

3:20 PM – 4:10 PM

General Session 7 - *Feel the Need for Speed*: Technology that Connects Personal Health Needs and Data for a Better Patient Experience

Speakers:



**John Bass
McGriff**



**Sheri Rich
Keller ISD**



**David Houghton, MD
Ochsner Health System**

John Bass, McGriff

John Bass is a Senior Consultant with **McGriff Insurance Services**, a national risk and employee benefits consulting firm. John is a senior member of the company's national employee benefit public entity practice group. John also is a Certified Employee Benefit Specialist (CEBS) with over 38 years of industry experience. He is an industry expert on health strategy, innovation, managed care and consumer transparency applications, with extensive knowledge in benefit plan design and management to assist employers optimize employee benefit plans to achieve organizational goals. Prior to joining McGriff, John held multiple sales and sales leadership roles within UnitedHealth Group, including National Practice Lead for Public Sector & Labor Markets.

Sheri Rich, Keller ISD

Sheri Rich is Director of Human Resources for Employee Benefits at **Keller Independent School District**. Sheri was a classroom teacher for 16 years before moving into a campus administration role with Keller ISD for several years before transitioning to her current position. Sheri's on-campus experience enables her to effectively care for KISD employees, while maintaining the District's self-funded medical plan and employee wellness program. Sheri was nationally recognized by UnitedHealthcare with the Golden Apple Award in 2016 and 2017; she helped guide KISD to a Healthiest 100 Workplaces in America designation in 2019 and earned the K-Welling It Award from Marathon Health. Sheri's experiences as a military spouse led to Texas Governor Greg Abbott honoring her with the Yellow Rose of Texas Award in 2015.

David Houghton, MD, Ochsner Health System

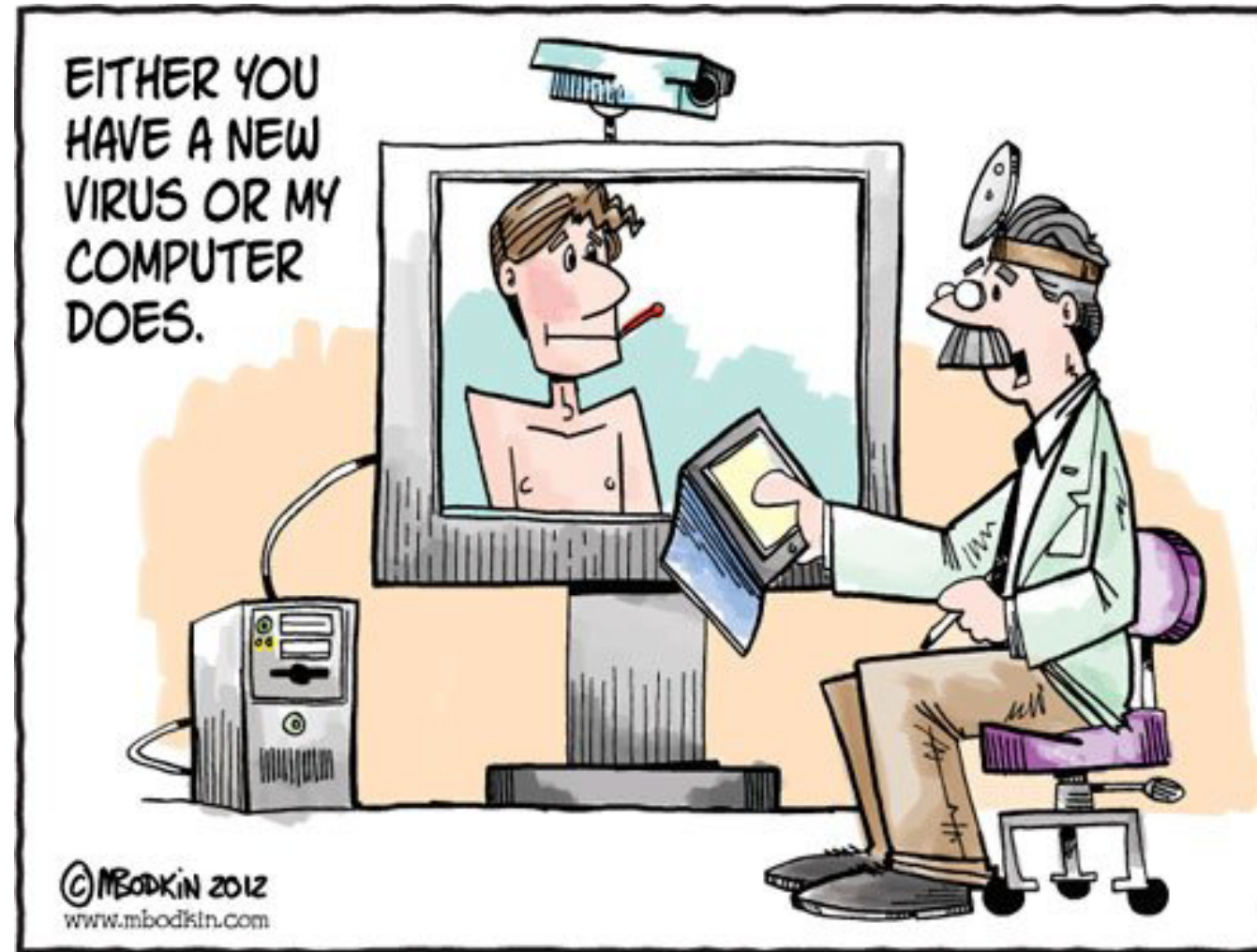
Dr. David Houghton is Section Head of Movement & Memory Disorders & Vice-Chair of the Department of Neurology at **Ochsner Health System**. His previous role was Medical Director of Telehealth, harnessing technology to create unique virtual forward-facing clinical connections between Ochsner's providers and patients. His role expanded to include growth of Digital Medicine for chronic disease management in 2019. Dr. Houghton has been awarded Ochsner's System Physician of the Month, Ochsner "Top 75" Physician, and Neurology Teaching Faculty of the Year. Dr. Houghton is board-certified in neurology and has published in peer-reviewed journals, an online medical text, a patient resource from the National Parkinson's Foundation, and a textbook on deep brain stimulation (DBS) for Parkinson's disease.

