



HEALTHY@HARRIS
Caring for ourselves so we can care for others

Healthy@Harris Employee Wellness Program

Year-End Report

Program Year:
September 2020 - August 2021
(FY23 Premium Rewards)

HARRISHEALTH
SYSTEM

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Executive Summary

Executive Summary

- **Wellness Program Engagement:**
 - 82.02% of medical plan participants earned FY23 Premium Rewards (including Newly benefitted employees hired on or after 5/1/21); 78.49% earned full reward; 3.53% earned partial reward. Overall we had a 1.42% higher than the previous program year.
 - Including only participants enrolled before 5/1/21 (full-program); 82.56% earned FY23 Premium Rewards; 78.92% earned full reward and 3.65% earned partial reward.
 - 17.44% increase in FY23 Wellness Program Units of Service (UOS)/Engagement (from 348,706 UOS to 409,529 UOS); an increase of 60,823 UOS
 - 92.69% all eligible medical plan participants completed ≥ 1 program or activity in FY23; a 2.15% increase over FY22 (92.54%)
 - 128.62% of all employees (regardless of medical plan status) and covered spouses completed ≥ 1 program or activity in FY23. This includes all full-time, part-time and temporary employees and Spouses
 - 59.92% of all Wellness Participants completed 9 or more activities during the current program year. This includes all employees and spouses regardless of medical plan status.
 - 72.81% of all eligible Medical Plan participants (9,707) completed 9 or more wellness activities during the FY23 program year.
 - Participants completed an average of 32 wellness activities per person in FY23
 - 90.43% of Employees completed the annual health assessment; a .43% increase over the prior program year
- **Preventive Care Utilization:**
 - Overall preventive screenings utilization increased by 6.28% over the prior program year (some screenings do not need to be done yearly)
 - Decreased overall employee compliance by 12.45% but spouse preventive care utilization increased by 24.96%
 - Mammograms increased overall by .52%
 - Colorectal Screenings increased by 12.44%
 - Prostate Screenings increased by 1 .93%
 - Annual physicals increased by 8.89%
 - Cervical Cancer screenings increased by 4.35%
 - Overall, preventive care utilization for employees and spouses was 89.25%, an increase of 16% over the prior program year
 - 96.34% of employees and spouses completed an annual physical; a 23.44% increase over the prior program year
 - Achieved 22.3% compliance with annual Dental exam for active employees and spouses; a decrease of 4.6%
 - Achieved 39% compliance with annual Vision exam for active employees and spouses; an increase of 7.7%

Executive Summary

- **Population Health:**

- Reduced Prospective Risk by .08 for Employees and by .04 for spouses
- Prevalence of Hypertension decreased by 1.1% but costs associated with people with Hypertension decreased by 25.3% over prior program year
- Prevalence of Diabetes remained flat but costs associated with people with Diabetes decreased by 29.6% over prior program year
- Prevalence of Hyperlipidemia increased by 2.1% and costs associated with people with Hyperlipidemia increased by 26.5% over prior program year
- Achieved a minimal increase of 0.49% in members with Metabolic Syndrome from prior year. 410 people of total population meet Metabolic Syndrome criteria (3 out of 5 risk factors); a increase of 0.49% from prior year
- The average cost of a member with Metabolic Syndrome (Med & Rx) is \$34,338 per year, versus \$25,024 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$3,818,634 (410* \$9,314)
- 71% of respondents remained in the same risk category year over year or decreased risk count
- The total population health risks in biometric and lifestyle measures (at risk and high risk across 12 metrics) increased during the program year. However, please note that the data represents pent-up demand due to the Covid-19 pandemic.
 - Decreased prevalence waist circumference risk by 5%
 - No change in prevalence of low HDL risk
 - Decreased prevalence of Triglycerides risk by 3%
 - Decreased prevalence of tobacco use by 2.4%

Executive Summary

- **Culture and Environment:**

- 89.72% of employees believe that Harris Health System cares about their health and well-being, a 3.43% increase from the prior year
- 88.75% of employees believe there is a culture of health and wellness within Harris Health System, a 2.17% increase from the prior program year.
- 74.07% of employees report that their managers support their participation in the wellness program, a 2.09% decrease from the prior program year.
- 79.20% of employees report that the managers in their department care about the health and well-being of employees, a .60% increase from the prior program year.

- **Wellness Program Satisfaction:**

- 89.16% of employees are satisfied with the Wellness Program, a 3.26% increase from the prior program year.
- 80.07% of employees reported that the wellness program has helped them improve their overall health, an increase of 0.69%.
- 82.07% of employees reported that the wellness program has helped them feel more confident about making decisions about their health, a 2.08% increase over prior program year.
- 84.30% has helped me increase my readiness to make positive health behavior changes, a 1.89% increase over the prior program year.
- 82.09% of employees reported that they have made at least one significant health behavior changes since participating in the wellness program, a 0.95% increase over the prior program year.
- 77.91% of employees reported that the wellness program has led to improved quality of life for me and/or my family, a 1.01% increase over the prior program year.
- 87.09% of employees reported that the wellness program is a valuable part of my employee benefits, a 1.38% increase over the prior program year.
- 83.81% of participants reported that they have gained knowledge and/or skills from the wellness program that they use in everyday life, a 1.29% increase over prior program year.

Executive Summary

- **Livongo Diabetes Management Program:**
 - **Engagement:**
 - Achieved 55% participation in Livongo Diabetes Management Program during the program year compared to Livongo's BOB of 36%
 - 44% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program
 - **Costs:**
 - Diabetics Participating in Livongo cost 17% less than non participants; a difference of \$262 PMPM; a total difference of \$3,018,240 per year.
 - Participants engaged in Livongo have increased their costs by 25.39% during the pandemic; \$255 PMPM; totaling \$2,937,600. This includes all costs including Covid-19.
 - **Decrease ER visits and complications associated with Diabetes:**
 - On average, diabetics participating in Livongo are 1.2x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 3x less likely to have inpatient days compared to non-participants.
 - **Clinical Results:**
 - Prospective risk score is .49 greater in Livongo Participants versus non-participants; opportunity for impact
 - Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (72%). Annual Exams: Foot exam (92%), HbA1c (98%), Lipid profile (96%), LDL-C (96%), Flu vaccine (86%) and preventive visit (93%).
 - Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
 - 44.5% of Livongo participants are in good diabetic control (<7%); a 2.5% decrease from the prior program year
 - 36.3% of Livongo participants are in moderate diabetic control (7%-9%); a 1.3% increase over the prior program year
 - 19.2% of Livongo participants are in in poor diabetic control ($\geq 9\%$); a 1.1% increase over the prior program year
 - The average HbA1c of all participants in Livongo decreased by .18.
 - The average HbA1c for participants with an average HbA1c ≥ 9 decreased by .10. Reductions are correlated to cost savings and reduced health risks
 - Harris Health members experienced a **1.46% decrease in eHbA1c** from the self reported values at registration
 - Livongo participants had a 2% increase in their biometric clinical risks
- (Results continued on next page)

Executive Summary

- **Livongo Diabetes Management Program Continued:**
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +75 compared to NPS of 68 for Livongo’s BOB and a NPS of 12 for health plans. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - 87.8% of members feel more empowered in their diabetes management
 - 36% of Livongo members feel less distress in their chronic disease management
 - **Medication Adherence:**
 - Livongo participants have a significantly higher PDC (96.2%) than non-participants (87.4%).
 - **Achieve ROI & VOI (Value on Investment):**
 - Pooled ROI for medical and Rx cost is:
 - Year 1: 1.2x ROI \$38 PMPM
 - Year 2: 1.9x ROI \$58 PMPM
 - Year 3: 2.1x ROI \$65 PMPM
 - Year 4: 4.3x ROI \$135 PMPM; a total savings of \$1,663,740
- **Livongo Hypertension Management Program:**
 - **Engagement:**
 - 45% participants with Hypertension engaged in Livongo during the program year; a 12.4% increase from the prior program year
 - 44% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program
 - **Costs:**
 - Hypertension members participating in Livongo cost 40% less than non-participants; a difference of \$358 PMPM; a total difference of \$6,761,904 per year.
 - **Decrease ER visits and complications associated with Hypertension:**
 - On average, Hypertension members participating in Livongo are 1.35x less likely to have an ER visit.
 - On average, Hypertension members participating in Livongo are 3.27x less likely to have inpatient days compared to non-participants.

(Results continued on next page)

Executive Summary

- **Livongo Hypertension Management Program Continued:**
 - **Clinical Results:**
 - Prospective risk score is .02 lower in Livongo Hypertension Management Participants versus non-participants.
 - Members saw an reduction of 7.2 mmHg reduction in systolic blood pressure and 4.6 mmHG in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 81% of Livongo participants maintained or improved blood pressure control
 - Participants averaged 20 blood pressure checks per month
 - 69% of participants are uncontrolled at baseline and 31% were controlled
 - 88% completed the 'Drive-to-5' to establish checking patterns in the first 30-days to develop initial personalized interventions
 - Livongo Hypertension participants are meeting quality metrics 18% more than non-participants
 - Livongo Hypertension participants are achieving quality metrics. 82% are on an antihypertensive medication; 97% had a Lipid profile, 38% have a Hypertension diagnosis and prescribed statin and gaps in prescription refills, 98% had an annual serum creatinine test and 96% had a preventive visit.
 - Participants achieved the following clinical measures: LDL 45%; Total Cholesterol 69%,; HDL 28%; Triglycerides 80%; Glucose 56%; Blood Pressure 22%; Waist Circumference 37%; Physical Activity 74%, Tobacco Use 5%; Nutrition 45% and Stress 44%.
 - **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +75 compared to NPS of 66 for Livongo's BOB and a NPS of 12 for health plans. Netflix NPS is 68. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - **ROI & VOI (Value on Investment):**
 - Pooled ROI for medical and Rx cost:
 - Year 1: 1.3x ROI \$25 PMPM
 - Year 2: 2.0x ROI \$40 PMPM
 - Year 3: 3.0 x ROI \$60 PMPM; a total savings of \$1,133,280

Executive Summary

- **Livongo Diabetes Prevention Program (DPP):**

- **Engagement:**

- Achieved 19% engagement out of those eligible during the program year, an 11% increase over the prior program year. As of February 2022, we are at 26% engagement.
 - 86% of participants utilized their connected scale
 - 82% completed self-guided activities
 - 26% completed digital coaching and 5-day challenges
 - 5% completed expert coaching sessions

- **Clinical Results:**

- 58% of participants lost weight
 - Achieved an 8.1% decrease in participants who had a BMI ≥ 40
 - Achieved an 3.4% decrease in participants who had a BMI ≥ 35 and 39.9
 - 37.8% of DPP participants have Hypertension, a decrease of 10.5% over the prior program year.
 - 21.4% of DPP participants have morbid obesity, a decrease of 10.8% over the prior program year
 - 19% of DPP participants have Hyperlipidemia, an increase of 2.9% over the prior program year
 - The employee engaged in the Livongo DPP program have a prospective risk score of 1.31, a decrease of .19 over the prior program year
 - The spouses engaged in the Livongo DPP program have a prospective risk score of 1.11, a decrease of .92
 - 17.6% of participants lost greater than 10% of their weight at 6 months
 - 7.4% lost between 7-10% weight loss at 6 months
 - 15.5% lost between 5-7% weight loss at 6 months
 - 16.9% lost between 3-5% weight loss at 6 months
 - 42.6% lost less than 3% at 6 months

(Results continued on next page)

Executive Summary

- **Livongo Diabetes Prevention Program (DPP) continued:**
 - **Claims Costs and Utilization:**
 - The average claims costs per DPP participant is \$143.01 PMPM; a decrease of \$10.28 PEPM; a savings of \$52,428 per year
 - The average number of ER visits/1,000 for DPP participants is 178.84; an increase of 132.51 visits (likely impacted by Covid-19)
 - The average number of Inpatient Days/1,000 for DPP participants is 223.41; a decrease of 187.92 days
- **Pre-Diabetes Program Outcomes**
 - 16.5% of our population has Pre-Diabetes, an increase of 58% over prior program year
 - 86% of participants with Pre-Diabetes have a BMI of ≥ 25 , a 17% decrease from prior program year.
 - 57% of participants with pre-diabetes have a high waist circumference, a 4% decrease from prior program year
 - Potentially undiagnosed diabetics increased by 1,143% (1,372 people)
- **Wondr Health™ Weight Management Program:**
 - 55% completed 8 or more sessions in the first stage of the program
 - Participants lost 141 pounds
 - 45% of participants lost $\geq 3\%$ weight loss
- **Employee Wellness Goal Completion**
 - Out of 17 total Employee Wellness Goals set for the FY23 Program Year:
 - 13 goals were achieved at the “superior level”; 76.47% of goals
 - 0 goals were achieved at the “target level”; 0% of goals
 - 2 goals were achieved at the “threshold level”; 11.76% of goals
 - 2 goals were achieved at the “below threshold level”; 11.76% of goals

Executive Summary

- **Fitbit Program**

- 2,356 Active participants during FY23 program year
- 32.6% reached 10,000 steps per day
- 1.3% of participants are very active
- 32.9% of participants are active
- 49.9% of participants are lightly active
- 15.9% of participants are sedentary
- 5.5% achieved $\geq 15,000$ steps per day
- 27.2% $> 10,000$ steps per day
- 56% achieved $\geq 5,000$ steps per day
- 11.3% achieved $< 5,000$ steps per day
- Participants had a total of 4,306,993,685 steps or 1,827,120 miles
- Participants had an average of 9082.21 steps or 3.85 miles
- Participants averaged 33.84 active minutes per day
- Ben Taub had the most steps (1,589,684,965 steps) followed by ACS (876,899,894 steps), Administration (798,087,707 steps), LBJ (738,777,827 steps), CHC (154,846,821 steps), Telecommute (85,620,328 steps), and Quentin Mease (51,373,966 steps).

Executive Summary

- **Medal Level Analysis**

- 82.02% of participants earned premium rewards; 17.98% did not meet requirements
- 63.38% of participants achieved Bronze Level; a decrease of 1.59% from the prior program year
- 4.18% of participants achieved Gold Level, an increase of .44% over the prior program year
- 12.70% of participants achieved Platinum Level, an increase of 4.38% over the prior program year
- A total of 2,886 gift cards were awarded totaling \$206,200
- Platinum Level had the lowest average spend per risk level by reward tier
- Medal level Award earners had significantly higher health engagement rates, preventive care utilization and better Gaps in Care compliance than non-earners
- 71% of incentive eligible members who completed the health risk assessment in the FY22 and FY23 program years had a reduction in risk count or remained stable in risk count; a 12% improvement over the prior program year
- Due to the Covid-19 pandemic, the average cost per member by HRA risk stratification showed mixed results across the medal levels.
- Members who did not earn an award had a higher proportion of high risk members (5+ risks) compared to reward tier earners
- ACS (84.78%) had the largest percentage of Premium Rewards Program /Medal Level Status completions followed by Quentin Mease (83.33%), Admin (78.97%), Telecommute (76.77%), Ben Taub (73.33%), LBJ (72.95%). and CHC (69.73%)

- **Employee Assistance Program**

- 58.4 % of total Members participated in EAP services during the year or an EAP webinar (excludes critical incident response services)
- 1,478 total participants in live EAP webinars during FY23; an average of 134 people per webinar
- 5,719 total participants in EAP eLearning webinars during FY23; an average of 220 people per webinar
- Counseling, was the top service type followed by Legal & financial, Work/Life services and Life Coaching.
- 4.5% total Annualized rate for Count of all EAP files
- 7.51% Annualized impact rate of total serviced including member portal visits

Executive Summary

- **Behavioral Health (Cigna)**

- The percentage of the population with a behavioral health claim increased by 1% during the program year (from 7-8%)
- Average number of behavioral health claimants increased 24.7%
- Utilizers cost 2.8x more PMPM than non-utilizers
- Behavioral Virtual care increased significantly during the program year (1,762 visits to 5,862 visits)

- **Awards & Accolades:**

- Achieved the Platinum Gold Well Workplace Award from WELCOA in 2020
- Achieved the Gold Level Workplace Health Achievement Award from the American Heart Association in 2017, 2018, 2019, 2020 and 2021.
- #6 Healthiest Employer Award in Texas in the X-Large company Category in 2021
 - #1 in Houston in 2019 and #4 in 2018.
- Top 100 Healthiest Workplaces in America #45 in 2021, #6 in 2020, #2 in 2019 and #64 in 2018
- Received the Cigna Well-Being Award for Outstanding Culture of Well-Being in 2017-2021
- Achieved re-accreditation of the CEO Cancer Gold Standard 2012-2021
- Certificate of Excellence from Go Healthy Houston; Healthy At Work in 2017



#6 in Texas



Executive Summary

- **Plan Costs:**

- Active population medical trend plan spend increased 19.3% from \$444PMPM in prior program year to \$529 PMPM in the current period ending 8/2021.
- Non-catastrophic spend increased 20.3% PMPM from \$352 to \$388
- Catastrophic claim spend increased 50.4% PMPM from \$92 to \$142

- **Program Enhancements For FY23 Premium Rewards Program Year (September 2020-August 2021)**

- Transitioned to virtual programs, workshops, classes and healthy knowledge seminars due to the Covid-19 pandemic.
- Implemented free hypertension medications for participants in Livongo Hypertension Management program who test their blood pressure 4 or more times per month.
- Implemented virtual group activities such stretching, group exercise classes and special events.
- Continued the ability for participants to earn up to \$150 in Amazon eGift cards for achieving Gold or Platinum point levels.
- Launched new class series such as Ergonomics, Healthy Living Pregnancy & Beyond, Emotional Intelligence, Connecting with Our Kids, Happiness and Well Powered Living 4.0
- Launched the Livongo Diabetes Prevention Program and updated eligibility for both Livongo DPP and Wondr Health.
- Added more Healthy Knowledge Seminars, Employee Wellness Workshop and recorded webinars
- Enhanced the Fitbit Friends & Family storefront to allow for more purchases of discounted devices and accessories

Vision, Mission and Goal

Mission, Vision and Goal

- **Vision Statement:**

To Empower a corporate culture of health that inspires individuals to live with high energy, good health and passion for life.

- **Mission Statement:**

To maximize business performance by helping employees and their families live healthier, more fulfilling lives and empowering them with knowledge, skills and opportunities to achieve their personal health and wellness goals.

- **Goal:**

To be an industry leader in population health and productivity management among public academic healthcare systems.

