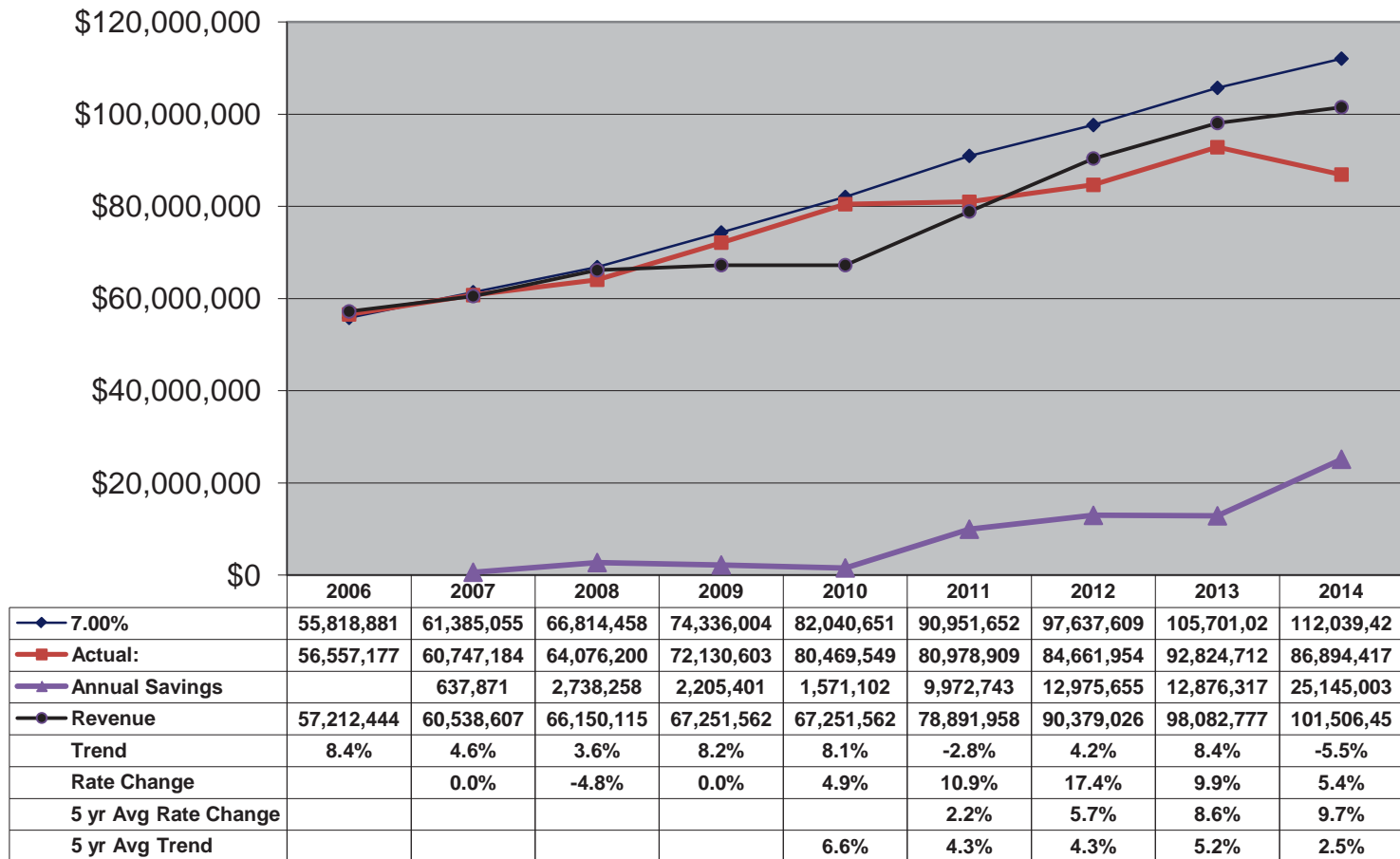


Improving Quality, Reducing Waste

	PCP=UCHS	PCP=Other	%
Hospital Services			
○ Inpatient (Admits/1,000)	52	64	-19%
○ Outpatient (Visits/1,000)	2,540	4,381	-42%
Emergency Room (ER) & Urgent Care Center Services (UCC)			
○ ER (Visits/1,000)	143	187	-24%
○ UCC (Visits/1,000)	107	266	-60%
Professional Services			
○ Anesthesia (Visits/1,000)	165	229	-28%
○ Medicine (Visits/1,000)	6,778	7,994	-15%
○ Surgery (Procedures/1,000)	1,435	1,681	-15%
○ Radiology (Procedures/1,000)	987	1,427	-31%
○ Laboratory (Tests/1,000)	2,559	3,009	-15%