Feel the Need for Speed: Technology that Connects Personal Health Needs and Data for a Better Patient Experience

December 14, 2022



Where have we been.....Where are we going



What types of conditions would you seek telehealth treatment for?



48%

ALLERGY, EAR
NOSE THROAT



45%

ROUTINE
PREVENTIVE VISIT



45%

MENTAL / BEHAVIORAL HEALTH /
COUNSELING / THERAPY

34%

COVID-19
screening

30%

GI / stomach-related
issue

29%

Pain management /
regenerative
medicine

25%

Arthritis
(rheumatology)

24%

Dermatologic or
cosmetic surgery
consultation

22%

Eye-related
issue

19%

Physical /
occupational
therapy

19%

Respiratory
Issue

19%

Urgent care

15%

Pediatric
care

13%

Heart-related
(cardiology) issue

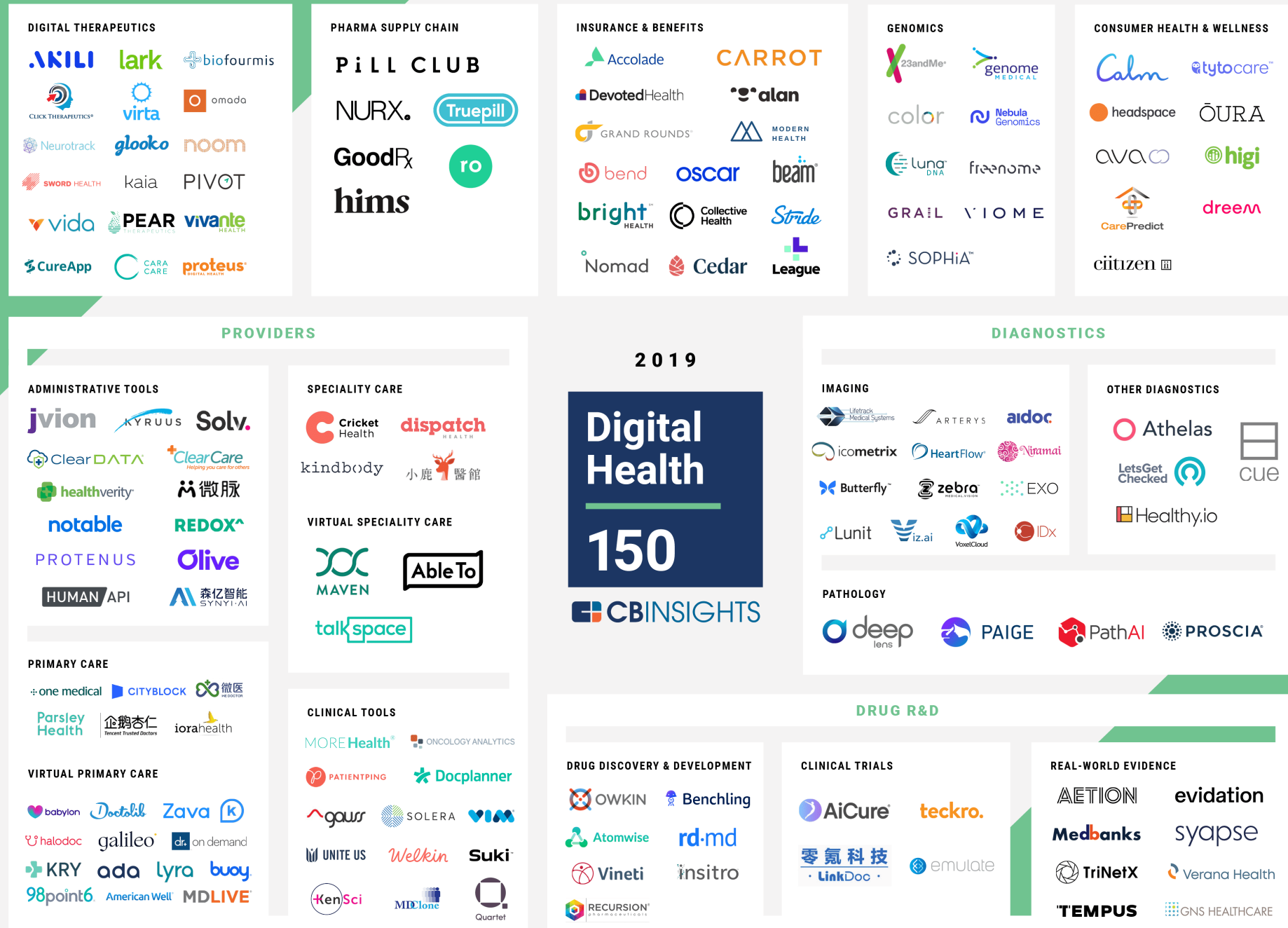
12%

Oral / dental
care



(Source: "Telemedicine Adoption in the Age of COVID-19 and Beyond.")

A Crowded Field....but the Innovation Continues



Revolutionize the Way Members Manage Their Health



Who Is Ochsner?

Ochsner serves patients across **EVERY STATE** in the nation and **MORE THAN 75 COUNTRIES**.