FY23 Wellness Program Goals & Results

FY23 Wellness Goals

2020-2021 Wellness Program Goals (FY23 Program Year September 2020-August 2021)				
Goal	Baseline Metric	Target Metric	Outcome	Trend
	2019-2020	2020-2021	2021	
Achieve 86% completion of the Health Assessment.	90.0%	Threshold: \geq 84%	90.43%	↑ .43%
		Target: \geq 86%		
		Superior: \geq 88%		
Achieve 80% EE and Spouse completion of a Annual Physical with Lab Values.	72.9%	Threshold: \geq 70%	96.34%	↑ 23.44%
		Target: \geq 80%		
		Superior: \geq 82%		
Maintain or Improve the Risk Stratification of the Cohort population.	59.0%	Threshold: \leq 55%	71.00%	↑ 12%
		Target: \geq 59%		
		Superior: \geq 63%		
Improve the average preventive care utilization of employees and spouses by 1%	73.3%	Threshold: \geq 60%	89.25%	↑ 16%
		Target: \geq 62.7%		
		Superior: \geq 64.7%		
Decrease the prevalence & distribution of pre-diabetes by 1%	12.5%	Threshold: \leq 12.5%	16.50%	↑ 4%
		Target: \leq 11.5%		
		Superior: \leq 10.5%		
Have 81% of participants earn the Wellness Premium Reward for FY23.	80.6%	Threshold: \geq 70%	82.02%	↑ 1.42%
		Target: \geq 80.6%		
		Superior: \geq 82%		
Achieve 82% employee satisfaction with wellness program.	85.9%	Threshold: \geq 60%	89.16%	↑ 3.26%
		Target: \geq 82%		
		Superior: \geq 84%		
Have 85% of employees agree that Harris Health cares about its employees.	86.3%	Threshold: \geq 80%	89.72%	↑ 3.43%
		Target: \geq 85%		
		Superior: \geq 86%		
Have 85% of employees agree that there is a culture of health at Harris Health.	86.6%	Threshold: \geq 75%	88.75%	↑ 2.15%
		Target: \geq 85%		
		Superior: \geq 86%		

Key:			
Below Threshold	Threshold	Target	Superior

FY23 Wellness Goals

2020-2021 Wellness Program Goals (FY23 Program Year September 2020-August 2021)				
Goal	Baseline Metric	Target Metric	Outcome	Trend
	2019-2020	2020-2021	2021	
Have 54% of Diabetics engaged in Livongo.	60.0%	Threshold: \geq 44%	55.00%	↓ 5.0%
		Target: \geq 54%		
		Superior: \geq 55%		
Have 30% of people with Hypertension enrolled in the Livongo Hypertension Management Program.	32.6%	Threshold: \geq 20%	45.00%	↑ 12.4%
		Target: \geq 30%		
		Superior: \geq 32%		
Increase participation in Employee Wellness Programs by 2%	348,706	Threshold: \geq 348,706 UOS	409,529	↑ 17.44%
		Target: \geq 355,680 UOS		
		Superior: \geq 359,167 UOS		
Achieve a 1% reduction in the percentage of people who have an undesirable waist circumference.	43.0%	Threshold: \leq 45%	38.00%	↓ 5%
		Target: \leq 42%		
		Superior: \leq 41%		
Achieve a 1% reduction in the percentage of people have "at risk" or "high" blood pressure.	34.0%	Threshold: \leq 34%	36.00%	↑ 2%
		Target: \leq 33%		
		Superior: \leq 32%		
Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for physical activity.	71.0%	Threshold: \leq 72%	72.40%	↑ 1.97%
		Target: \leq 71%		
		Superior: \leq 70%		
Achieve a 1% reduction in the percentage of people that are "at risk" or "high" risk for glucose.	25.0%	Threshold: \leq 26%	25.50%	↑ .5%
		Target: \leq 24%		
		Superior: \leq 23%		
Achieve 4 Industry award(s) for a quality health promotion program.	6 Recognitions/Awards	Threshold: Achieve 3 Awards	6	→
		Target: Achieve 4 Awards		
		Superior: Achieve \geq 5 Awards		

Key:			
Below Threshold	Threshold	Target	Superior

Employee Wellness Team

Employee Wellness Team

Team Member	Credentials	Years of Experience	Department	Job Title	Office	Roles/ Responsibilities	Email
Michele Hunnicutt	MSHP, CHES, CWWPC, CWCC	26	Employee Wellness; HR	Director, Employee Wellness & EAP	346-426-0437	Director, strategic & Operational Planning, implementation, Evaluation	Michele.Hunnicutt@harrishealth.org
Ellen Ogedegbe	M.Ed., CHES, CWC, CBES	10	Employee Wellness; HR	Employee Wellness Coordinator	346-426-0235	Health Educator, Wellness Coordinator, Health Coach, Communications, Fitbit Lactation Room, Program & Event & Choose Healthier program Coordinator	Ellen.Ogedegbe@harrishealth.org
Haley Love	MPH, CHES	4	Employee Wellness; HR	Employee Wellness Coordinator	346-426-0243	Health Educator, Wellness Coordinator, Group Exercise & Recreational Sports Coordinator, Program & Event Coordinator	Haley.Love@harrishealth.org
Courtney Karam	MPH, CHES	7	Employee Wellness; HR	Senior Employee Wellness Coordinator	346-426-0238	Health Educator, Wellness Coordinator, Wellness Champ Coordinator, Communications & Database administrator	Courtney.Karam@harrishealth.org
Leah Campbell	MA	15	Employee Wellness; HR-Cigna Dedicated Employee	Client Engagement Manager	713-566-6320	Health Educator, Wellness Program & Event Coordinator, Cigna team and service coordinator	Leah.Campbell@cigna.com
Latecia Murphy	MEd, RN, BSN, CHES	22	Employee Wellness; HR-Cigna Onsite Employee	Cigna Onsite RN Health Coach	713-873-6407	Onsite and telephonic health coaching, biometric screenings, health education, Wellness Program & Event Coordinator	Latecia.Murphy@harrishealth.org ;
Crystal Cunningham		11	Employee Wellness; HR-Cigna Dedicated Employee	Cigna Client Service Partner	713-566-4391	Customer Service, Claims and Wellness Assistance, Benefit & Wellness Advocate, Wellness Data entry	harrishealth@cigna.com

Our Strategy

Our Strategy

- Keep healthy people healthy
- Stop people from getting worse
 - Reduce risks and manage chronic conditions
- Improve organizational and individual health and well-being
 - Reduce medical trend
 - Attract and retain talent
 - Increase productivity and performance

A Look At Harris Health System

A Look At Harris Health System

- **Demographics:**

– Employees:	9,299	
• Full time:	8,326	89.5%
• Part time:	173	1.9%
• Supplemental:	800	8.6%

- **Gender:**

– Female	6,869	74%
– Male	2,430	26%
– Unanswered	0	0%
– Average Age:	43.3	

- **Ethnicity:**

– Black or African American	3,822	41.1%
– Hispanic/Latino	2,590	27.9%
– Asian/Asian American	1,743	18.7%
– White	1,134	12.2%
– American Indian/Alaska Native	10	0.1%

- **Medical Plan Status:**

• Employees Enrolled:	8,332
• Active Spouses:	1,690

- **Average Hourly Rate (Salaried and Hourly Combined):**

• FT/PT: \$35.74
• Supplemental: \$32.68
• All Active (FT/PT/Sup): \$35.48

- **Turnover (Regular HHS Employees Only):**

• 2018: 14.32%
• 2019 : 15.67%
• 2020: 14.08%
• 2021: 18.39%

Employee Wellness Programs & Resources Overview

Programs & Resources

- ❑ **Get Fit**
 - Group Fitness Classes
 - Recreational Sports & Events
 - Gym Discounts
 - Cigna online, telephonic and in-person wellness coaching
 - Wellness Challenges
 - Cigna Apps and Activities
 - Cigna Active & Fit Direct-fitness, gym, class & program discounts
 - Fitbit Device Subsidy
 - Fitbit Dashboard
 - Special Events: Texas MS 150, American Heart Walk, HESS Houston Corporate 5k, Field Day, Texas Med Center Run, Poker Walks, Get Your Rear in Gear, March For Babies and many more
- ❑ **Eat Well**
 - Wondr Health™
 - Choose Healthier
 - Healthy Cooking Classes
 - Cigna Nutrition coaching
 - Eat Better Online Coaching Program
- ❑ **Staying Healthy**
 - Wellness Challenges
 - Healthy Knowledge Seminars
 - Employee Wellness Workshops
 - Healthy cooking classes
 - Online health assessments
 - Cigna online, telephonic and in-person wellness coaching
 - Newsletters and outreach
 - Special events
 - “Explore and Learn” booths
 - MyCigna.com
 - Well Powered Living Class Series (1.0, 2.0, 3.0, 4.0)
 - Livongo Diabetes Prevention Program
 - Ergonomics 101 Class Series & ergonomic assessments
- ❑ **Growing Your Family**
 - Healthy Living: Pregnancy & Beyond
 - Cigna “Healthy Pregnancy, Healthy Baby”
 - Onsite Lactation Rooms
- ❑ **Losing Weight**
 - Wondr Health™
 - HealthyWage Team Challenge
 - Cigna weight management coaching
 - “Maintain Don’t Gain” challenge
- ❑ **Quitting Tobacco**
 - Smoking Cessation Challenge
 - Cigna Tobacco Cessation Coaching (online & telephonic)
 - Great American Smokeout
- ❑ **Relieving Stress & Building Resiliency**
 - Cigna online, telephonic and in-person wellness coaching
 - EAP
 - Healthy Knowledge Seminars and Workshops
 - Relaxathon
- ❑ **Managing Health Conditions**
 - Cigna online, telephonic and in-person chronic condition coaching
 - Diabetes, Asthma, COPD, Heart Disease, Heart Failure
 - Livongo Diabetes Management Program
 - Livongo Hypertension Management Program
 - Wondr Health™ (Pre-Diabetes and Metabolic Syndrome)
 - Special events
 - Nutrition Counseling for participants with Diabetes and/or Hypertension
 - HbA1c testing for Diabetics
 - Free medications for participants in the Livongo Diabetes Management Program & Livongo Hypertension Management Program who meet monthly testing requirements
- ❑ **Rewards**
 - Premium Rewards Program
 - Amazon eGiftcards for status level achievement
 - Harris Health Rewards for Wellness Champions

Employee Wellness Engagement

Wellness Program Summary

<p style="text-align: center;">90.43%</p> <p style="text-align: center;">Of employees completed a Health Assessment</p>	<p style="text-align: center;">96.34%</p> <p style="text-align: center;">Of employees completed an Annual Physical</p>
<p style="text-align: center;">82.02% *</p> <p style="text-align: center;">Of Employees & Spouses Earned FY23 Premium Rewards (78.49% earned full reward; 3.53% earned partial reward.)</p>	<p style="text-align: center;">71%</p> <p style="text-align: center;">Of Employees & Spouses reduced risks or remained in the same risk category</p>

*Includes full program-year participants and 120-day group enrolled on/after 5/1/2021.

Premium Rewards Program

FY23 Premium Rewards Program

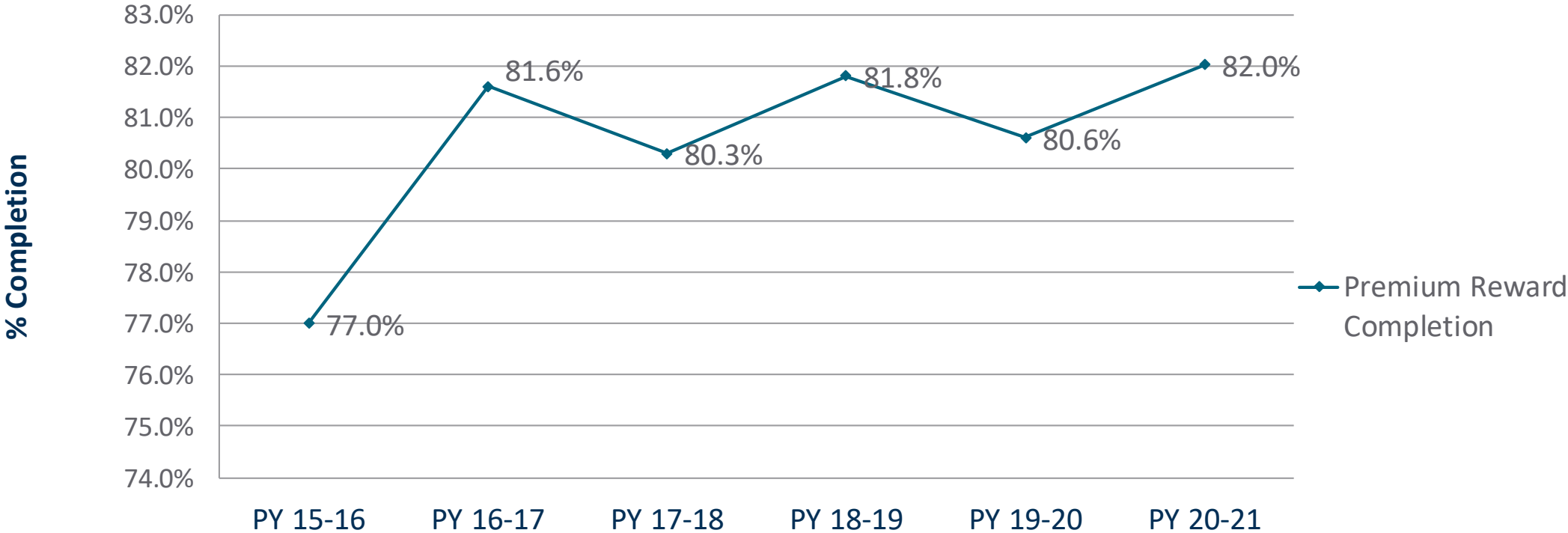
Level of Engagement	September 2020-August 2021; FY23 Premium Rewards Program	
	Employees & Covered spouses 9/1/20-8/31/21 (Without newly benefitted Group >= 5/1/21-8/31/21)	Employees & Covered spouses Including newly benefitted Group 5/1/21-8/31/21
Full Engagement (Both Employee and covered spouse completed the Annual Physical with Lab Work, Health Assessment, & earned 1,000 points)	78.92%*	78.49%
Partial Engagement (Only one person completed the Annual Physical with Lab Work, Health Assessment, & earned 1,000 points)	3.65%*	3.53%
No Wellness (Employee and/or Employee and covered spouse did not complete all requirements)	17.44%*	17.98%

82.02% of employees and covered spouses earned Premium Rewards, which is 1.42% higher than the previous program year.

- The total eligible population includes employees and covered spouses enrolled in the medical plan between 9/1/20-8/31/21; excludes PPACA
 - Total: 9,120 participants (7,624 employees and 1,496 spouses).
 - This group includes:
 - Group 1: Employees and covered spouses enrolled in the medical plan before 5/1/2021; excludes PPACA & 120-day group (hired May-Aug 2021)
 - Total : 8,338 (6,957 Employees and 1,381 spouses)
 - Group 2: Employees and covered spouses enrolled in the medical plan from 5/1/2021- August 31, 2021; excludes PPACA
 - Total: 782 (667 Employees and 115 spouses)
 - Employees who enrolled in the medical plan between 5/1/2021 and 8/31/2021 had 120 days from their enrollment date to complete a modified version of the FY23 Premium Rewards Program. The requirements for this group were to complete 1) the annual physical and 2) the health assessment to keep their wellness premium discount through 2/28/2023 (FY23).

Wellness Premium Rewards Program

Wellness Premium Reward Completion by Program Year



Premium Reward Program Year:

- PY 2015-2016 Premium Rewards Program: Ended 8/31/16 (Employee Only): Health Assessment, Biometrics, one wellness activity
- PY 2016-2017 Premium Rewards Program: 9/1/16 – 8/31/17 (Employee Only): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2017-2018 Premium Rewards Program: 9/1/17 – 8/31/18 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2018-2019 Premium Rewards Program: 9/1/18 – 8/31/19 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points
- PY 2019-2020 Premium Rewards Program: 9/1/19 – 8/31/2020 (Employee & Covered Spouse): Annual Physical with Lab Work (or 250 points through other programs & activities), Health Assessment, & a total of 1,000 points (Covid-19 pandemic)
- PY 2020-2021 Premium Rewards Program: : 9/1/20 – 8/31/21 (Employee & Covered Spouse): Annual Physical with Lab Work, Health Assessment, & 1,000 points

Data source: FY23, FY22, FY21, FY20, and FY19 Final Premium Reward Report; FY18 Tiered Benefits Report

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL = 9,519 EE & SP on the medical plan (non-supplemental)
Booth	Explore and Learn Booth	331	4,046	1,714	18.01%
	Fidelity One-on-One: Talk with a Retirement Planner	6	9	9	0.09%
Online Health Coaching – My Health Assistant	Control Your Asthma	26	28	28	0.29%
	Manage Your Chronic Obstructive Pulmonary Disease (COPD)	19	19	19	0.20%
	Manage Your Diabetes	32	33	33	0.35%
	Manage Your Heart Disease/Coronary Artery Disease	18	19	19	0.20%
	Managing Heart Failure	20	20	20	0.21%
Personal Health Analysis	Complete the Health Assessment-Must Complete	364	8,611	8,608	90.43%
Employee Wellness Class - Scheduled	Emotional Intelligence Class 1: What Is Emotional Intelligence?	18	1,198	778	8.17%
	Emotional Intelligence Class 2: Becoming Emotionally Intelligent	16	1,042	709	7.45%
	Emotional Intelligence Class 3: Applying Emotional Intelligence for Optimum Well-Being and Success	18	1,083	685	7.20%
	Ergonomics 101: Class 1 - Posture	11	639	494	5.19%
	Ergonomics 101: Class 2 - Workstation Basics	10	647	481	5.05%
	Ergonomics 101: Class 3 - Vision & Tech Neck	10	517	401	4.21%
	Ergonomics 101: Class 4 - Preventing RSI's	10	626	467	4.91%
	Ergonomics 101: Class 5 - Back Injury Prevention	11	864	574	6.03%
	Ergonomics 101: Class 6 - Postural Assessment & Correction	11	808	568	5.97%
	Healthy Living: Pregnancy & Beyond Class 1: Preparing for Pregnancy	10	351	268	2.82%
	Healthy Living: Pregnancy & Beyond Class 2: Healthy Eating, Exercise & Stress Management	8	334	272	2.86%
	Healthy Living: Pregnancy & Beyond Class 3: Labor, Birth & Caring for Your Baby	9	281	230	2.42%
	Healthy Living: Pregnancy & Beyond Class 4: Working Moms	9	324	239	2.51%
	Relaxathon: Cooking Demo	6	1,115	509	5.35%
	The How of Happiness: Class 1 - How to Attain Real and Lasting Happiness	6	429	348	3.66%
	The How of Happiness: Class 2 - Happiness Activities	6	373	316	3.32%
	The How of Happiness: Class 3 - Secrets to Abiding Happiness	5	304	267	2.80%