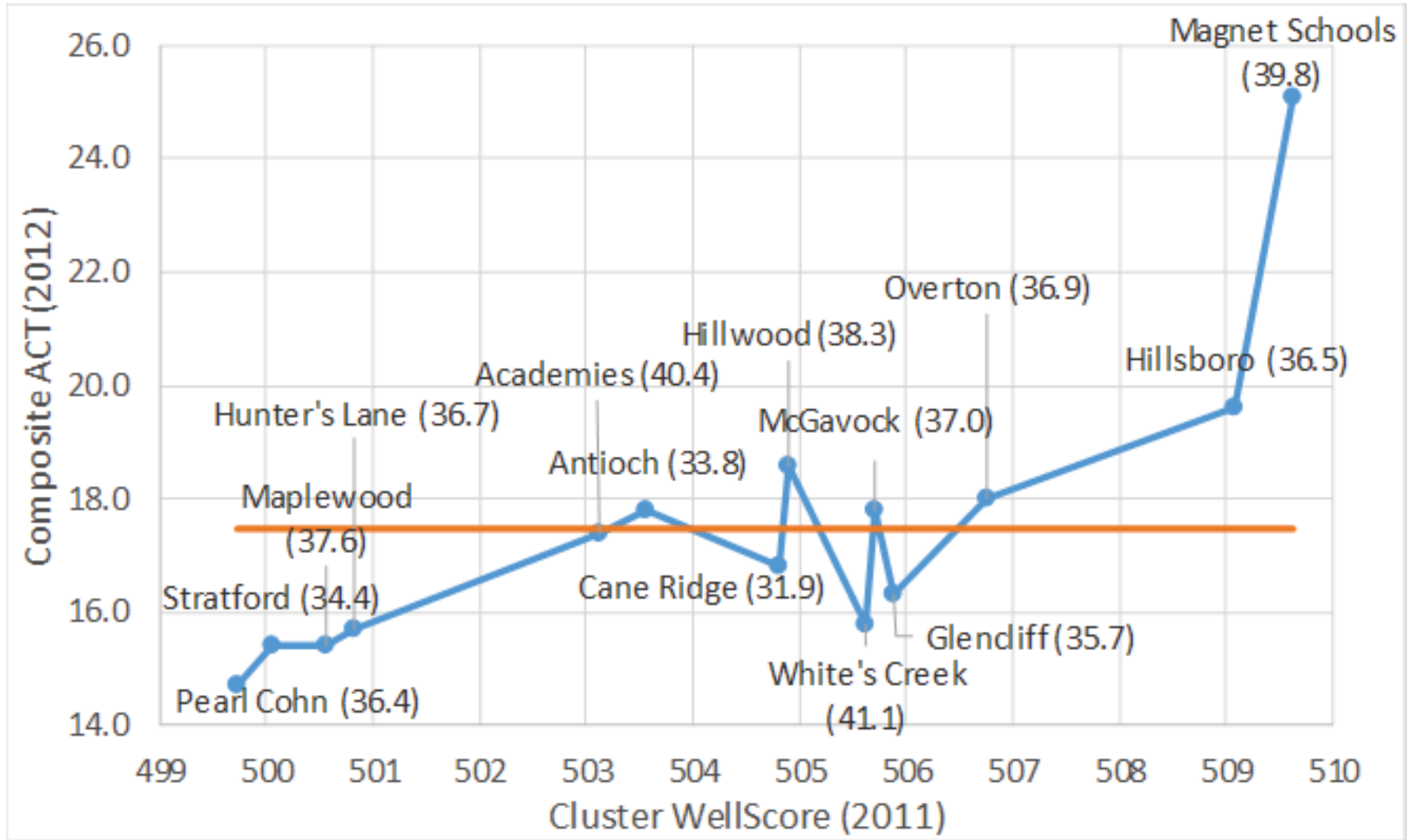
Impacting the Bottom Line

Annual Benefits Cost - Fiscal Year



**But Have We Helped Improve
Education?**

There Are Correlations Between Teacher's Health and Student Outcomes



And Between Health & Attendance

2013 EE's	Average Age	Wellscore Range	Average Wellscore	Absence Rate	Sick Hours/ Person	Average Days/ Person
372	46	<=475	454.4	4.9%	72	9.6
3250	44	476-525	504.5	4.0%	58	7.7
1192	40	526+	537.7	3.1%	46	6.1
Total/Averages						
4814	43.2		508.9	3.8%*	56	7.4

*2012 Absence Rate was 4.5%

So We Will Press Forward with Our Future Plans

- Increase clinic utilization
 - Goal of 50% active employee's medical home
- Continue to improve health outcomes
- Expand clinic services to address:
 - Pharmacy
 - Physical/Occupational Therapy
 - Exercise/Nutrition
 - Stress
 - Onsite oversight MD

As We Become



VANDERBILT

Vanderbilt Health

at Metro Nashville Public Schools
Employee and Family Health Centers

 Be smart
Live well

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