40+

owned, managed and
affiliated specialty hospitals

90

medical specialties
and subspecialties

4,500+

employed and
affiliated physicians

34,000

employees

700+

active clinical trials

1M+

patients served in 2021



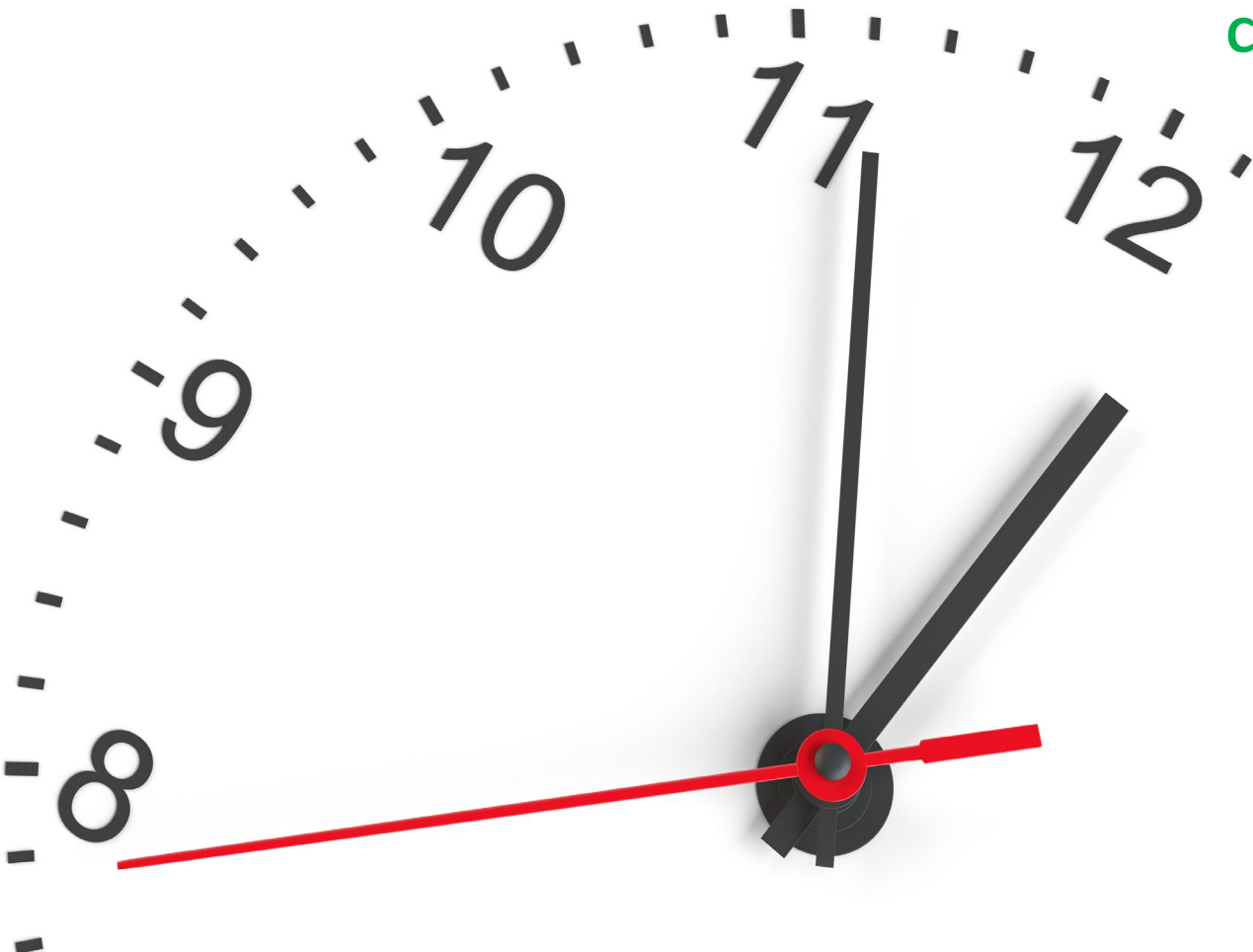
Primary care physicians
don't have time to deliver
evidence-based care

Documentation and inbox
management

Acute care

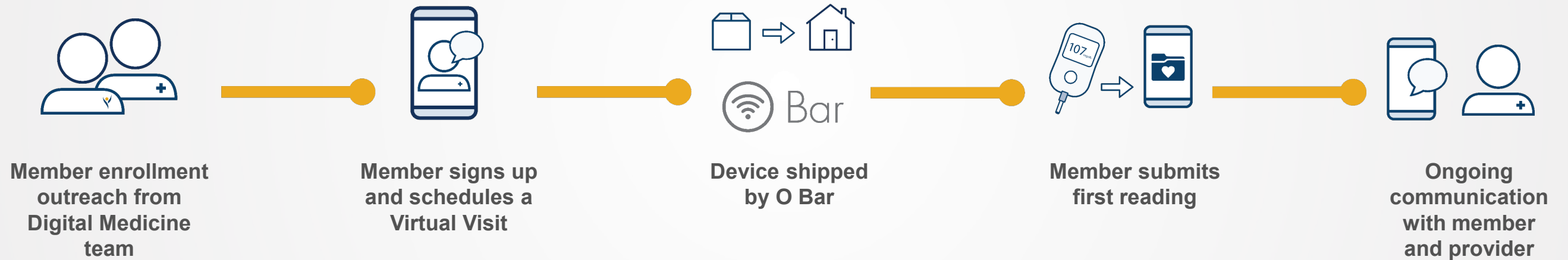
Chronic disease care

Preventive care



Condition Management Anywhere in the Nation

Dedicated **Digital Medicine** support is available to guide members through the process step-by-step.



Ochsner's Care Team

Real-time data is shared with your members' personal care team, who monitors their readings and results to help make treatment decisions.