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 EE & SP on the medical plan (non-supplemental)
Employee Wellness Class - eLearning	eLearning Module: Emotional Intelligence Class 1: What Is Emotional Intelligence?	30	49	49	0.51%
	eLearning Module: Emotional Intelligence Class 2: Becoming Emotionally Intelligent	22	25	25	0.26%
	eLearning Module: Emotional Intelligence Class 3: Applying Emotional Intelligence for Optimum Well-Being and Success	25	36	36	0.38%
	eLearning Module: Ergonomics 101 Class 1: Posture	245	647	602	6.32%
	eLearning Module: Ergonomics 101 Class 2: Workstation Basics	226	516	494	5.19%
	eLearning Module: Ergonomics 101 Class 3: Vision & Tech Neck	195	392	373	3.92%
	eLearning Module: Ergonomics 101 Class 4: RSI Prevention	169	334	313	3.29%
	eLearning Module: Ergonomics 101 Class 5: Back Injury Prevention	196	406	383	4.02%
	eLearning Module: Ergonomics 101 Class 6: Postural Assessment and Correction	178	311	295	3.10%
	eLearning Module: Healthy Living: Pregnancy & Beyond Class 1: Preparing for Pregnancy	72	109	108	1.13%
	eLearning Module: Healthy Living: Pregnancy & Beyond Class 2: Healthy Eating, Exercise & Stress Management	71	117	116	1.22%
	eLearning Module: Healthy Living: Pregnancy & Beyond Class 3: Labor, Birth & Caring for Your Baby	67	93	90	0.95%
	eLearning Module: Healthy Living: Pregnancy & Beyond Class 4: Working Moms	60	88	88	0.92%
	eLearning Module: Healthy Telecommuting Class 1: Healthy Workspace	245	532	507	5.33%
	eLearning Module: Healthy Telecommuting Class 2: Staying Social	219	462	443	4.65%
	eLearning Module: Healthy Telecommuting Class 3: Routine	185	350	326	3.42%
	eLearning Module: Healthy Telecommuting Class 4: Staying Active	197	412	384	4.03%
	eLearning Module: Healthy Telecommuting Class 5: Communication	216	375	361	3.79%
	Livongo Diabetes Prevention Program Class	145	628	100	1.05%
	eLearning Module: Well Powered Living 1.0 Class 1: Personal Mission	269	634	579	6.08%
	eLearning Module: Well Powered Living 1.0 Class 2: Physical Energy	233	508	460	4.83%
	eLearning Module: Well Powered Living 1.0 Class 3: Emotional Energy	233	502	462	4.85%
	eLearning Module: Well Powered Living 1.0 Class 4: Mental Energy	210	381	353	3.71%
	eLearning Module: Well Powered Living 1.0 Class 5: Spiritual Energy	227	441	406	4.27%
	eLearning Module: Well Powered Living 2.0 Class 1: Healthy Eating	223	454	408	4.29%
	eLearning Module: Well Powered Living 2.0 Class 2: Movement	217	429	397	4.17%
	eLearning Module: Well Powered Living 2.0 Class 3: Sleep	246	541	504	5.29%
	eLearning Module: Well Powered Living 2.0 Class 4: Self-care	237	468	431	4.53%
	eLearning Module: Well Powered Living 3.0 Class 1: Review	85	126	124	1.30%
	eLearning Module: Well Powered Living 3.0 Class 2: Achieving with Character	70	95	94	0.99%
eLearning Module: Well Powered Living 3.0 Class 3: Building Your Scorecard	71	102	100	1.05%	
eLearning Module: Well Powered Living 3.0 Class 4: Training Character Muscles	54	71	69	0.72%	
eLearning Module: Well Powered Living 4.0 Class 1: Leading with Character	23	40	40	0.42%	
eLearning Module: Well Powered Living 4.0 Class 2: Cornerstones of Character	19	22	22	0.23%	
eLearning Module: Well Powered Living 4.0 Class 3: Staying True to Character	12	23	23	0.24%	
eLearning Module: Well Powered Living 4.0 Class 4: Natural Human Flaws	19	32	32	0.34%	

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 <i>EE & SP on the medical plan (non-supplemental)</i>
Well Powered Living Classes	Well Powered Living 1.0 Class 1: Personal Mission	4	267	253	2.66%
	Well Powered Living 1.0 Class 2: Physical Energy	4	329	298	3.13%
	Well Powered Living 1.0 Class 3: Emotional Energy	4	279	261	2.74%
	Well Powered Living 1.0 Class 4: Mental Energy	4	261	240	2.52%
	Well Powered Living 1.0 Class 5: Spiritual Energy	4	242	219	2.30%
	Well Powered Living 2.0 Class 1: Healthy Eating	4	304	282	2.96%
	Well Powered Living 2.0 Class 2: Movement	3	202	184	1.93%
	Well Powered Living 2.0 Class 3: Sleep	5	285	247	2.59%
	Well Powered Living 2.0 Class 4: Self care	5	165	158	1.66%
	Well Powered Living 3.0 Class 1: Review	32	2,246	1,012	10.63%
	Well Powered Living 3.0 Class 2: Achieving with Character	30	2,075	973	10.22%
	Well Powered Living 3.0 Class 3: Building Your Scorecard	29	1,812	876	9.20%
	Well Powered Living 3.0 Class 4: Training Character Muscles	30	1,936	911	9.57%
	Well Powered Living 4.0 Class 1: Leading with Character	15	821	537	5.64%
	Well Powered Living 4.0 Class 2: Cornerstones of Character	14	834	507	5.33%
	Well Powered Living 4.0 Class 3: Staying True to Character	13	664	436	4.58%
	Well Powered Living 4.0 Class 4: Natural Human Flaws	15	795	475	4.99%
Employee Wellness Workshops— Scheduled	BCM/Inprint Creative Writing Workshop	17	46	13	0.14%
	Departmental Meeting: ACS Brain Power Workshop	1	8	8	0.08%
	Departmental Meeting: Operational Team Meeting - Why We Worry	1	18	18	0.19%
	Departmental Meeting: PNCC Mental Toughness Workshop	1	24	24	0.25%
	Departmental Meeting: Talent Acquisition Town Hall Meeting	1	24	24	0.25%
	Employee Wellness Workshop: Active Kids in a Digital World	9	832	458	4.81%
	Employee Wellness Workshop: Awe	15	813	446	4.69%
	Employee Wellness Workshop: Brain Power	27	1,084	624	6.56%
	Employee Wellness Workshop: Cultivating Digital Wellness	14	1,337	598	6.28%

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 EE & SP on the medical plan (non-supplemental)
Employee Wellness Workshops - eLearning	eLearning for EVS & FNS: Wellness Workshop: Financial Well-Being	12	23	22	0.23%
	eLearning for EVS & FNS: Wellness Workshop: From Languishing to Flourishing - Improving Mental Health	7	17	17	0.18%
	eLearning for EVS & FNS: Wellness Workshop: Permission to Feel	14	36	36	0.38%
	eLearning for EVS & FNS: Wellness Workshop: Resiliency	15	35	35	0.37%
	eLearning for EVS & FNS: Wellness Workshop: Spiritual Well-Being	13	27	27	0.28%
	eLearning for EVS & FNS: Wellness Workshop: Stress and Our Perceptions	10	25	25	0.26%
	eLearning for EVS & FNS: Wellness Workshop: Why We Worry	11	27	27	0.28%
	eLearning for EVS & FNS: Wellness Workshop: Your Best IS Good Enough!	11	25	25	0.26%
	eLearning for FY23 Dispute: Wellness Workshop: Brain Power	4	29	27	0.28%
	eLearning for FY23 Dispute: Wellness Workshop: Cultivating Digital Wellness	9	28	28	0.29%
	eLearning for FY23 Dispute: Wellness Workshop: Financial Well-Being	8	46	44	0.46%
	eLearning for FY23 Dispute: Wellness Workshop: From Languishing to Flourishing - Improving Mental Health	9	30	30	0.32%
	eLearning for FY23 Dispute: Wellness Workshop: Less is More - Simplifying Your Life	6	21	20	0.21%
	eLearning for FY23 Dispute: Wellness Workshop: Permission to Feel	8	92	92	0.97%
	eLearning for FY23 Dispute: Wellness Workshop: Resiliency	7	24	24	0.25%
	eLearning for FY23 Dispute: Wellness Workshop: Spiritual Well-Being	8	33	33	0.35%
	eLearning for FY23 Dispute: Wellness Workshop: Stress and Our Perceptions	9	54	53	0.56%
	eLearning for FY23 Dispute: Wellness Workshop: Why We Worry	10	71	70	0.74%
	eLearning for FY23 Dispute: Wellness Workshop: Your Best IS Good Enough!	11	69	67	0.70%
	eLearning Module: Wellness Workshop: Active Kids in a Digital World	98	154	153	1.61%
	eLearning Module: Wellness Workshop: Awe	59	220	220	2.31%
	eLearning Module: Wellness Workshop: Battling Burnout Workshop	285	841	810	8.51%
	eLearning Module: Wellness Workshop: Brain Power	34	147	147	1.54%
	eLearning Module: Wellness Workshop: Creating Healthy Boundaries	152	348	348	3.66%
eLearning Module: Wellness Workshop: Cultivating Digital Wellness	156	501	499	5.24%	
eLearning Module: Wellness Workshop: Financial Well-Being	84	184	184	1.93%	
eLearning Module: Wellness Workshop: From Languishing to Flourishing - Improving Mental Health	24	45	45	0.47%	
eLearning Module: Wellness Workshop: Resiliency	245	622	594	6.24%	

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 <i>EE & SP on the medical plan (non-supplemental)</i>
Employee Wellness Workshops - eLearning	eLearning Module: Wellness Workshop: Rest - Renew Your Energy	28	67	67	0.70%
	eLearning Module: Wellness Workshop: Spiritual Well-Being	285	772	710	7.46%
	eLearning Module: Wellness Workshop: Stress and Our Perceptions	42	84	84	0.88%
	eLearning Module: Wellness Workshop: The Power of Compassion	36	93	93	0.98%
	eLearning Module: Wellness Workshop: Why We Worry	59	163	162	1.70%
	eLearning Module: Wellness Workshop: Your Best IS Good Enough	118	218	218	2.29%
Health Coaching by Phone	Get Help Improving My Lifestyle Habits - Stress	153	297	297	3.12%
	Get Help Improving My Lifestyle Habits - Tobacco	28	31	31	0.33%
	Get Help Improving My Lifestyle Habits - Weight	159	340	340	3.57%
	Make Progress Towards a Goal to Overcome a Health Problem (Note: Chronic Condition Only)	254	729	723	7.60%
	Talk to a Coach or Visit the Ben Taub Onsite Coach to Make Progress Toward a Health Goal	272	1,058	988	10.38%
Maternity Support	Speak with a Maternity Nurse Starting in Your 1st Trimester and One Call After the Baby is Born	27	28	28	0.29%
	Speak with a Maternity Nurse Starting in Your 2nd Trimester and One Call After the Baby is Born	18	19	19	0.20%
EAP Webinar	EAP Webinar: App Away the Holiday Blues	1	141	141	1.48%
	EAP Webinar: Balancing Life Today and Dreams for Tomorrow	1	135	135	1.42%
	EAP Webinar: Dealing with Difficult People	1	158	158	1.66%
	EAP Webinar: Effective Communication	1	178	178	1.87%
	EAP Webinar: Mindfully Manage the Holidays	1	184	184	1.93%
	EAP Webinar: Psychological First Aid - Addressing the Human Aspect of Crisis	1	131	131	1.38%
	EAP Webinar: Ready, Set, Go! Lifestyle Change	1	105	105	1.10%
	EAP Webinar: Stress-Free Debt Elimination	1	80	80	0.84%
	EAP Webinar: There is an I in Team	1	180	180	1.89%
	EAP Webinar: Understanding the Food-Mood Connection: Eating for Happiness and Well-Being	1	160	160	1.68%
EAP Webinar: Wellness & EAP	1	26	26	0.27%	

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 EE & SP on the medical plan (non-supplemental)
Healthy Knowledge Seminar - Scheduled	Dietitian Q&A Panel	1	32	32	0.34%
	Fidelity Webinar: Identify and Prioritize Your Savings Goals	1	34	34	0.36%
	Fidelity Webinar: Learn the Basics of When & How to Claim Social Security	1	21	21	0.22%
	Fidelity Webinar: Organize, Plan and Own Your Future	1	39	39	0.41%
	Fidelity Webinar: Prepare for the Reality of Health Care in Retirement	1	20	20	0.21%
	Get Your Rear in Gear Educational Video	1	243	243	2.55%
	Get Your Rear in Gear Virtual Walk 2020	1	109	109	1.15%
	Houston & The Opioid Epidemic Webinar	1	214	214	2.25%
	Kelsey-Seybold Webinar: Breast Cancer 2020	1	188	188	1.97%
	Kelsey-Seybold Webinar: Diabetes 101 2020	1	279	279	2.93%
	Kelsey-Seybold Webinar: Happy Healthy Holidays	1	333	333	3.50%
	Kelsey-Seybold Webinar: Heart Health	1	140	140	1.47%
	Kelsey-Seybold Webinar: Jump-start Your Exercise Routine	1	251	251	2.64%
	Kelsey-Seybold Webinar: Manage Your Stress	1	305	305	3.20%
	Kelsey-Seybold Webinar: Motivating Your Picky Eater	1	177	177	1.86%
	Kelsey-Seybold Webinar: Nutrition 101	1	258	258	2.71%
	Kelsey-Seybold Webinar: Skin Cancer Prevention	1	242	242	2.54%
	Kelsey-Seybold Webinar: Staying Healthy in a Digital World	3	332	287	3.02%
	Kelsey-Seybold Webinar: Vaccines - Fact vs. Fiction	1	157	157	1.65%
	Livongo Webinar: Diabetes & Hypertension Management	1	63	63	0.66%
	Livongo Webinar: Diabetes Management	1	70	70	0.74%
	Livongo Webinar: Diabetes Prevention Program	1	82	82	0.86%
	Livongo Webinar: Hypertension Management	1	93	93	0.98%
	Loving Yourself and Loving What You Do Retreat: Be Well, Stay Well Seminar	1	38	38	0.40%
	Wellness Corner - Nurse Clinics	1	19	19	0.20%
	Wound Healing Awareness Month Webinar	1	105	105	1.10%

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 EE & SP on the medical plan (non-supplemental)
Healthy Knowledge Seminar eLearning	eLearning for EVS & FNS: FY23 Premium Rewards Program Overview Video (English)	10	14	13	0.14%
	eLearning for EVS & FNS: FY23 Premium Rewards Program Overview Video (Spanish)	5	6	6	0.06%
	eLearning for EVS & FNS: Livongo Webinar: Livongo for Diabetes	14	33	33	0.35%
	eLearning for EVS & FNS: Livongo Webinar: Livongo for Diabetes Prevention	14	28	27	0.28%
	eLearning for EVS & FNS: Livongo Webinar: Livongo for Hypertension	15	28	28	0.29%
	eLearning for FY23 Dispute: FY24 Premium Rewards Program Overview Video	6	22	21	0.22%
	eLearning Module EAP Webinar: A Brain Science Approach to Being Happier	268	666	616	6.47%
	eLearning Module EAP Webinar: A Brain Science Understanding of Managing and Mediating Conflict	199	375	353	3.71%
	eLearning Module EAP Webinar: App Away the Holiday Blues	94	139	137	1.44%
	eLearning Module EAP Webinar: Coping with the Uncertainty and Disruption of COVID-19	223	428	403	4.23%
	eLearning Module EAP Webinar: Dealing with Difficult People	84	164	153	1.61%
	eLearning Module EAP Webinar: Don't Get Ready - Be Ready	92	157	152	1.60%
	eLearning Module EAP Webinar: EAP Tools for Managers	46	75	73	0.77%
	eLearning Module EAP Webinar: Effective Communication and Why You Want It	181	308	294	3.09%
	eLearning Module EAP Webinar: Feeding and Care of Superheroes	74	154	147	1.54%
	eLearning Module EAP Webinar: Holiday Stress	91	175	171	1.80%
	eLearning Module EAP Webinar: Identity Theft	66	142	139	1.46%
	eLearning Module EAP Webinar: Importance of Self-Care	249	521	497	5.22%
	eLearning Module EAP Webinar: Improve Your Overall Health	229	520	491	5.16%
	eLearning Module EAP Webinar: Managing Work-Life Balance	48	74	73	0.77%
	eLearning Module EAP Webinar: Mental Illness: Busting the Myths	206	412	395	4.15%
	eLearning Module EAP Webinar: Mindfully Manage the Holidays	75	122	119	1.25%
eLearning Module EAP Webinar: Personal Resiliency Pt. 1	35	51	48	0.50%	
eLearning Module EAP Webinar: Psychological First Aid - Addressing the Human Aspect of Crisis	37	53	52	0.55%	
eLearning Module EAP Webinar: Responding and Thriving in Organizational Change	170	268	258	2.71%	

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519
<i>EE & SP on the medical plan (non-supplemental)</i>					
Healthy Knowledge Seminars- eLearning	eLearning Module EAP Webinar: Stress Management 2020	173	293	277	2.91%
	eLearning Module EAP Webinar: There is an I in Team	78	140	139	1.46%
	eLearning Module EAP Webinar: Time Management - A Self-Management Strategy	157	245	234	2.46%
	eLearning Module EAP Webinar: Trauma and Its Impact	42	59	57	0.60%
	eLearning Module EAP Webinar: Understanding the Food-Mood Connection: Eating for Happiness and Well-Being	68	140	138	1.45%
	eLearning Module EAP Webinar: Wellness & EAP	122	218	214	2.25%
	eLearning Module EAP Webinar: Wills, Trusts, Estate Planning	57	90	89	0.93%
	eLearning Module Fidelity Webinar: Organize, Plan and Own Your Future	22	30	30	0.32%
	eLearning Module Livongo Webinar: Livongo for Diabetes	67	99	98	1.03%
	eLearning Module Livongo Webinar: Livongo for Diabetes & Hypertension	59	69	68	0.71%
	eLearning Module Livongo Webinar: Livongo for Diabetes Prevention	63	91	91	0.96%
	eLearning Module Livongo Webinar: Livongo for Hypertension	73	110	110	1.16%
	eLearning Module: FY24 Rewards Program Overview Video (Brainshark)	2	8	8	0.08%
	Premium Rewards Brainshark Video (FY23)	324	2,669	2,436	25.59%
Livongo Enroll Activate	Livongo Enroll & Activate DIABETES	113	139	139	1.46%
	Livongo Enroll & Activate HYPERTENSION	254	490	489	5.14%
Livongo Monthly Testing	Livongo Diabetes Prevention Program Monthly Monitoring	12	1,600	290	3.05%
	Livongo Monthly Blood Pressure Testing	12	6,182	1,179	12.39%
	Livongo Monthly Glucose Testing	12	7,463	975	10.24%

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 <i>EE & SP on the medical plan (non-supplemental)</i>
Achieve Health Goals (Standard - Alternatives are Telephonic Coaching, Online WebMD Program)	Achieve a Fasting Blood Glucose (Blood Sugar) Level of Less Than 100	307	4,117	4,057	42.62%
	Achieve a Healthy Blood Pressure Level of Less Than or Equal to 120/80	286	3,165	3,124	32.82%
	Achieve a Healthy LDL Level of Less Than or Equal to 100	353	4,259	4,232	44.46%
	Achieve a healthy total cholesterol level of less than or equal to 200	28	221	221	2.32%
	Achieve a healthy total cholesterol level of less than or equal to 200 mg/dl	353	6,142	6,102	64.10%
	Achieve a Healthy Waist Size of 35 in. (Women) or 40 in. (Men), or Less	277	3,111	3,070	32.25%
Wondr Health Foundations (class-by-class)	session-1 Wondr Health	32	40	40	0.42%
	session-2 Wondr Health	19	23	23	0.24%
	session-3 Wondr Health	18	21	21	0.22%
	session-4 Wondr Health	16	18	18	0.19%
	session-5 Wondr Health	15	15	15	0.16%
	session-6 Wondr Health	13	14	14	0.15%
	session-7 Wondr Health	11	14	14	0.15%
	session-8 Wondr Health	11	12	12	0.13%
	session-9 Wondr Health	10	10	10	0.11%
	session-10 Wondr Health	9	10	10	0.11%