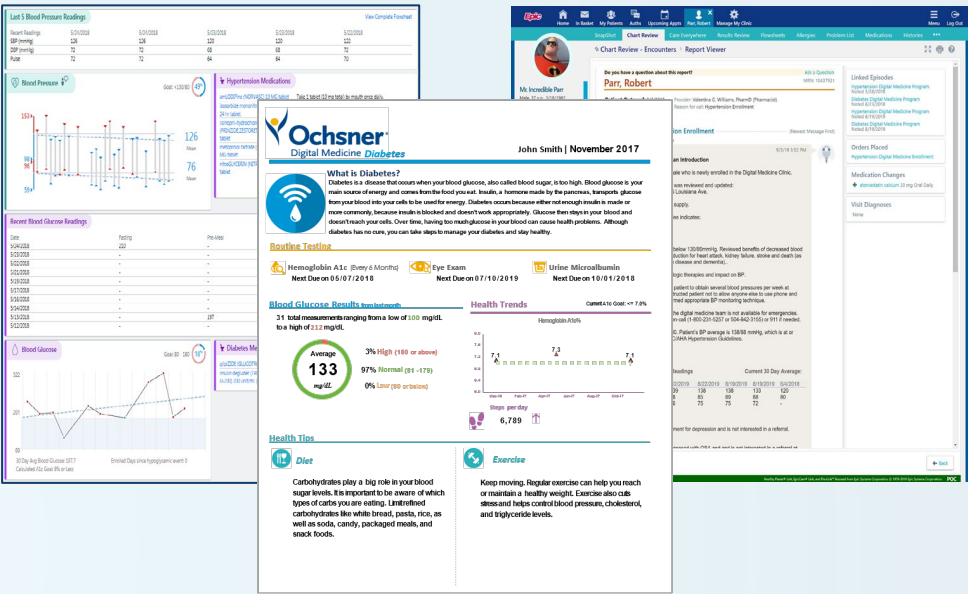
- ✓ **Licensed Clinician:** Works closely with members to review reporting, identify trends and adjust medications.
- ✓ **Health Coach:** Uses integrated data to help design a healthy living plan that members can stick to.
- ✓ **Care Team:** Is available to assist members with questions anytime over the phone or through the smartphone app.



Closing the loop member – PCP - employer



The member has access to real-time data on the app and receives reporting digitally and through mail.



The care team regularly monitors results and reporting, allowing them to supplement PCP efforts to manage chronic disease. Monthly reports are shared with providers both in and out of network via Epic EMR.

Proven Results

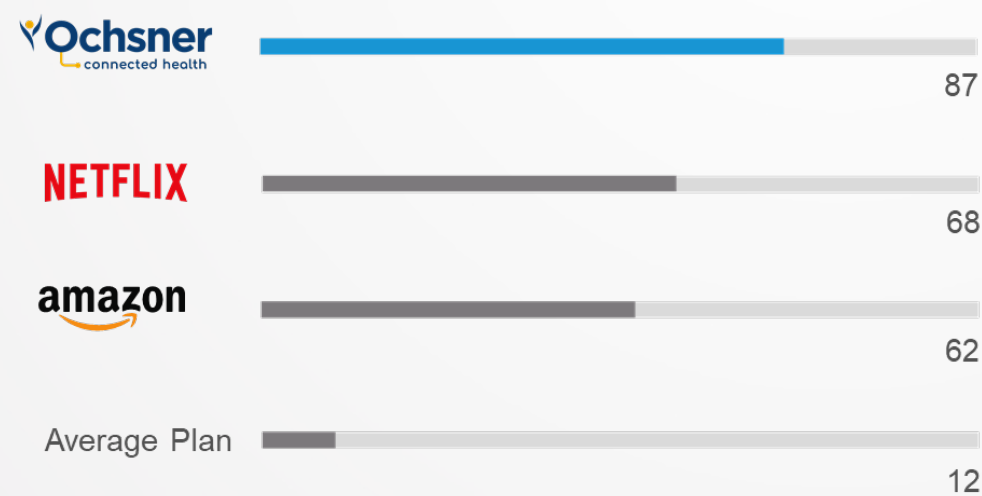
Clinical Results



Utilization

- Emergency room visits among Hypertension enrolled members ↓ 45%
- Hospital admissions among Hypertension enrolled members ↓ 38%
- Emergency room visits among Type 2 Diabetes enrolled members ↓ 30%
- Hospital admissions among Type 2 Diabetes enrolled members ↓ 15%

Satisfaction

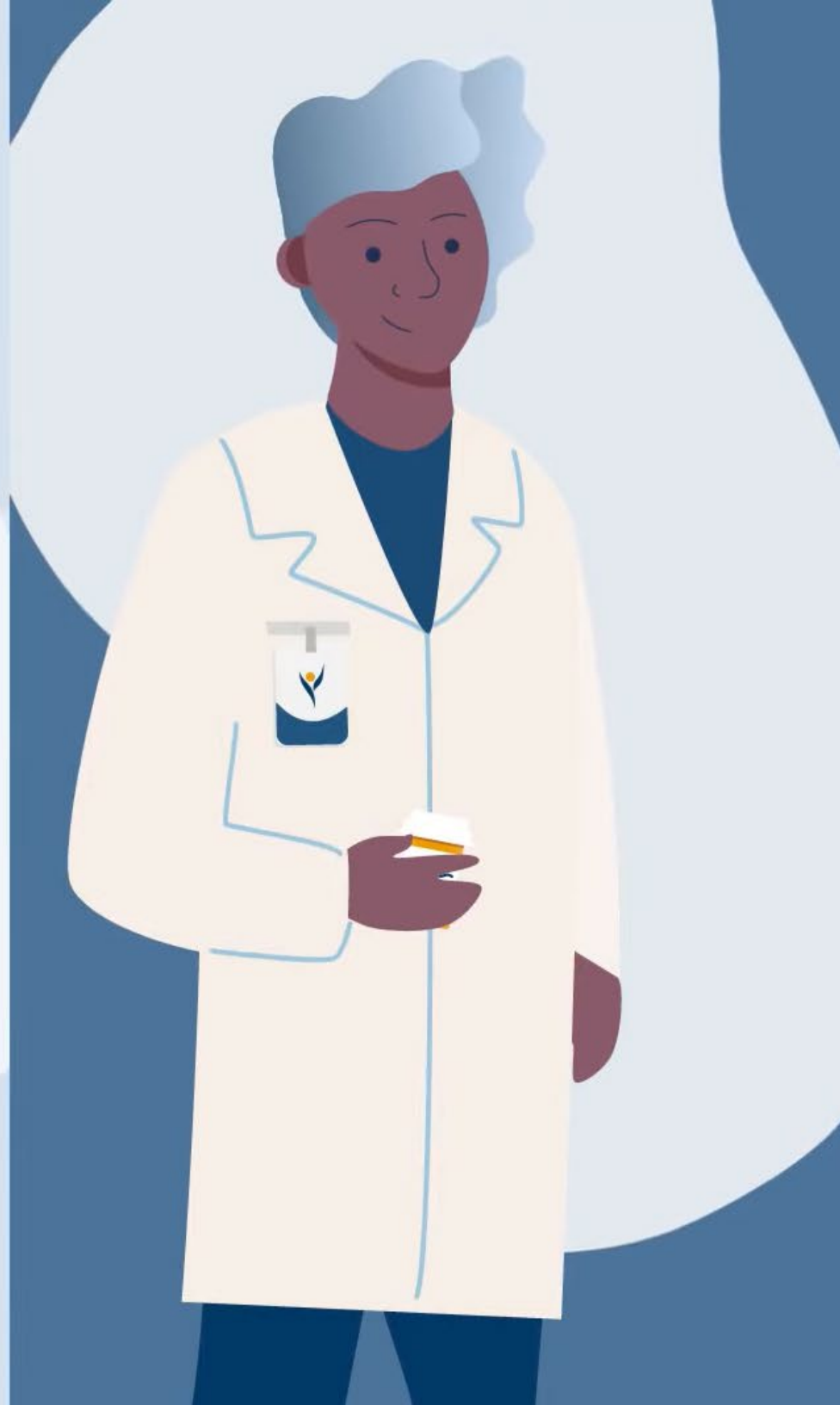


Financials

*Medical Claims Savings in Yr 1



THANK YOU!