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 <i>EE & SP on the medical plan (non-supplemental)</i>
Wondr Health NS4You	session-11 Wondr Health	8	8	8	0.08%
	session-12 Wondr Health	5	5	5	0.05%
	session-13 Wondr Health	8	8	8	0.08%
	session-14 Wondr Health	7	7	7	0.07%
	session-15 Wondr Health	5	5	5	0.05%
	session-16 Wondr Health	5	5	5	0.05%
	session-17 Wondr Health	4	4	4	0.04%
	session-18 Wondr Health	4	4	4	0.04%
	session-19 Wondr Health	4	4	4	0.04%
	session-20 Wondr Health	4	4	4	0.04%
Wondr Health NS4Life	session-21 Wondr Health	4	4	4	0.04%
Fitbit 10k steps tracked	Fitbit 10k Steps	365	195,655	2,164	22.73%
Group Exercise	eLearning Module: Virtual Group Exercise - Lower Body Stretch	108	156	141	1.48%
	eLearning Module: Virtual Group Exercise - Meditation	36	53	48	0.50%
	eLearning Module: Virtual Group Exercise - Total Body Stretch with Light Resistance Bands	115	156	129	1.36%
	eLearning Module: Virtual Group Exercise - Upper Body Stretch	164	244	146	1.53%
	eLearning Module: Virtual Group Exercise - Virtual Walk	59	83	64	0.67%
	Meditation Session	13	17	16	0.17%
	Relaxathon: Virtual Zumba	5	617	328	3.45%
	Virtual Dance Break	3	75	66	0.69%
	Virtual Meditation	6	235	169	1.78%
	Virtual Stretch Break	207	21,796	1,761	18.50%
	Virtual Walk and Stretch Break	7	148	92	0.97%
	Virtual Walking Break	41	2,040	742	7.79%
	Virtual ZUMBA	1	56	56	0.59%
Walking Break	3	12	10	0.11%	

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,519 EE & SP on the medical plan (non-supplemental)
Social Health and Wellness	Get Connected! Have Fun and Earn Rewards on Apps and Activities	88	6,419	1,361	14.30%
Sports	Basketball	35	288	40	0.42%
	Flag Football	14	115	12	0.13%
	Volleyball	78	1,238	65	0.68%
Preventive Care	Complete an Annual Physical Exam with Biometric Values-Must Complete	291	9,533	9,171	96.34%
	Get a Cervical Cancer Screening (Preventive Exam)	257	2,680	2,567	26.97%
	Get a Colon Cancer Screening (Preventive Exam)	284	1,071	1,028	10.80%
	Get a Mammogram (Preventive Exam)	292	2,831	2,672	28.07%
	Get a Prostate Cancer Screening (Preventive Exam)	275	1,473	1,394	14.64%
	Get My Annual OB/GYN Exam (Preventive Exam)	259	2,592	2,469	25.94%
	Vision Exam	342	5,089	5,073	53.29%
Self Reported Activities	I Received My Annual Dental Exam (Self-Reported Goal)	355	3,313	3,285	34.51%
Special Event	AHA Heart Walk 2020 (Virtual)	1	584	584	6.14%
	COVID-19 Vaccination (2 Doses Received)	199	7,724	7,724	81.14%
	Garden Project	1	11	11	0.12%
	National Employee Health & Fitness Month Walk 2021 (In Person)	1	7	7	0.07%
	National Employee Health & Fitness Month Walk 2021 (Virtual)	1	115	111	1.17%
Online Challenge	Online Challenge: Baby, You're A Firework!	1	204	204	2.14%
	Online Challenge: Fitbit Reindeer Race 2020	1	495	450	4.73%
	Online Challenge: Who's the Boss CEO Step Challenge	1	259	259	2.72%
	Online Challenge: Who's the Boss SVP HR Step Challenge	1	329	329	3.46%
	Online Challenge: Workplace Race	1	292	292	3.07%
	Healthy Wage	1	5	5	0.05%
Wellness Screening Form	Submit the Wellness Screening Form to Cigna	273	4,686	4,614	48.47%
	Employee Wellness Survey	36	1,648	1,648	17.31%
TOTAL UOS		21,307	409,524	12,904	135.6%

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Employee Wellness Program Participation Report

Healthy@Harris Employee Wellness Program		Program YTD (September 1, 2020 - August 31, 2021)			
Program	Description	Total Activities	Total participants	Total unique participants	% engaged TOTAL =
					9,120 <i>EE & SP on the medical plan (non-supplemental)</i>
TOTAL UOS		21,307	409,529	12,906	94.69%

- Total Units of Service (# of Touches/Engagements) increased by 60,823 UOS over the prior program year.
- 17.44% increase in FY23 Wellness Program Units of Service (UOS)/Engagement (from 348,706 UOS to 409,529 UOS); an increase of 60,823 UOS
- 94.69% of all employees and spouses on the medical plan were engaged in the wellness program.
- 128.62% of all employees (regardless of medical plan status) and covered spouses completed ≥ 1 program or activity in FY23. This includes all full-time, part-time and temporary employees and Spouses
- Total UOS:
 - FY18: 30,303 Units of Service
 - FY19: 66,444 Units of Service
 - FY20: 124,148 Units of Service
 - FY21: 295,822 Units of Service
 - FY22: 348,706 Units of Service
 - FY23: 409,529 Units of Service

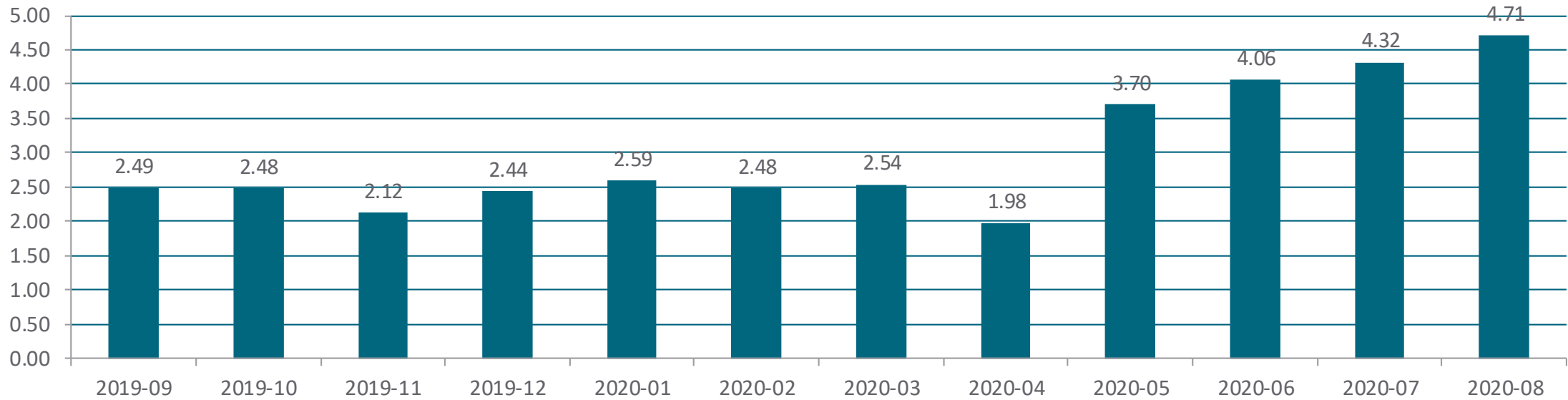
Employee Wellness Program Participation Summary

Healthy@Harris Wellness Program	Program YTD (September 1, 2020 - August 31, 2021)
Average # of wellness activities per participant	32
Total # of participants engaged in wellness program during time period	12,906
# of all participants who completed 1 or more wellness activities	12,904
# of all Employees (regardless of medical plan status) and spouses on the medical plan	10,034
% of all Employees engaged (regardless of medical plan status) and spouses on the medical plan	128.62%
# who participated in 9 or more wellness activities	7,733
% of total who participated in >= 9 wellness activities	59.92%
# of medical plan participants who completed 1 or more wellness activities	8,636
% of medical plan participants engaged in one or more wellness activities	94.69%
# of medical plan participants who completed 9 or more wellness activities	6,640
% of medical plan participants who completed 9 or more wellness activities	72.81%

- 94.69% all eligible medical plan participants completed ≥ 1 program or activity in FY23; a 2.15% increase over FY22 (92.54%)
- 128.62% (12,904/10,034) of all employees (regardless of medical plan status) and covered spouses completed ≥ 1 program or activity in FY23. This includes all full-time, part-time and temporary employees and Spouses
- 59.92% of all Wellness Participants completed 9 or more activities during the current program year in FY23. This includes all employees and spouses regardless of medical plan status.
- 72.81% of all eligible Medical Plan participants (9,707) completed 9 or more wellness activities during the current program year.

Monthly Activities

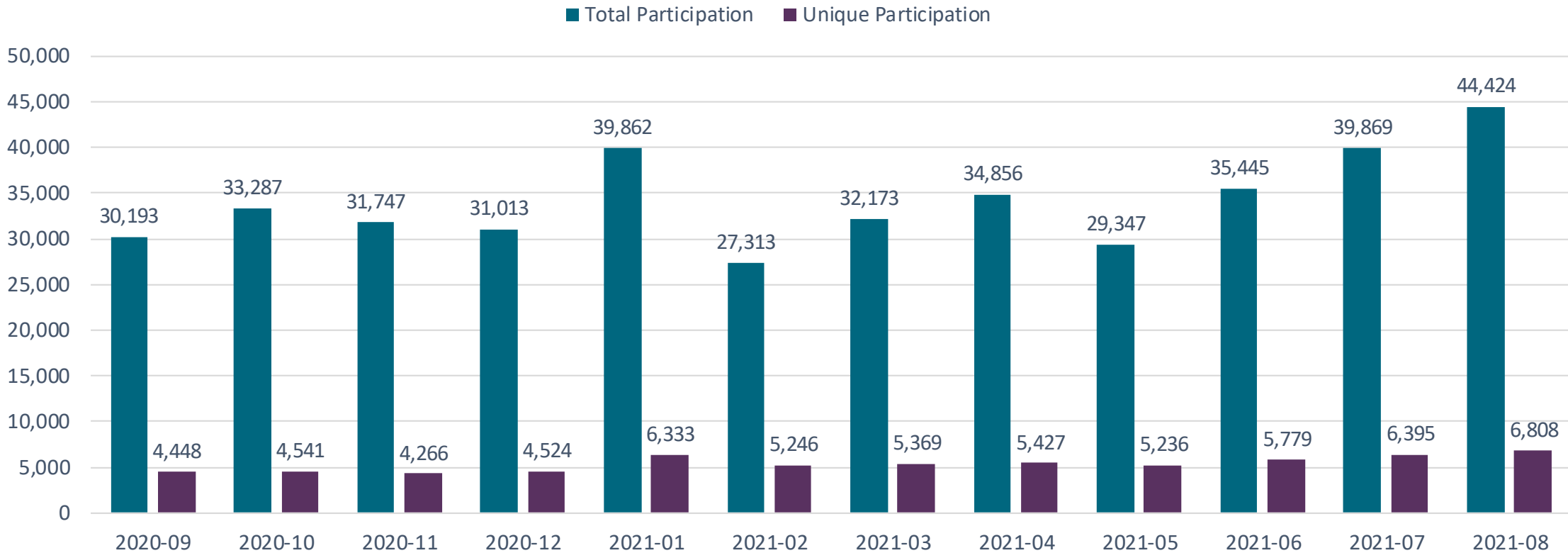
Average activities per eligible participant (n=9,707)



- Participants completed an average of 32 wellness activities per person in FY23
- 128.62% of all employees (regardless of medical plan status) and covered spouses completed a wellness activity during the current program year. This includes all full-time, part-time and temporary employees and Spouses.
- 94.69% all eligible medical plan participants completed ≥ 1 program or activity in FY23; a 2.15% increase over FY22 (92.54%)

FY23 Wellness Program Engagement by Month

FY23 Program Engagement by Month



- Total Number of unique participants: 12,906
- 17.44 % increase in engagement over prior program year

Data source: Employee Wellness FY23 Program Year-End Access Report September 1, 2020 through August 31, 2021 (Effective towards FY23 Premium Rewards Program). All data from vendor partners are loaded into Access (Cigna Custom MotivateMe Report; Wondr Health Reports; Livongo Activation and Usage Reports, Fitbit etc.)

Population Health Results

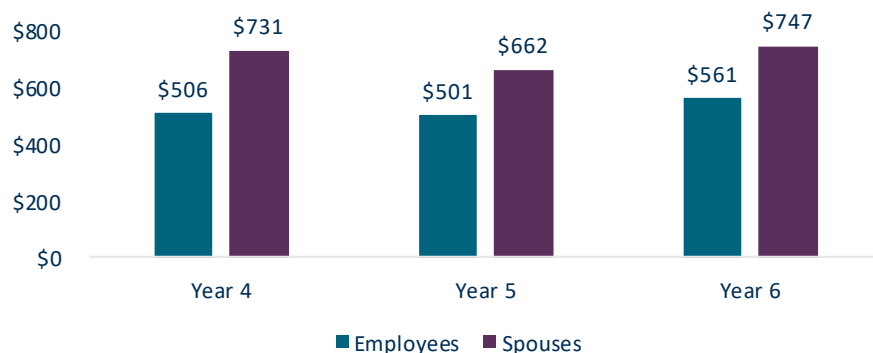
Population Health & Wellness - Active Employees

Population Health Status

Prospective Risk Score	Incurred 9/2018 – 8/2019, Paid through 11/2019	Incurred 9/2019 – 8/2020, Paid through 10/2020	Incurred 9/2020 – 8/2021, Paid through 10/2021	Trend
Employees	1.58	1.53	1.45	↓ .08
Spouses	1.86	1.79	1.75	↓ .04

Average Per Member Per Month (PMPM) Medial & Rx Claims	Incurred 9/2018 – 8/2019, Paid through 11/2019	Incurred 9/2019 – 8/2020, Paid through 10/2020	Incurred 9/2020 – 8/2021, Paid through 10/2021	Trend	Trend
Employees	\$506	\$501	\$561	↑ 12.0%	↑ \$60.05 PMPM
Spouses	\$731	\$662	\$747	↑ 12.8%	↑ \$84.53 PMPM

Average Per Member Per Month (PMPM) Medial & Rx Claims



- Reduced Prospective Risk by .08 for Employees and by .04 for spouses
- Although we saw a reduction in risk for spouses from the prior year, they continue to cost the organization more than employees, making it important to engage them in plan programs as well.

Data source: IDAP; incurred September 2018 – August 2019, paid through November 2019; incurred September 2019 – August 2020, paid through October 2020; incurred September 2020 – August 2021, paid through October 2021. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs.

Population Health Statistics

Chronic Conditions

Top 3 Chronic Conditions	Sept 2018 – August 2019			Sept 2019 – August 2020			Sept 2020 – August 2021			Trends in Prevalence	Trends Cost
	% Prevalence	#	Average Paid Per Claimant	% Prevalence	#	Average Paid Per Claimant	% Prevalence	#	Average Paid Per Claimant		
Hypertension	17.1%	2,824	\$11,056	18.1%	3,040	\$10,762	17.9%	3,126	\$14,401	↓ 1.1%	↑ 25.3%
Diabetes	10.5%	1,729	\$13,934	10.0%	1,673	\$12,354	10.0%	1,749	\$17,557	0.00%	↑ 29.6%
Hyperlipidemia	11.4%	1,890	\$9,359	14.0%	2,358	\$10,857	14.3%	2,498	\$14,778	↑ 2.1%	↑ 26.5%

Actions:

- Programs to improve or eliminate chronic conditions;
 - Wondr Health™ updated eligibility criteria due to launch of Livongo DPP and changed to continuous enrollment. We had a total of 9 unique participants that completed a total of 1,606 classes)
 - Livongo Diabetes Management Program: 57% enrolled as of December 2021 (1,024 members enrolled out of 1,799 people identified with Diabetes)
 - Livongo Hypertension Management Program: 47% enrolled as December 2021 (1,575 members enrolled out of 3,322 people identified with Hypertension)
 - Livongo Diabetes Prevention Program: 25% enrolled as of December 2021 (437 members enrolled out of 1,732 people identified with Pre-Diabetes)
 - On-site classes, workshops etc.
- Continue to promote relationship with PCP to increase annual physical rate and physician involvement in Chronic Condition Management
- Fourth year spouses included in program requirements for FY23 premium rewards thus increasing spouse engagement and identification of health issues

Data source: IDAP; incurred September 2018 – August 2019, paid through November 2019; incurred September 2019 – August 2020, paid through October 2020; incurred September 2020 – August 2021, paid through October 2021. Excluding post-65 retirees, Grandfathered disabled & COBRA. Does not include capitated costs.

Population Health Statistics

Preventive Care Statistics

Preventive Screenings	Sept 2018 – August 2019				Sept 2019 – August 2020				Sept 2020 – August 2021				EE Trend	SP Trend
	Compliance Rate - EE	Eligible EE*	Compliance Rate - Spouse	Eligible Spouse	Compliance Rate – EE*	Eligible EE	Compliance Rate - Spouse	Eligible Spouse	Compliance Rate – EE*	Eligible EE	Compliance Rate - Spouse	Eligible Spouse		
Annual Physical	80.90%	8,326	74.30%	1,721	63.30%	8,885	60.00%	1,802	72.54%	9,713	67.20%	1,994	15%	12%
Mammogram	83.60%	3,843	75.70%	382	79.80%	3,943	74.70%	379	81.01%	4,019	71.14%	401	2%	-5%
Cervical Cancer Screening	90.50%	5,837	86.90%	503	87.00%	5,986	60%	503	88.75%	5,850	83.21%	524	2%	39%
Colorectal Screening	50.00%	3,108	50.70%	833	50.30%	3,148	49.10%	801	63.67%	4,266	58.44%	1,102	27%	19%
Prostate Screening*	43%	1,212	51%	912	75.20%	751	82.40%	598	77.76%	814	78.96%	613	3%	-4%

*2020 Prostate Screening criteria updated: Males age greater than 49 with PSA test in last 24 months

** Preventive screenings likely impacted by Covid Pandemic

Preventive care utilization for employees and spouses was 89.25%, an increase of 16% over the prior program year

Notes:
Employee compliance includes participants was not eligible for premium rewards (PPACA participants etc.). 96.34% of eligible employees and spouses completed a physical

Population Health Statistics

Preventive Care Statistics

Preventive Screenings	Sept 2018 – August 2019					Sept 2019 – August 2020					Trend
	Compliance Rate - EE	Eligible EE	Compliance Rate - Dependents	Eligible Dependents	Total Compliance Rate (EE & Dep)	Compliance Rate - EE	Eligible EE	Compliance Rate - Spouse	Eligible Spouses	Total Compliance Rate (EE & Dep)	
Annual Dental Exam	26.8%	8,764	27.2%	2,034	26.9%	21%	8,633	30%	1,707	22.3%	↓ 4.6%
Annual Vision Exam	37%	10,215	33%	2,562	36.2%	39%	10,546	37%	2,619	39%	↑ 7.7%

Population Health Statistics

Metabolic Syndrome

Risk Factors	<u>Prospective Risk Score: 1.19</u>	2021 Prevalence
Fasting glucose \geq 100 mg/dL or on medicine to treat high glucose		26%
Blood Pressure \geq 130/85 mmHg or on medicine to treat high blood pressure		12.1%
HDL (men $<$ 40 mg/dL and women $<$ 50 mg/dL) or on medicine to treat low HDL		29%
Triglycerides \geq 150 mg/dL or on medicine to treat high triglycerides		18%
Large Waist (males $>$ 40", females $>$ 35")		38%

Actions:

- Livongo Diabetes Prevention Program
- Wondr Health™ engagement
- Nurse outreach
- PCP visits and clinical management
- Well Powered Living Program
- Wellness Workshops
- Healthy cooking classes

- 410 members (8% of total population meet Metabolic Syndrome criteria (3 out of 5 risk factors); a minimal increase of 0.49% from prior year.*
- The average cost of a member with Metabolic Syndrome (Med & Rx) is \$34,338 per year, versus \$25,024 per year for a member without Metabolic Syndrome.
- Potential cost avoidance = \$3,818,634 (410* \$9,314)

Population Health Statistics-Biometrics Risks

Biometric	Biometric Description	Sept 2019 – August 2020			Sept 2020 – August 2021			Trends
		% At risk	% High Risk	%Total (At Risk + High Risk)	% At risk	% High Risk	%Total (At Risk + High Risk)	
BMI	At Risk: 25-29 High risk: ≥ 30	28%	41%	70%	27%	44%	71%	↑ 1%
Waist Circumference	Women: ≥ 35 inches Men: ≥ 40 inches	43%	--	43%	38%	--	38%	↓ -5%
Cholesterol	At Risk: 200-239 mg/dL High Risk: ≥ 240 mg/dL	23%	7%	30%	25%	8%	33%	↑ 3%
HDL	Women: < 50 mg/dL Men: < 40 mg/dL	28%	--	28%	28%	--	28%	→ 0%
LDL	At Risk: ≥ 100 mg/dL High Risk: ≥ 160 mg/dL	55%	6%	60%	60%	7%	67%	↑ 7%
Triglycerides	At Risk: ≥ 150 mg/dL High Risk: ≥ 200 mg/dL	18%	8%	27%	17%	7%	24%	↓ -3%
Glucose [Fasting]	At-Risk: 100-125 mg/dL High-Risk: ≥ 126 mg/dL	17.7%	7.5%	25%	17.8%	7.8%	25.5%	↑ .5%
Blood Pressure	At-Risk: $\geq 120/80$ High-Risk: $\geq 140/90$	30%	4%	34%	32%	4%	36%	↑ 2%

Data sources: IDAP, HRA/Biometrics Report; incurred September 2019 – August 2020, paid through October 2020; incurred September 2020 – August 2021, paid through October 2021. Excluding post-65 retirees & COBRA.

Population Health Statistics-Lifestyle Risks

		Sept 2019 – August 2020			Sept 2020 – August 2021			
Biometric	Biometric Description	% At risk	% High Risk	% Total (At Risk + High Risk)	% At risk	% High Risk	% Total (At Risk + High Risk)	Trends
Physical Activity*	At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	64.1%	6.9%	71.0%	64.7%	7.7%	72.4%	↑ 1.97%
Tobacco Use*	High Risk: Current Tobacco user		4.1%	4.1%		4.0%	4.0%	↓ -2.4%
Nutrition*	At Risk: 1-2 servings of fruit, vegetables & high fiber foods/day High Risk: Rarely or never eats fruit, vegetables & high fiber foods/day	37.9%	2.7%	40.7%	40.4%	13.7%	54.1%	↑ 33.0%
Stress*	At Risk: Sometimes stressed High Risk: High Stress	32%	7%	39%	33%	8%	42%	↑ 7.6%

*Although the data collected above is self-reported, it still gives insight into the habits of the population.

- Key Insights:
 - Increasing physical activity is effective in lowering the prevalence of cardiovascular disease, certain cancers, diabetes and certain mental and nervous disorders.
 - Poor Nutrition is one of the primary unhealthy lifestyle behaviors contributing to hypertension in working age adults

Employee/Retiree versus Spouse Cost & Risk Analysis

Demographics

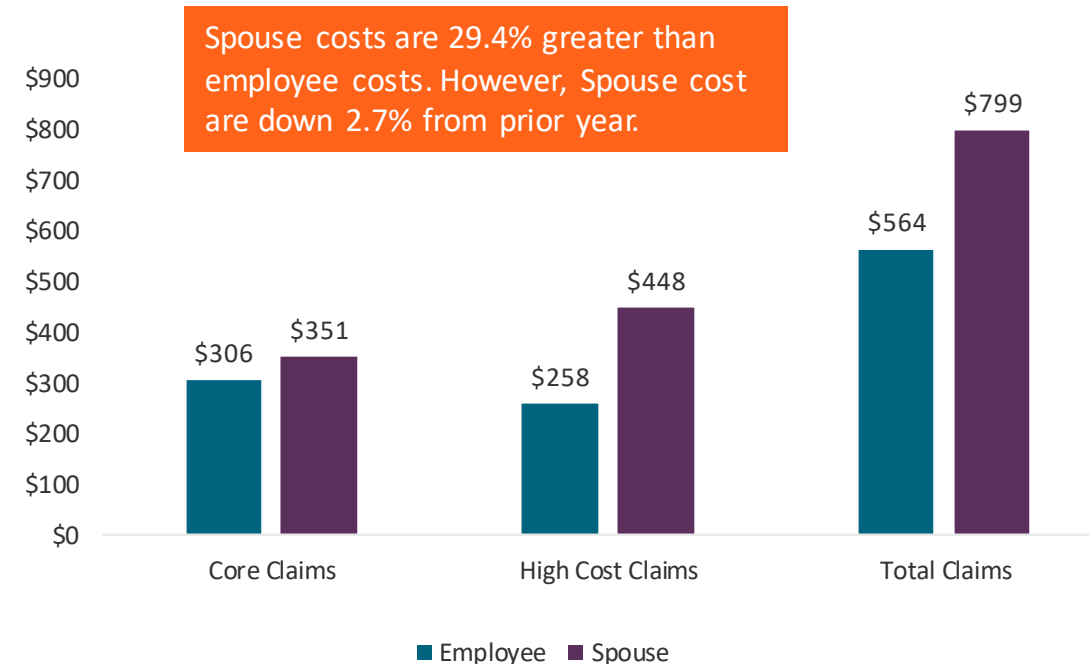
	Age	% Female	Prospective Risk Score
Employee	44.7	76.7%	1.45
Spouse	49.6	31.7%	1.75

Average risk score is 1.60

Chronic Conditions (Program Year)

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	33%	598	28%	2,493
Diabetes	21%	374	15%	1,333
Hyperlipidemia	29%	532	21%	1,892

Cost Per Member Per Month PMPM



Actions:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Livongo Diabetes Prevention Program
- Wondr Health™ Weight Management Program
- Required spouse engagement for Premium Rewards Program

Chronic Conditions Prevalence – Employee Population

Chronic Condition	FY22: Sep 2019 through Aug 2020		FY23: Sep 2020 through Aug 2021		Trend FY23 vs FY 22
	# With Condition	% of Members	# With Condition	% of Members	
Hypertension	2,233	30.30%	2758	30.09%	8.94%
Metabolic Disorders	2,201	29.86%	2776	30.29%	11.84%
Hyperlipidemia	1,661	22.54%	2119	23.12%	13.38%
Diabetes	1,146	15.55%	1488	16.23%	11.27%
Blood Disorders	774	10.50%	973	10.62%	7.66%
Morbid Obesity	694	9.42%	876	9.56%	9.85%
Lower Back Pain	538	7.30%	761	8.30%	13.11%
Asthma	341	4.63%	456	4.97%	6.07%
Osteoarthritis	376	5.10%	483	5.27%	16.07%
Depression	341	4.63%	461	5.03%	11.52%
Chronic Pain	324	4.40%	461	5.03%	14.05%
Cancer	223	3.03%	289	3.15%	9.48%
Liver Diseases	235	3.19%	276	3.01%	7.93%
CAD	158	2.14%	233	2.54%	20.47%
CKD	119	1.61%	159	1.73%	12.64%
Congestive Heart Failure	77	1.04%	109	1.19%	18.92%
Rheumatoid Arthritis	71	0.96%	104	1.13%	23.33%
Peripheral Vascular Disease	76	1.03%	92	1.00%	16.71%
ADHD	60	0.81%	75	0.82%	1.02%
HIV/AIDS	59	0.80%	83	0.91%	14.62%
Atrial Fibrillation	48	0.65%	70	0.76%	19.33%
COPD	49	0.66%	66	0.72%	14.29%
Inflammatory Bowel Disease	29	0.39%	41	0.45%	4.02%
Metabolic Syndrome	29	0.39%	41	0.45%	11.83%
Sickle Cell Disease	18	0.24%	29	0.32%	9.10%
Affective Psychosis	25	0.34%	27	0.29%	13.29%
Eating Disorders	14	0.19%	29	0.32%	31.83%
Immune Disorders	10	0.14%	20	0.22%	-0.82%
Paralysis Other	15	0.20%	25	0.27%	29.88%
Demyelinating Diseases	13	0.18%	17	0.19%	3.04%

The average prevalence of all chronic conditions listed for the EE population is 12.82% compared to a reported decrease of -0.61% in FY22. The significant swing in data is likely a direct results of the lack of access to care in 2020 compared to 2021.

As access to care has returned, we anticipate normalized data for FY24.

Note: 2021 data likely skewed due to the 2020 impact to access and availability of healthcare during the Covid-19 Pandemic.

Environment & Culture

Environment and Culture

- 89.72% of employees believe that Harris Health System cares about their health and well-being, a 3.43% increase from the prior year.
- 88.75% of employees believe there is a culture of health and wellness within Harris Health System, a 2.17% increase from the prior program year.

Harris Health System Employee Wellness Survey 2021

TOPIC	2017	2018	2019	2020	2021	Trend
Harris Health System cares about the health and well-being of employees.	80.32%	88.54%	89.87%	86.29%	89.72%	↑ 3.43%
There is a culture of health and wellness within Harris Health System.	75.54%	86.30%	87.38%	86.58%	88.75%	↑ 2.17%
The managers in my department support employees' participation in the wellness program.	N/A	74.42%	77.36%	76.16%	74.07%	↓ -2.09%
The managers in my department care about the health and well-being of employees.	N/A	77.50%	78.18%	78.60%	79.20%	↑ 0.60%

Survey Data

2017 total survey responses: 2,206	Survey conducted 5/5/17-6/7/17 (with Benefits)
2018 total survey responses: 3,562	Survey conducted 3/30/18-4/30/18
2019 total survey responses: 4,670	Survey conducted 3/30/19-4/30/19
2020 total survey responses: 4,324	Survey conducted: 3/30/2020 - 4/30/2020
2021 Total Survey Responses: 1,829	Survey conducted 3/30/2021-4/30/2021

Note: Data collected and impacted by the 2021 Covid-19 Pandemic

Employee Wellness Program Satisfaction

Wellness Program Satisfaction

- 89.16% of employees are satisfied with the Wellness Program, a 3.26% increase from the prior program year.

Harris Health System Employee Wellness Survey 2021							
TOPIC	2017	2018	2019	2020	2021	Trend	
Satisfaction with the overall wellness program (good or excellent)	55.58%	82.19%	89.03%	85.90%	89.16%	↑	3.26%
The wellness program has helped me improve my overall health.	57.04%	76.38%	80.21%	79.38%	80.07%	↑	0.69%
The wellness program has helped me feel more confident about making decisions about my health.	56.77%	77.59%	82.12%	79.99%	82.07%	↑	2.08%
The wellness program has helped me increase my readiness to make positive health behavior changes.	58.53%	79.80%	84.13%	82.41%	84.30%	↑	1.89%
I have made at least one significant health behavior change since participating in the wellness program.	57.94%	81.00%	84.13%	81.14%	82.09%	↑	0.95%
The wellness program has helped me be more productive when I'm NOT at work.	52.15%	70.89%	74.95%	73.69%	72.60%	↓	-1.09%
The wellness program has been of value to my spouse or others in my family.	42.26%	64.05%	72.56%	65.83%	65.52%	↓	-0.31%
The wellness program has led to improved quality of life for me and/or my family.	52.97%	73.23%	79.24%	76.90%	77.91%	↑	1.01%
The wellness program is a valuable part of my employee benefits.	59.77%	82.19%	87.23%	85.71%	87.09%	↑	1.38%
I have gained knowledge and/or skills from the wellness program that I use in my everyday life.	N/A	79.46%	84.56%	82.52%	83.81%	↑	1.29%

Survey Data	
2017 total survey responses: 2,206	Survey conducted 5/5/17-6/7/17 (with Benefits)
2018 total survey responses: 3,562	Survey conducted 3/30/18-4/30/18
2019 total survey responses: 4,670	Survey conducted 3/30/19-4/30/19
2020 total survey responses: 4,324	Survey conducted: 3/30/2020 - 4/30/2020
2021 Total Survey Responses: 1,829	Survey conducted 3/30/2021-4/30/2021

Note: Data collected and impacted by the 2021 Covid-19 Pandemic

Wellness Program Satisfaction

Harris Health System Employee Wellness Survey 2021

Satisfaction with Specific Programs and Resources	2017	2018	2019	2020	2021	Trend
Premium Rewards Program	N/A	77.70%	79.41%	84.56%	86.64%	↑ 2.08%
Telephonic Health Coaching	N/A	68.17%	74.38%	78.10%	79.58%	↑ 1.48%
In-person Health Coaching	N/A	67.63%	73.80%	75.30%	72.08%	↓ -3.22%
Cigna Online Chronic Condition Coaching	N/A	71.08%	75.28%	78.13%	79.07%	↑ 0.94%
Livongo Diabetes Management Program	N/A	73.10%	79.98%	80.90%	82.72%	↑ 1.82%
Livongo Free Diabetes Medication Program	N/A	N/A	78.29%	80.90%	77.43%	↓ -3.47%
Livongo Hypertension Management Program	N/A	N/A	80.04%	80.74%	82.96%	↑ 2.22%
Livongo Free Hypertension Medication Program	N/A	N/A	N/A	N/A	73.82%	
Livongo Diabetes Prevention Program	N/A	N/A	N/A	79.78%	79.11%	↓ -0.67%
Wondr Weight Management Program	N/A	75.64%	77.82%	78.51%	77.06%	↓ -1.45%
Well Powered Living Program	N/A	74.31%	80.76%	84.22%	86.18%	↑ 1.96%
Online Wellness Challenges	N/A	81.25%	85.43%	85.87%	87.47%	↑ 1.60%
EAP Webinars	N/A	73.96%	83.02%	86.25%	87.05%	↑ 0.80%
Healthy Knowledge Seminars	N/A	82.85%	84.94%	88.91%	90.56%	↑ 1.65%
Employee Wellness Workshops				85.63%	89.54%	↑ 3.91%
Relaxathons	N/A	79.44%	85.09%	85.13%	85.85%	↑ 0.72%
Poker Walks	N/A	79.44%	85.09%	82.00%	N/A	
Field Day	N/A	79.44%	85.09%	78.95%	N/A	
Hess Houston Corporate 5K	N/A	79.44%	85.09%	75.15%	N/A	
Other Special Events-Med Center Run, AHA Walk	N/A	79.44%	85.09%	80.60%	84.13%	↑ 3.53%
Explore & Learn Booths	N/A	77.45%	83.23%	83.67%	83.43%	↓ -0.24%
Group Exercise Classes	N/A	78.34%	79.91%	81.68%	84.76%	↑ 3.08%
Recreational Sports	N/A	77.27%	79.14%	79.24%	79.68%	↑ 0.44%
15 Minute Virtual Stretches	N/A	N/A	N/A	N/A	89.25%	
30 Minute Virtual Walks	N/A	N/A	N/A	N/A	86.91%	
Fitbit	N/A	N/A	N/A	86.65%	87.90%	↑ 1.25%
Healthy Cooking Classes	N/A	80.96%	83.28%	83.30%	84.94%	↑ 1.64%
Healthy Wage Weight Loss Contest	N/A	75.86%	N/A	77.19%	74.93%	↓ -2.26%
Cigna Healthy Pregnancy, Healthy Baby Program	N/A	70.50%	74.56%	76.07%	75.52%	↓ -0.55%
Employee Assistance Program through FEI	N/A	75.31%	79.54%	78.22%	80.22%	↑ 2.00%
Gardening at LBJ or Fournace	N/A	N/A	N/A	N/A	76.57%	
eLearning Wellness Classes and Workshops (LMS)	N/A	N/A	N/A	N/A	88.84%	
Lactation Rooms	N/A	N/A	N/A	N/A	71.13%	

Note: Data collected and impacted by the 2021 Covid-19 Pandemic

Data sources: Employee Wellness Survey via Survey Monkey 2017, 2018, 2019, 2020 and 2021

Wellness Program Needs & Interests

Harris Health System Employee Wellness Survey 2021

Needs & Interests	2017	2018	2019	2020	2021	Trend	
Please rate your level of interest in having more healthy food options at work	N/A	N/A	N/A	79.26%	79.32%	↑	0.06%
If you were interested in making a lifestyle change such as losing weight, starting an exercise program, eating better, etc. Which of the following program styles would you be most likely to participate? Select two.							
In person health coaching with a health professional, dietitian or personal trainer	37.80%	45.94%	41.51%	37.67%	37.36%	↓	-0.31%
Online health activity tracking challenge	32.20%	41.92%	42.34%	47.27%	47.44%	↑	0.17%
Online self-directed lifestyle program	29.20%	37.61%	33.42%	33.40%	34.89%	↑	1.49%
Onsite program with group support	21.70%	35.02%	30.66%	25.09%	22.97%	↓	-2.12%
Smart Phone program / Application with texting and personalized support	21.30%	29.55%	36.41%	42.26%	43.87%	↑	1.61%
Medically-based program led by my physician or other qualified medical professional	18.90%	23.73%	22.32%	25.02%	25.57%	↑	0.55%
Individual telephonic health coaching with a health professional	21.50%	19.39%	18.93%	20.86%	23.55%	↑	2.69%