Twitter: @david_houghton

Keller ISD

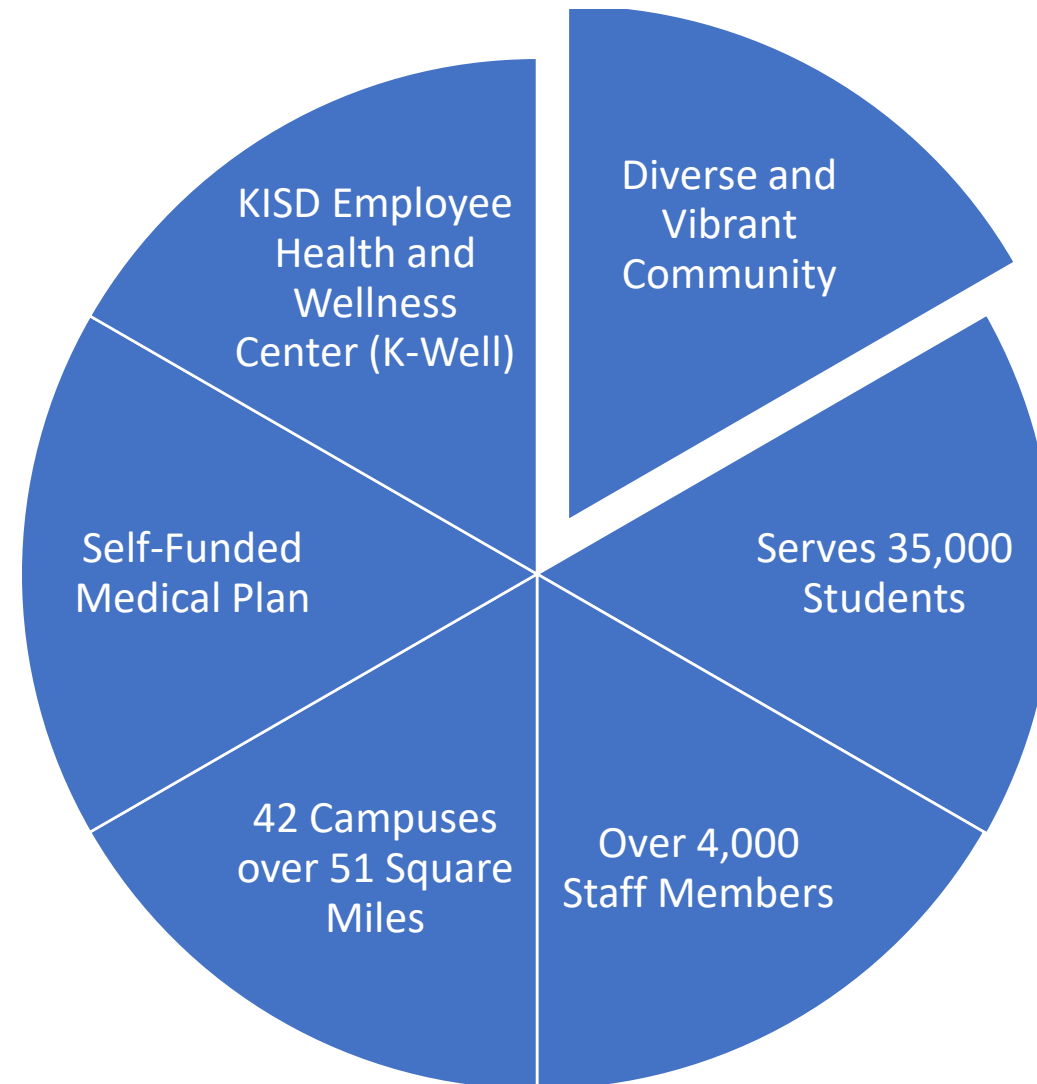
Feel the Need for Speed: Technology that Connects Personal Health Needs
and Data for a Better Patient Experience

Sheri Rich

Director of Human Resources – Employee Benefits



KELLER ISD SNAPSHOT



Virtual Visit Opportunities

Students

- Cook's Children's Virtual Health
- Acute Care Visits
- On all Campuses
- Cost
 - First Visit \$65.00
 - Established visits \$50.00
 - Strep \$13.00
 - Flu Test \$20
 - Patients with Medicaid or CHIPs covered at 100% after copay

Employees

- UHC Virtual Visits
 - Amwell
 - Doctor on Demand
 - Teledoc
- KISD Employee Health and Wellness Center (Marathon Health)
- Workers' Compensation
 - RediMD

Patient Experience

Employee: Male in late 30's

2019 Annual Physical Exam

- Fasting Blood Sugar and Blood Pressure Elevated
- A1C was 8.9%
- BMI 67.3

In-person Visits

Telephonic Visits

Virtual Visits

Combination of all Three

K-Well and UHC Virtual Care



All	2019	2020	2021	2022 (through July)
In-person	96%	50%	55%	55%
MH Phone	0%	20%	12%	11%
MH Virtual	0%	10%	7%	6%
UHC Virtual	4%	20%	26%	28%