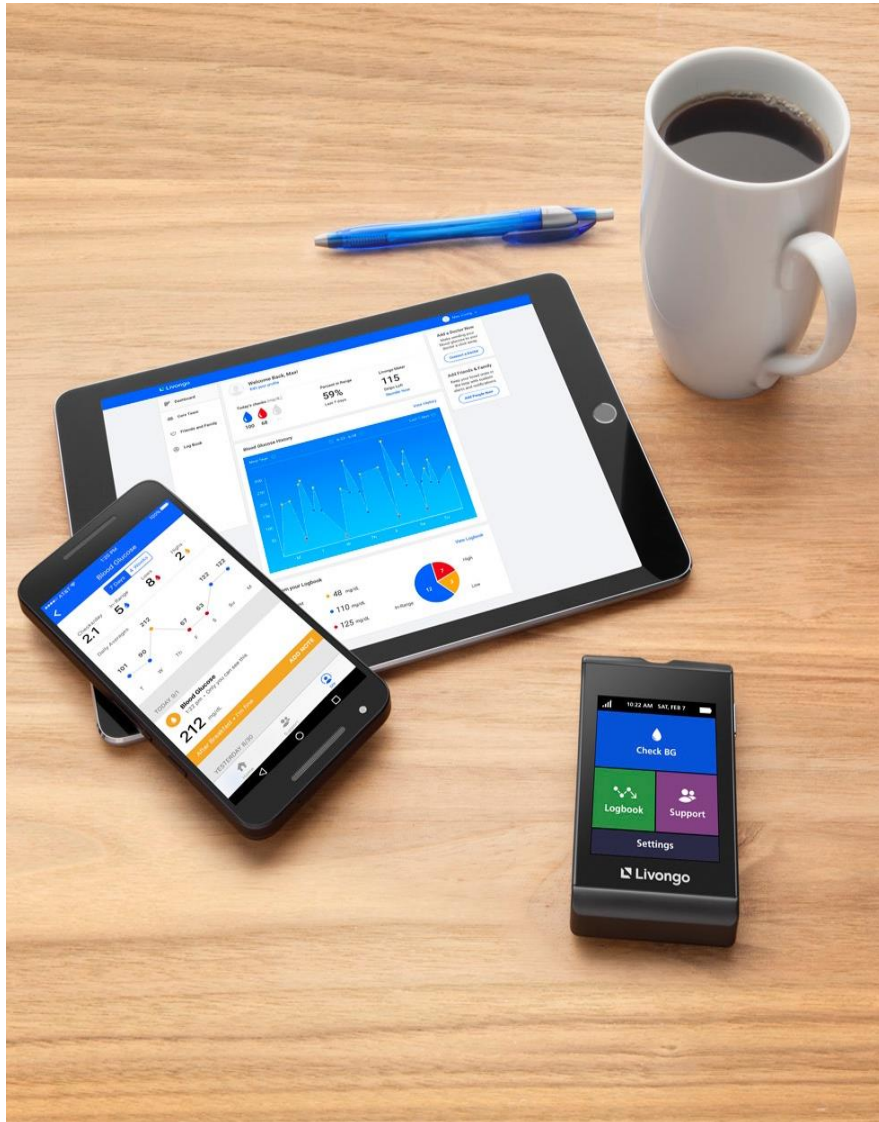
Note: Data collected and impacted by the 2021 Covid-19 Pandemic

Livongo Diabetes Management Program

Livongo Diabetes Management Program

- Program designed to empower participants with the latest technology, information and coaching to more effectively manage their diabetes.
- Livongo is FREE program provided to Harris Health System employees, spouses and pre-65 retirees who have Diabetes and are enrolled in the Harris Health System Medical Plan. The program empowers people with Diabetes to live a better life.
- Our Goals:
 - Achieve $\geq 40\%$ enrollment and engagement in the Livongo Diabetes Management Program.
 - Program year enrollment =55%
 - Decrease ER visits and complications associated with Diabetes
 - On average, diabetics participating in Livongo are 1.2x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 3x less likely to have inpatient days compared to non-participants.
 - Improve number of glucose checks as well as number of time glucose readings are in range
 - Harris Health members are 28% less likely on average to have days with hypoglycemic readings.
 - Achieve HbA1c reductions of $\geq 1\%$
 - The average HbA1c of all participants in Livongo decreased by .18. The average HbA1c for participants with an average HbA1c ≥ 9 decreased by .10. Reductions are correlated to cost savings and reduced health risks
 - Average eHbA1c of Livongo participants enrolled at least 6-months and were uncontrolled at enrollment had a decrease of 1.46% participant
 - Increase the percentage of the diabetic population that has an HbA1c in the well-managed range ($< 7\%$)
 - 73.3% of all diabetics are in good diabetic control $<7\%$; an increase of 26.3% since baseline (47% were in good diabetic control)
 - Improve clinical compliance with HEDIS measures and the Diabetes Standards of Care
 - Improved
 - Achieve positive participant feedback that Livongo is easy to use and is a valuable resource in better self management.
 - Net promoter score of 78+; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost is:
 - Year 1: 1.2x ROI \$38 PMPM
 - Year 2: 1.9x ROI \$58 PMPM
 - Year 3: 2.1x ROI \$65 PMPM
 - Year 4: 4.3x ROI \$135 PMPM; a total savings of \$1,663,740

Livongo Diabetes Management Program



The Livongo Diabetes Management Program includes:

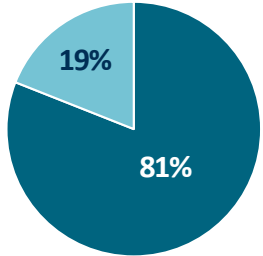
- A two-way, smart blood glucose meter
- Instant, personalized tips with each blood glucose check
- Real-time support when participants are out of range
 - Within 3 minutes of high or low glucose reading a Livongo member has electronically been given immediate action to treat and they receive a call from a Certified Diabetes Educator who can assist 24/7/365.
- Free test strips and supplies mailed directly to member's home
- Test strip reordering, right from the meter
- Optional Family alerts keep everyone in the loop
- Data Sharing with Family and Health Providers directly from the meter, app or portal
- Automatic uploads for better reporting and management
- Unlimited, personalized coaching
- Informative resources and learning tools help participants improve their lifestyle, manage their Diabetes and improve their health
- Available via desktop, laptop or mobile device including apps for both iPhone and Android devices

Livongo Diabetes Management Executive Summary

- **Engagement:**
 - Achieved 55% participation in Livongo Diabetes Management Program during the program year compared to Livongo’s BOB of 36%
 - 44% of Members engaged in both the Livongo Diabetes Management Program and Hypertension Management Program
- **Cost Savings:**
 - Diabetics Participating in Livongo cost 17% less than non participants; a difference of \$262 PMPM; a total difference of \$3,018,240 per year.
 - Participants engaged in Livongo have increased their costs by 25.39% during the pandemic; \$255 PMPM; totaling \$2,937,600. This includes all costs including Covid-19.
- **Decreased ER visits and inpatient days:**
 - On average, diabetics participating in Livongo are 1.2x less likely to have an ER visit.
 - On average, Diabetics participating in Livongo are 3x less likely to have inpatient days compared to non-participants.
- **Clinical Results:**
 - Prospective risk score is 0.49 greater in Livongo Participants versus non-participants; opportunity for impact
 - Livongo participants are achieving clinical compliance. Greatest opportunity is with annual dilated eye exams (72%). Annual Exams: Foot exam (92%), HbA1c (98%), Lipid profile (96%), LDL-C (96%), Flu vaccine (86%) and preventive visit (93%).
 - Livongo participants are achieving higher clinical compliance with HEDIS measures and the Diabetes Standards of Care than non-participants
 - 44.5% of Livongo participants are in good diabetic control (<7%); a 2.5% decrease from the prior program year
 - 36.3% of Livongo participants are in moderate diabetic control (7%-9%); a 1.3% increase over the prior program year
 - 19.2% of Livongo participants are in in poor diabetic control (≥9%); a 1.1% increase over the prior program year
 - The average HbA1c of all participants in Livongo decreased by .18.
 - The average HbA1c for participants with an average HbA1c ≥ 9 decreased by .10. Reductions are correlated to cost savings and reduced health risks
 - Harris Health participants who were uncontrolled (>7%) experienced a **1.46% decrease in eHbA1c** from the self reported values at registration
 - Livongo Participants had a 2% increase in biometric clinical risks
- **Empowerment & Satisfaction:**
 - Livongo participants have a Net Promoter Score (NPS) of +75 compared to NPS of 68 for Livongo’s BOB and a NPS of 12 for health plans. This demonstrates that HHS participants recommend Livongo and are satisfied with the program.
 - 87.8% of members feel more empowered in their diabetes management
 - 36% of Livongo members feel less distress in their chronic disease management
- **ROI and VOI:**
 - Pooled ROI for medical and Rx cost is:
 - Year 1: 1.2x ROI \$38 PMPM
 - Year 2: 1.9x ROI \$58 PMPM
 - Year 3: 2.1x ROI \$65 PMPM
 - Year 4: 4.3x ROI \$135 PMPM; a total savings of \$1,663,740
 - Clinical health improvements, high participant satisfaction

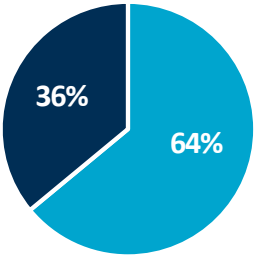
Livongo Diabetes Management Program Demographics

Membership



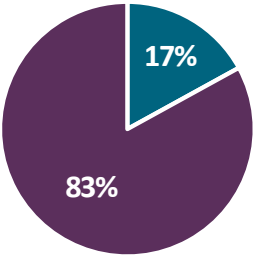
■ Employee ■ Spouse

Gender



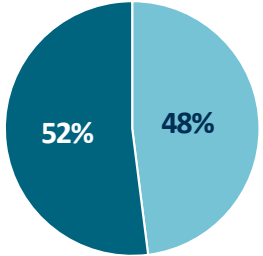
■ Female ■ Male

Age



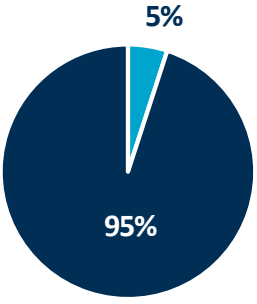
■ 18-44 ■ 45-64

Program



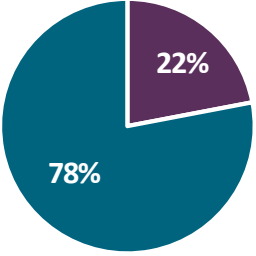
■ Diabetes Only ■ Diabetes & Hypertension

Diabetes Type



■ Type 1 ■ Type 2

Insulin



■ Use Insulin ■ No Insulin

Diabetic versus Non Diabetic Cost & Risk Analysis

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Hypertension	33%	598	28%	2,493
Diabetes	21%	374	15%	1,333
Hyperlipidemia	29%	532	21%	1,892

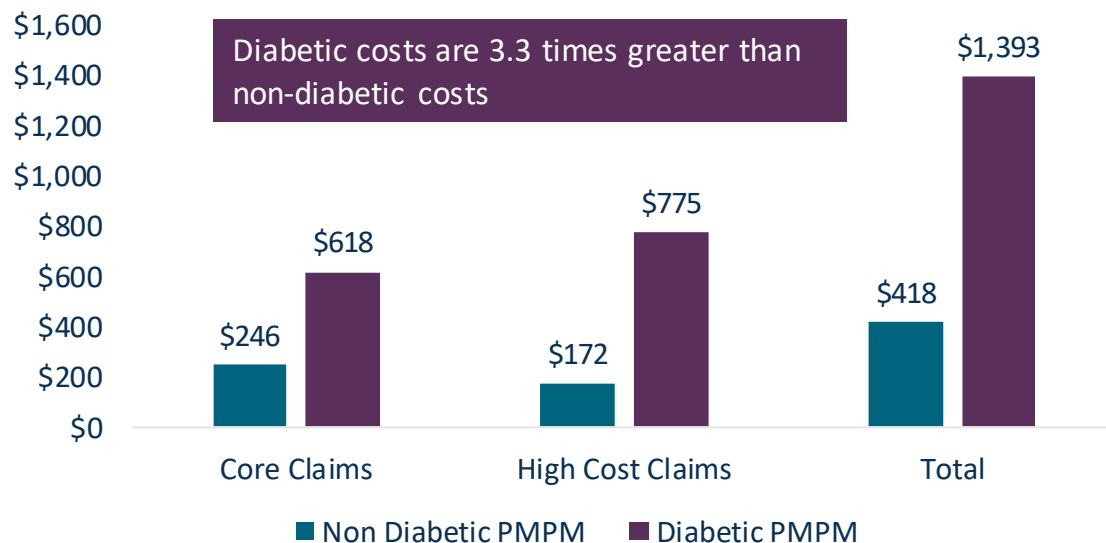
* Prevalence includes employee and spouse populations only

	Diabetic # of ER Visits	Diabetic ER Spend
Diabetic	841	\$1,300,221
Non-Diabetic	2,326	\$2,893,243

The number of diabetics that visited the ER increased 25.7% over prior program year. The costs increased 18.4% over prior program year.

Note: the number of visits and costs are for people with a Diabetes diagnosis but the visit but is not necessarily related to diabetes.

Cost Per Member Per Month PMPM



Top Diabetic Comorbidities	Diabetic Prevalence FY23*	Non-Diabetic Prevalence FY23*
Hypertension	65%	22%
Hyperlipidemia	65%	14%

* Prevalence includes employee and spouse populations only

Prevalence of hypertension and hyperlipidemia is on average 3.8 times higher, respectively, for diabetics versus non-diabetics. This has remained consistent with FY22.

Solutions Implemented:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Wondr Health™ (Pre-Diabetes, MetS, Overweight)
- Livongo Diabetes Prevention Program

Chronic Condition Population

Diabetes HEDIS Measures:

	LDL < 100 mg/dl	LDL Test in last 12 months	HbA1c in last 12 months	Poor Diabetic Control: HbA1c > 9%	Moderate Diabetic Control: HbA1c 7%-9%	Good Diabetic Control: HbA1c < 7%
% of Diabetic Members 18-75	55.2%	97.8%	92.9%	19.2%	36.3%	44.5%

Medication Adherence

	Diabetes-Livongo Participants	Diabetes-Non-Livongo Participants
Members/Utilizers	960	1,014
Average Proportion of Days Covered Total Utilizers	96.2%	87.4%

Livongo participants have a significantly higher PDC (96.2%) than non-participants (87.4%).

Diabetic Drug Utilization & Cost (All Medications**):

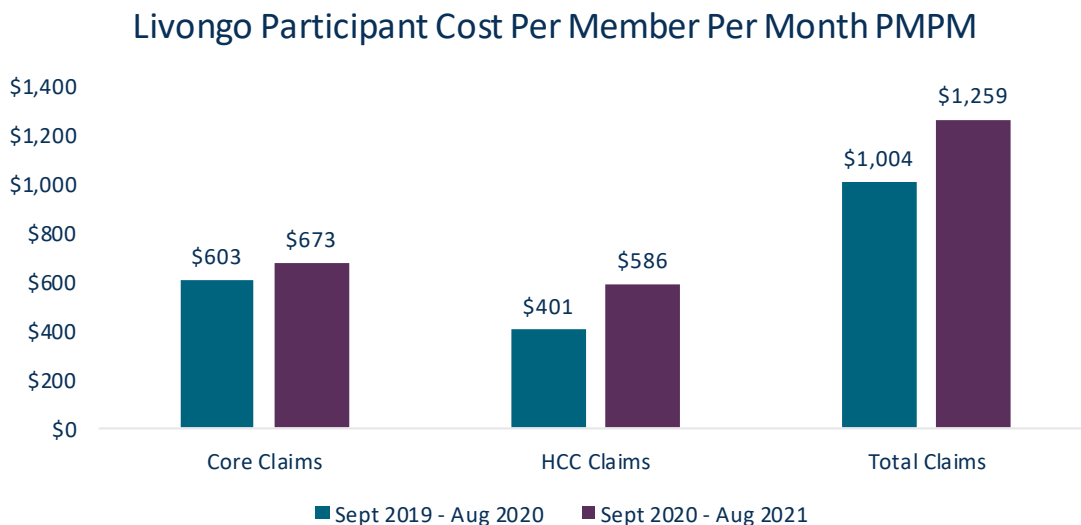
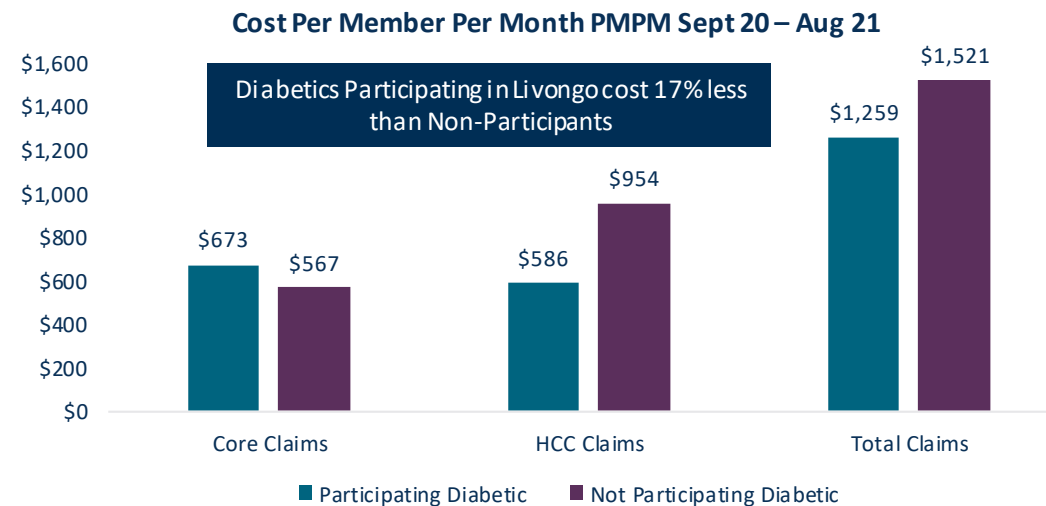
	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Sept 20 – Aug 21	1716	45,745	207.92	23.20	\$9,511,085

**Note: Includes all medications Diabetics are taking for inclusive of medications for other conditions such as hypertension as well as medications such as antibiotics, etc. EE & SP Only.

Diabetic Population – Livongo Participants

Participating in Livongo Diabetes	Count	%
Participating	960	49%
Not Participating	1,014	51%
Total	1,974	100%

47% Diabetics Engaged in Livongo during program year

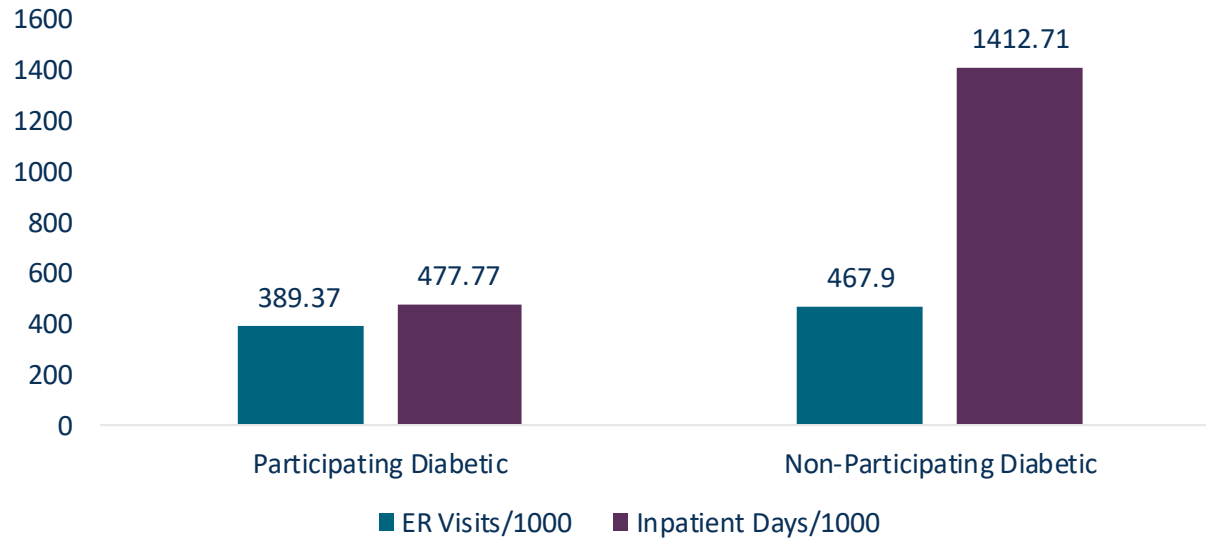


Prospective Risk Scores

Participating in Livongo	Count	Prospective Risk Score
Participating	960	3.43
Not Participating	1,014	2.94
Total	1,974	

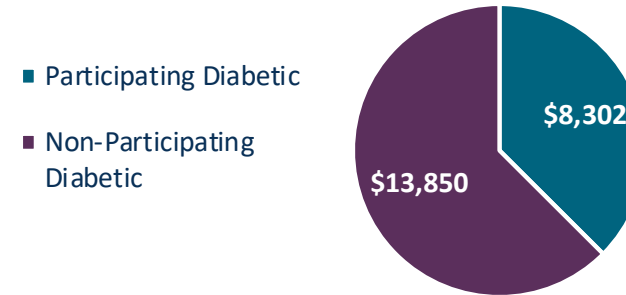
Diabetic Population – Livongo Participants

Livongo Diabetics: Participants vs. Non-Participants ER & In-Patient Days



On average, diabetics not participating in Livongo are 1.2x more likely to have an ER visit and nearly 3x more likely to have inpatient days

Avg Cost/Claimants



The average cost for diabetics not participating in Livongo is nearly 1.7x more than participating diabetics.

Avg Claim Cost



The average claim cost for diabetics not participating in Livongo is nearly 2x more than participating diabetics.

Diabetic Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	Percent Compliant – Livongo Total	Percent Compliant – Employee	Percent Compliant – Spouse
Annual dilated eye exam	72%	72%	70%
Annual foot exam	92%	91%	94%
Annual HbA1c exam	98%	97%	99%
Annual lipid profile	96%	96%	97%
Annual LDL-C screening	96%	96%	97%
Pneumonia vaccine*	None	None	None
Flu vaccine	86%	86%	90%
Preventive visit	93%	93%	92%

*Pneumonia vaccine administered once per lifetime, and is generally recommended to high risk diabetics, and diabetics over 65. Post-65 retirees do not participate in Livongo program

Greatest opportunity for improvement: Annual dilated eye exams.

Diabetic Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	Livongo – September 2019 – August 2020	Livongo – September 2020 – August 2021	Risk Shift
LDL < 100 mg/dL	60.6%	58.3%	↓ -2.3%
Total Cholesterol < 200 mg/dL	78.3%	78.7%	↑ 0.4%
HDL < 50 mg/dL for Females / < 40 mg/dL for Males	36.6%	37.1%	↑ 0.5%
Triglycerides < 150 mg/dL	67.2%	70.3%	↑ 3.1%
Glucose < 100 mg/dL	25.2%	22.9%	↓ -2.3%
Blood Pressure < 120/80 mm Hg	27.7%	26.9%	↓ -0.8%
HbA1C < 9%	80.4%	83.8%	↑ 3.4%

Overall, participants saw a 2% increase in risks

Diabetic Population – Livongo Participants

Diabetes HEDIS Measures for Livongo Participants:

	LDL < 100 mg/dl	LDL Test in last 24 months	HbA1c in last 12 months	Poor Diabetic Control: HbA1c > 9%	Moderate Diabetic Control: HbA1c 7%-9%	Good Diabetic Control: HbA1c < 7%
Diabetics participating in Livongo	58.2%	98.4%	95.8%	18.3%	39.7%	42.0%
Diabetics Not participating in Livongo	50.7%	97.0%	88.7%	20.8%	30.6%	48.6%

Livongo Participants:

- The average HbA1c of all participants in Livongo decreased by .18.
- The average HbA1c for participants with an average HbA1c ≥ 9 decreased by .10. Reductions are correlated to cost savings and reduced health risks
- Harris Health participants in Livongo experienced a 1.46% decrease in eHbA1c from the self reported values at registration
- Compliance with HEDIS measures are higher for Livongo participants than non-participants
- Livongo participants experienced a 2% in their biometric clinical risks
- The program is engaging diabetics who need assistance with self-management

All Diabetics:

- 42% of all diabetics are in good diabetic control <7%
- 65% of Diabetics also have hypertension
- 65% of Diabetics also have hyperlipidemia
- Prevalence of hypertension and hyperlipidemia is on average 3.8 times higher, respectively, for diabetics versus non-diabetics
- Diabetic costs are 3.3 times greater than non-diabetic costs

Solutions:

- Livongo Diabetes Management Program, Livongo Hypertension Management Program, Livongo Diabetes Prevention Program, Wondr Health™ (Weight Management) and Nutrition Counseling

Chronic Condition Population

Diabetic Drug Utilization & Cost by Livongo Engagement:

Sept 20 – Aug 21	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Diabetics participating in Livongo	953	29,098	\$247.51	\$19.86	\$7,202,080
Diabetics Not Participating in Livongo	1,016	24,238	\$164.84	\$27.50	\$3,995,299

Note: Diabetic medication specifically; excludes other non-diabetic medications participants may be taking

Diabetic Drug Utilization & Cost (All Medications):

Total Drug Utilization	Claimants	Total RXs	Average Drug Cost per RX	Average Member Paid Per RX	Total Plan Paid
Sept 20 – Aug 21	1716	45,745	207.92	23.20	\$9,511,085

Note: Includes all medications Diabetics are taking for inclusive of medications for other conditions such as hypertension as well as medications such as antibiotics, etc. EE & SP Only.

Livongo Diabetes Management

Average 90 Day Member Engagement Rates (% of Activated)



Connected blood glucose meter usage



Email opens, log-ins, Health Summary Report sharing, food logs



Health Nudges, 5-day Challenges, Action Plans



Alert-based, on-demand, and scheduled coaching

Members engage with Livongo on average 18 times per month

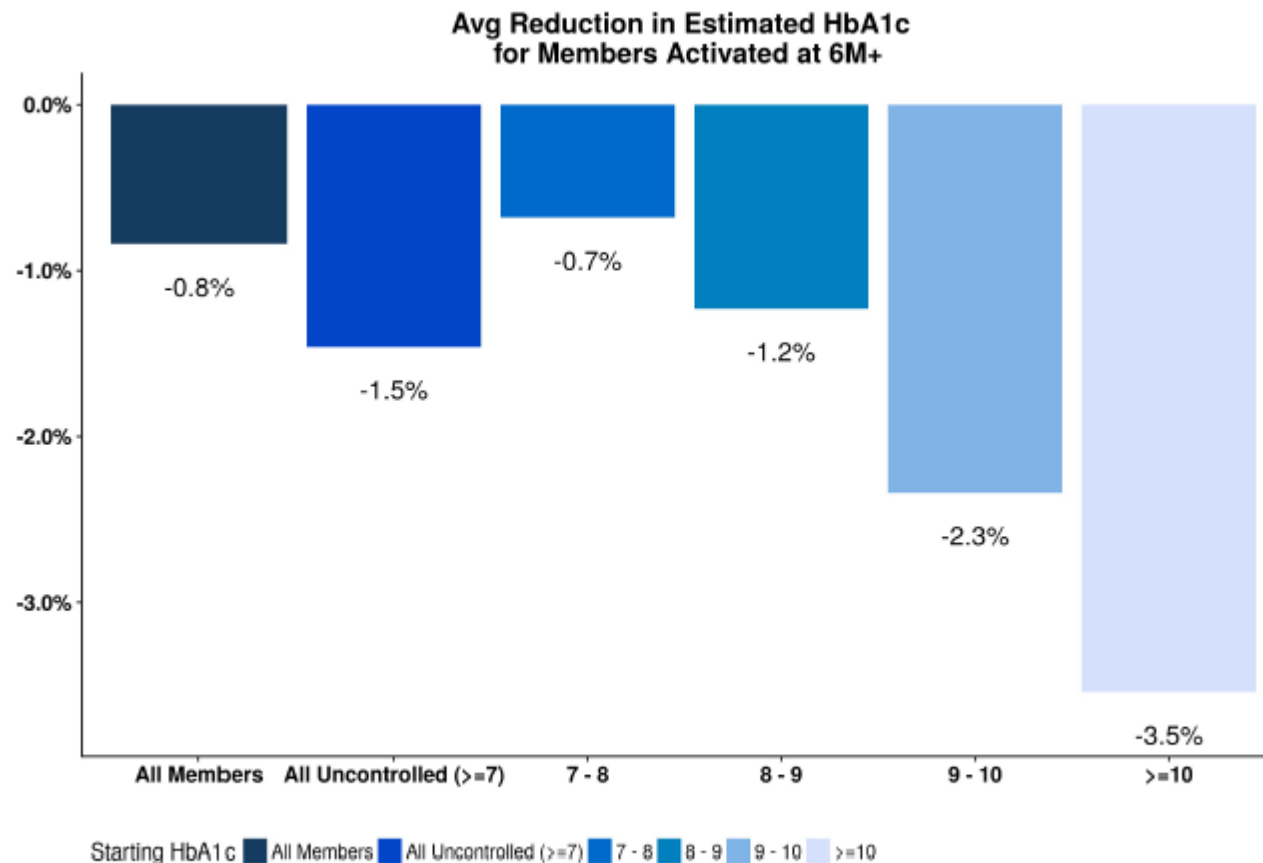
Livongo Diabetes Clinical Results: eHbA1c

Harris Members enrolled at least 6M who started uncontrolled (HbA1c >= 7%) have achieved a 1.46% decrease in estimated HbA1c from their self-reported values at registration.

HbA1c is a common test used to assess average blood glucose (BG) over the past three months; it is the primary clinical indicator used to assess how well a person with diabetes is managing their BG.

The American Diabetes Association recommends targeting HbA1c <7%. Livongo strives to reduce HbA1c for those starting >=7% and to keep HbA1c under 7% for those starting <7%.

Members self-report HbA1c at the time of registration, and Livongo uses Member-measured BG values to estimate HbA1c after registration.



All Members N	All Uncontrolled (>=7)	7 - 8	8 - 9	9 - 10	>=10
498	264	131	60	31	42

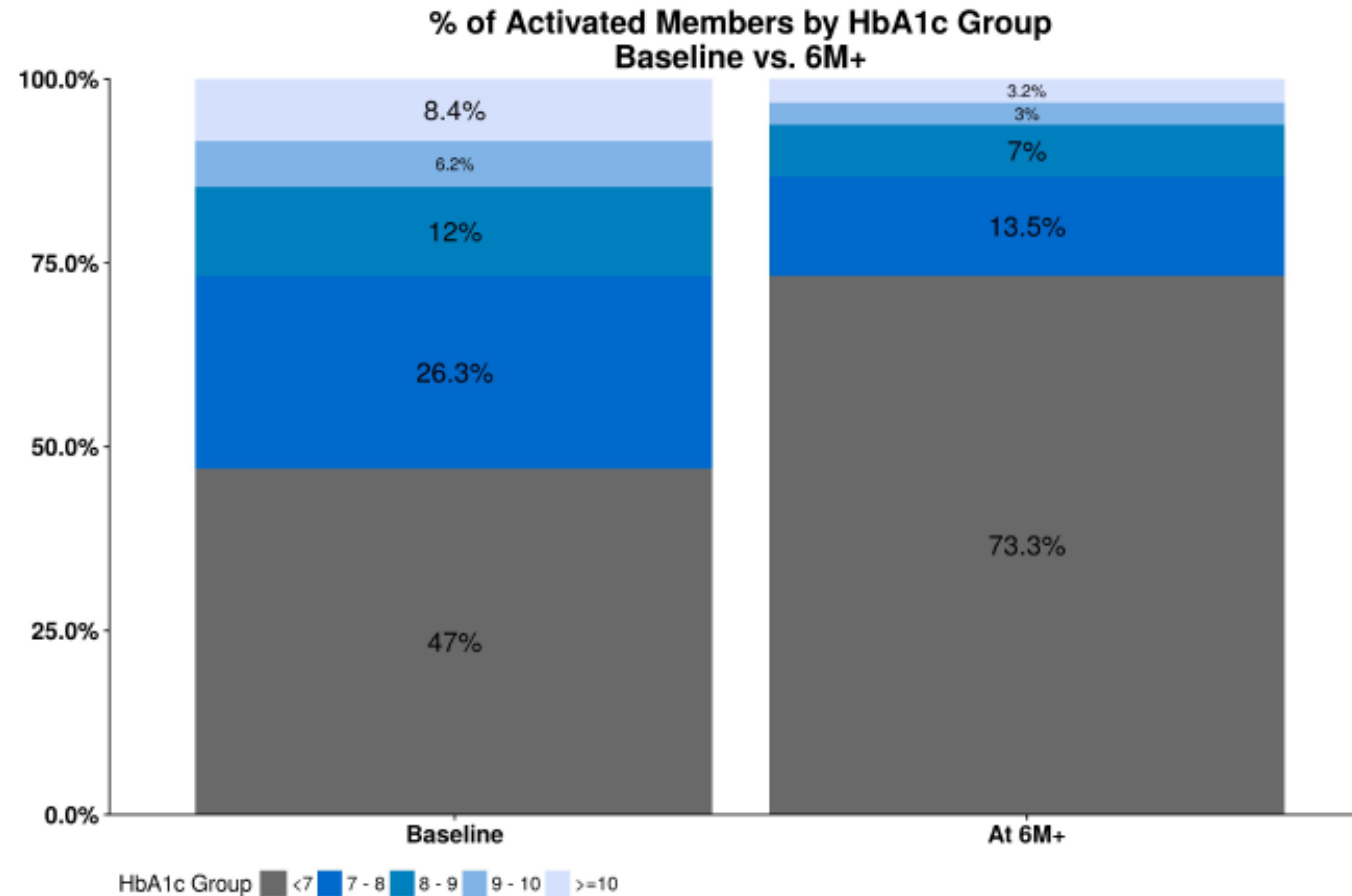
Harris Health members experienced a **1.46% decrease in eHbA1c** from the self reported values at registration

Diabetic Population – Livongo Participants

Livongo Diabetes Management Participants Clinical Outcomes:

For Harris Members enrolled at least 6M, the share of Members with controlled diabetes (HbA1c < 7%) has increased from 47% at baseline to 73.3%.

The share of Harris Members with HbA1c > 8, which indicates an above normal BG, has decreased from 26.7% at baseline to 13.3%.



Livongo Diabetes Empowerment & Distress Scale

Diabetes Empowerment Scale	Pre-program	Last Survey	Change
I am able to turn my diabetes goals into a workable plan.	4.01	4.41	0.40
I can ask for support for having and caring for my diabetes when I need it.	4.14	4.53	0.39
I can find ways to feel better about having diabetes.	3.85	4.30	0.45
I can try out different ways of overcoming barriers to my diabetes goals.	4.08	4.41	0.33
I know enough about myself as a person to make diabetes care choices that are right for me.	4.00	4.49	0.49
I know the positive ways I cope with diabetes-related stress.	3.78	4.31	0.53
I know what helps me stay motivated to care for my diabetes.	3.97	4.46	0.49
I know what part(s) of my diabetes I am dissatisfied with.	3.89	4.21	0.32

At Livongo, our mission is to empower people with chronic conditions to live a better life.

Improvements in the Diabetes Empowerment Scale indicate people are increasingly confident in their ability to successfully manage their diabetes and improve their blood glucose control.

Diabetes Distress Scale measures the unique, often hidden emotional burdens and worries with chronic disease management.

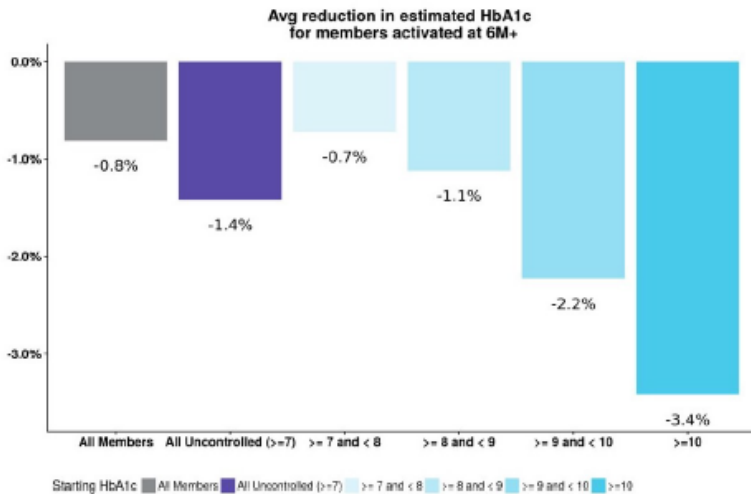
Diabetes Distress Scale	Pre-program	Last Survey	Change
Feeling overwhelmed by the demands of living with diabetes.	2.24	1.95	-0.29
Feeling that I am often failing with my diabetes routine.	2.37	1.94	-0.43

High levels of Diabetes Distress have been significantly associated with poor glycemic control.

DES is measured on a scale of 1 - 5, with 5 being the most empowered
 DDS is measured on a scale of 1 - 6, with 1 being the least distressed
 803 Client Last Survey Respondents and 583 Client Pre-program Survey Respondents

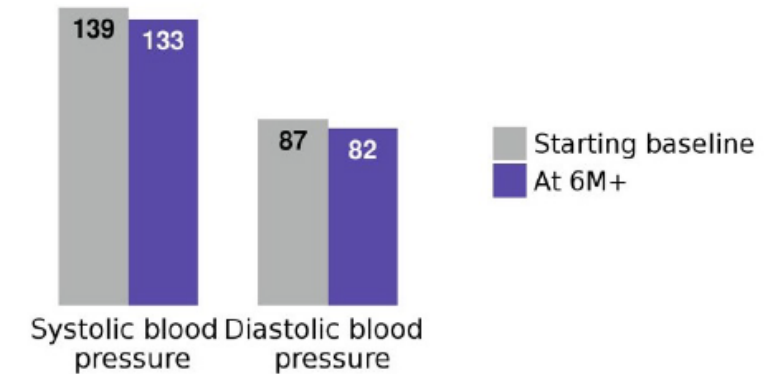
Livongo Diabetes Program ROI Analysis

Executive Summary



+75
Client
NPS Score

Blood pressure change for members starting uncontrolled (>130/80 mmHG)



Medical & Pharmacy Savings

DM Year 1:
\$38 PMPM
1.2x ROI

DM Year 2:
\$58 PMPM
1.9x ROI

DM Year 3:
\$65 PMPM
2.1x ROI

DM Year 4:
\$135 PMPM
4.3x ROI

HTN Year 1:
\$25 PMPM
1.3x ROI

HTN Year 2:
\$40 PMPM
2.0x ROI

HTN Year 3:
\$60 PMPM
3.0x ROI

Livongo Diabetes Program ROI Analysis

Medical Spending

- Positive ROI seen in all years (year 1 – year 4)
- 23% and 70% greater decrease in total medical spending for Livongo members
- Medical cost reduction was driven by decreases in condition related hospital visits
- ROI for medical cost:
 - Year 1: Decrease 23%; \$54 PMPM
 - Year 2: Decrease 32%; \$80 PMPM
 - Year 3: Decrease 33%; \$84 PMPM
 - Year 4: Decrease 70%; 188 PMPM

Pharmacy Spending

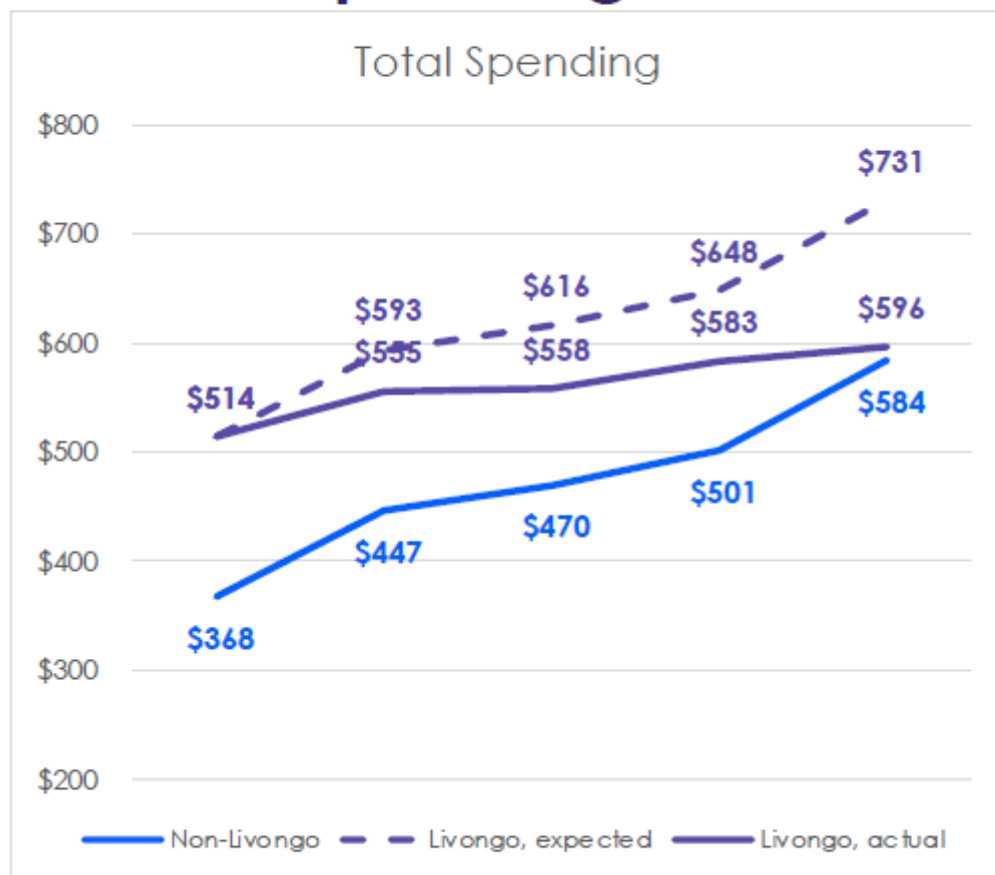
- -7 to 7% Increased total pharmacy costs over time; partly driven by increased medication adherence
 - Year 1: Increase 5%; \$16 PMPM
 - Year 2: Increase 7%; \$22 PMPM
 - Year 3: Decrease 7%; \$19 PMPM
 - Year 4: increase 1%; 54 PMPM

Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 1: 1.2x ROI \$38 PMPM
 - Year 2: 1.9x ROI \$58 PMPM
 - Year 3: 2.1x ROI \$65 PMPM
 - Year 4: 4.3x ROI \$135 PMPM; a total savings of

Livongo Diabetes Program ROI Analysis

Total Spending – 4-Year Diabetes ROI



	Year 1 N=517	Year 2 N=475	Year 3 N=425	Year 4 N=302
Net Medical Costs	↓ 23% (\$54 PMPM medical savings)	↓ 32% (\$80 PMPM medical savings)	↓ 33% (\$84 PMPM medical savings)	↓ 70% (\$188 PMPM medical savings)
Net Rx Costs	↑ 5% (\$16 PMPM cost increase)	↑ 7% (\$22 PMPM cost increase)	↓ 7% (\$19 PMPM cost increase)	↑ 1% (\$54 PMPM cost increase)
Net Costs	\$54 - \$16 = \$38	\$80 - \$22 = \$58	\$84 - \$19 = \$65	\$188 - \$54 = \$135
ROI	$\frac{\$38}{(\$68^1 - \$37^2)}$ 1.2x	$\frac{\$58}{(\$68^1 - \$37^2)}$ 1.9x	$\frac{\$65}{(\$68^1 - \$37^2)}$ 2.1x	$\frac{\$135}{(\$68^1 - \$37^2)}$ 4.3x

1. Livongo for Diabetes PMPM fee
2. Diabetes supply cost from pharmacy claims prior to Livongo (baseline year)

Livongo Diabetes Program ROI Analysis

Diabetes Pooled Cohort

		Analysis Groupings by Year on Program			
Cohorts	Activation Timeframe	Year 1	Year 2	Year 3	Year 4
Cohort 1	06/2017 - 05/2018	X	X	X	X
Cohort 2	06/2018 - 05/2019	X	X	X	
Cohort 3	06/2019 - 05/2020	X	X		
Cohort 4	06/2020 - 05/2021	X			

Groups	Year 1	Year 2	Year 3	Year 4
Cohort 1	302	302	302	302
Cohort 2	123	123	123	
Cohort 3	50	50		
Cohort 4	42			
Pooled Cohort	517	475	425	302

Livongo Diabetes Program ROI Analysis

Milliman Reviewed Methodology Overview

Approach

Difference-in-difference (DID) comparison of total allowed amount of medical spending (PMPM) one year prior to index date (Year 0) compared to years following index date (Year 1, Year 2, Year 3 and Year 4) for members vs. non-members

Inclusion Criteria (Members & Non-Members):

- Eligible for health benefits for entire study period
- Age <65
- *Members* enrolled in Livongo > 3 months
- Annual medical costs not exceeding \$100K

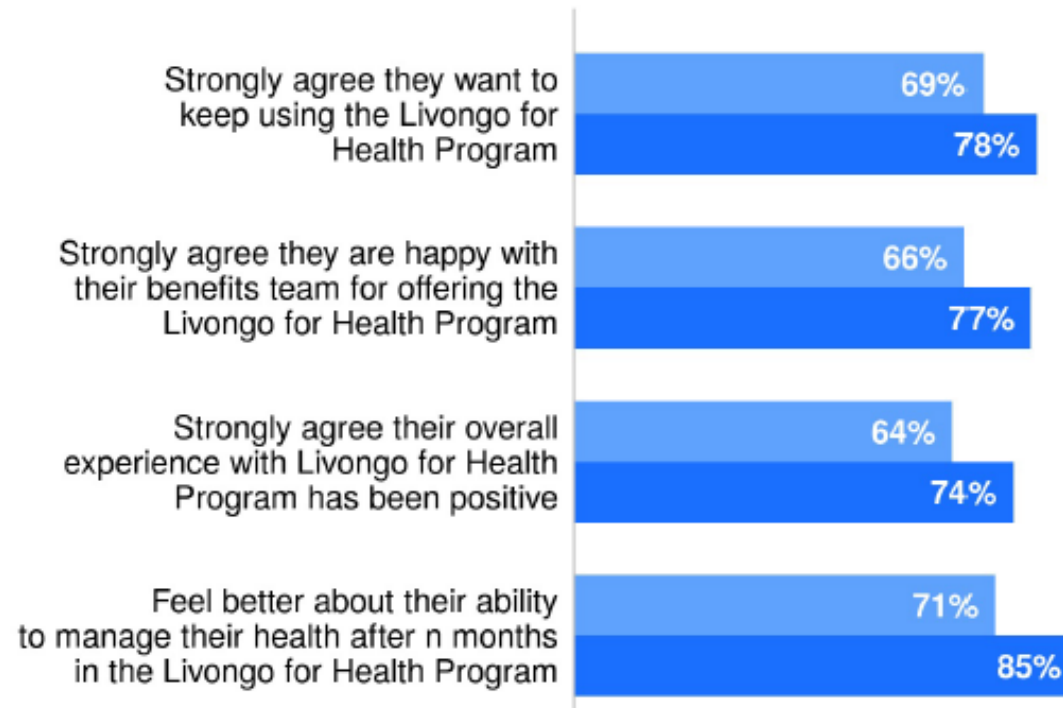
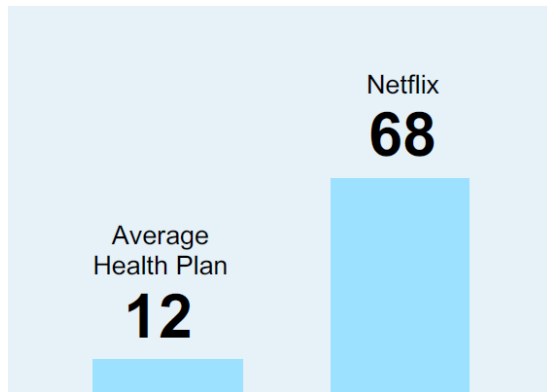
Matching

Members propensity score matched 1:1 with non-members using age, gender, Charlson Comorbidity Index score, pre-period medical and pharmacy costs, exact match on cost bands.

Member Satisfaction Survey & NPS

Net Promoter Score (NPS): The overall Livongo Net Promoter Score among Harris Health Members is +75

NPS is an index from -100 to 100 that measures a member's willingness to recommend a company's products or services.



n= 1,143 Client Respondents

n= 277,476 Livongo Average Respondents

Livongo Hypertension Management Program

Livongo Hypertension Management Program

- Program designed to empower participants with the latest technology, information and coaching to more effectively manage their Hypertension.
- Livongo is FREE program provided to Harris Health System employees, spouses and pre-65 retirees who have Hypertension and are enrolled in the Harris Health System Medical Plan.
- Our Goals:
 - Achieve \geq 40% enrollment and engagement in the Livongo Hypertension Management Program.
 - Program-year enrollment =45%; a 12.4% increase from the prior program year
 - Decrease ER visits and complications associated with Hypertension
 - On average, Hypertension members participating in Livongo are 1.35x less likely to have an ER visit.
 - On average, Hypertension members participating in Livongo are 3.27x less likely to have inpatient days compared to non-participants.
 - Livongo HTN participants cost 40% less than non participants; a difference of \$358 PMPM; a total difference of \$6,761,904 per year.
 - Improve % of participants that have a controlled blood pressure
 - 81% of members maintained or improved blood pressure control
 - Achieve Blood pressure reductions of 10 mmHg and reducing risk of coronary heart disease and stroke*
 - Members saw an reduction of 7.2mmHg reduction in systolic blood pressure and 4.6mmHG in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - Improve clinical compliance with HEDIS measures and Quality metrics
 - Livongo HTN participants are meeting quality metrics 18% more than non-participants
 - Achieve positive participant feedback that Livongo is easy to use and is a valuable resource in better self management.
 - Net promoter score of 75+; positive testimonials
 - Achieve ROI & VOI (Value on Investment)
 - Pooled ROI for medical and Rx cost:
 - Year 1: 1.3x ROI \$25 PMPM
 - Year 2: 2.0x ROI \$40 PMPM
 - Year 3: 3.0x ROI \$60 PMPM

*[BMJ](#). 209; 338: b1665.

Livongo Hypertension Management Program

The Livongo Hypertension Management Program includes:



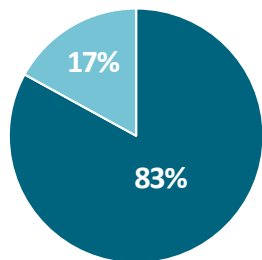
- A free connected blood pressure monitor
- Instant, personalized tips with each blood pressure check
- Real-time support when participants are out of range
- Data Sharing with Family and Health Providers directly from the meter, app or portal
- Automatic uploads for better reporting and management
- Unlimited, personalized coaching
- Informative resources and learning tools help participants improve their lifestyle, manage their Hypertension and improve their health
- Available via desktop, laptop or mobile device including apps for both iPhone and Android devices

Livongo Hypertension Management Executive Summary

- **Hypertensives participating in Livongo cost 40% less** than non participants; a difference of \$358 PMPM; a total difference of \$6,761,904 per year.
- **High member satisfaction** – Based on survey feedback, the overall Livongo Net Promotor Score (NPS) among Harris Health members is +75.
- **Strong engagement results** – 45% participants with Hypertension engaged in Livongo during the program year; a 12.4% increase from the prior program year
- **Reduced blood pressure readings** – Members saw an reduction of 7.2 mmHg reduction in systolic blood pressure and 4.6 mmHG in diastolic blood pressure, resulting in risk reduction of coronary heart disease events and stroke
 - 81% of Livongo participants maintained or improved blood pressure control
 - 88% completed the 'Drive-to-5' to establish checking patterns in the first 30-days to develop initial personalized interventions
 - Average of 20 blood pressure checks per month for participants who checked at least once per month
- **Improve clinical compliance with HEDIS measures and Quality metrics** —
 - On average, Hypertension members participating in Livongo are 1.35x less likely to have an ER visit.
 - On average, Hypertension members participating in Livongo are 3.27x less likely to have inpatient days compared to non-participants.
 - Livongo HTN participants are meeting quality metrics 18% more than non-participants
- **Achieve ROI & VOI (Value on Investment)**
 - Pooled ROI for medical and Rx cost:
 - Year 1: 1.3x ROI \$25 PMPM
 - Year 2: 2.0x ROI \$40 PMPM
 - Year 3: 3.0 x ROI \$60 PMPM
 - Clinical improvements
 - Net promoter score of 75+; positive testimonials

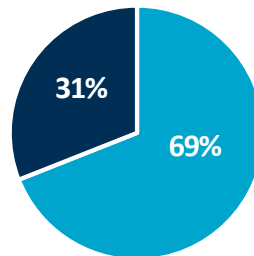
Livongo Hypertension Management Program Demographics

Membership



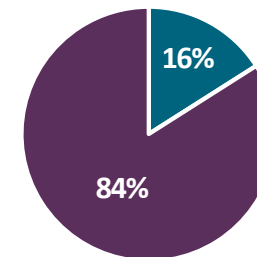
■ Employee ■ Spouse

Gender



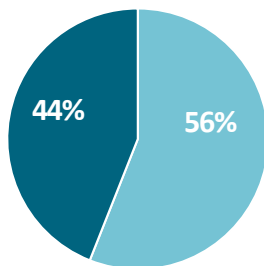
■ Female ■ Male

Age



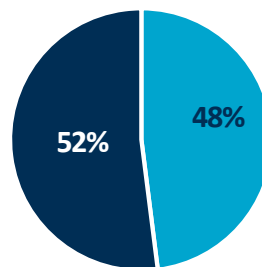
■ 18-44 ■ 45-64

Program



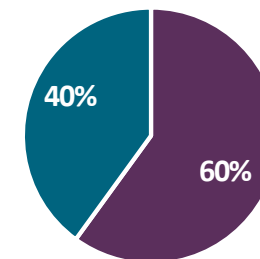
■ Hypertension Only
■ Hypertension & Diabetes

Uncontrolled Stage



■ Stage 1 ■ Stage 2

Hypertension Medications



■ Uses HTN Meds ■ No HTN Meds

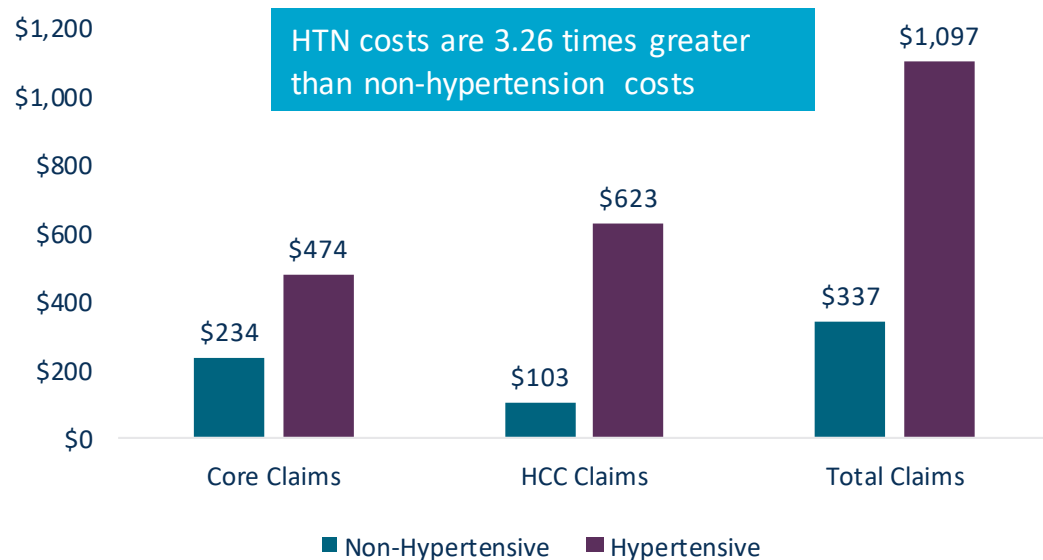
Hypertensive versus Non-Hypertensive Cost & Risk Analysis

Top 3 Chronic Conditions	Spouses Prevalence	Number of Spouses	Employees Prevalence	Number of Employees
Diabetes	42%	283	33%	951
Hyperlipidemia	54%	366	44%	1250
Morbid Obesity	11%	75	17%	481

Hypertension Population	Hypertension ER Visits per 1000	Hypertension ER Plan Paid Avg.
Hypertension Members	397.74	\$2,599
Non-Hypertension Members	248.94	\$2,055

Hypertensive population

Cost Per Member Per Month PMPM



Top Hypertension (HTN) Comorbidities	HTN Prevalence FY23	Non-HTN Prevalence FY23
Diabetes	35%	7.0%
Hyperlipidemia	46%	12.1%

Prevalence of diabetes and hyperlipidemia is on average 4.2x higher, respectively, for hypertensives versus non-hypertensives.

Solutions Implemented:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Livongo Diabetes Prevention Program
- Wondr Health™ Pre-Diabetes & Weight Management Program
- Onsite HbA1c Screenings

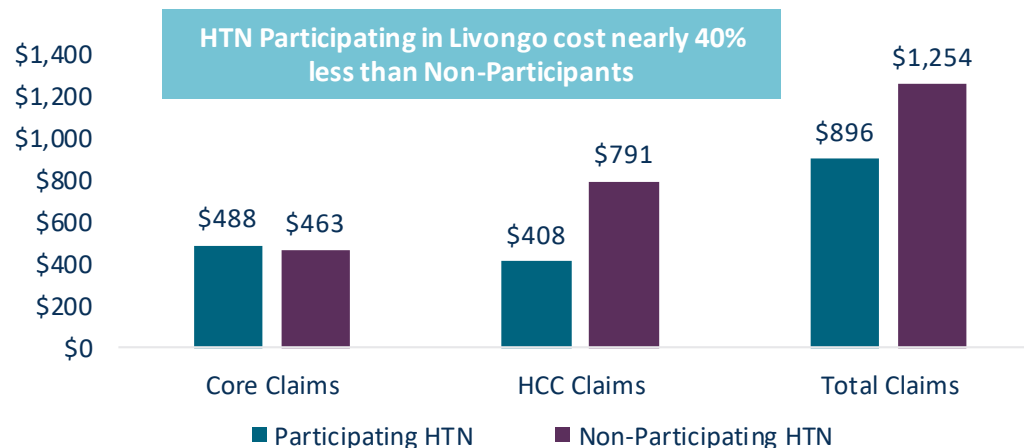
Hypertension Population – Livongo Participants

Participating in Livongo	Count	% Engaged	Prospective Risk Score
Participating	1,574	45%	2.39
Not Participating	1,923	55%	2.41
Total	3,497	100%	

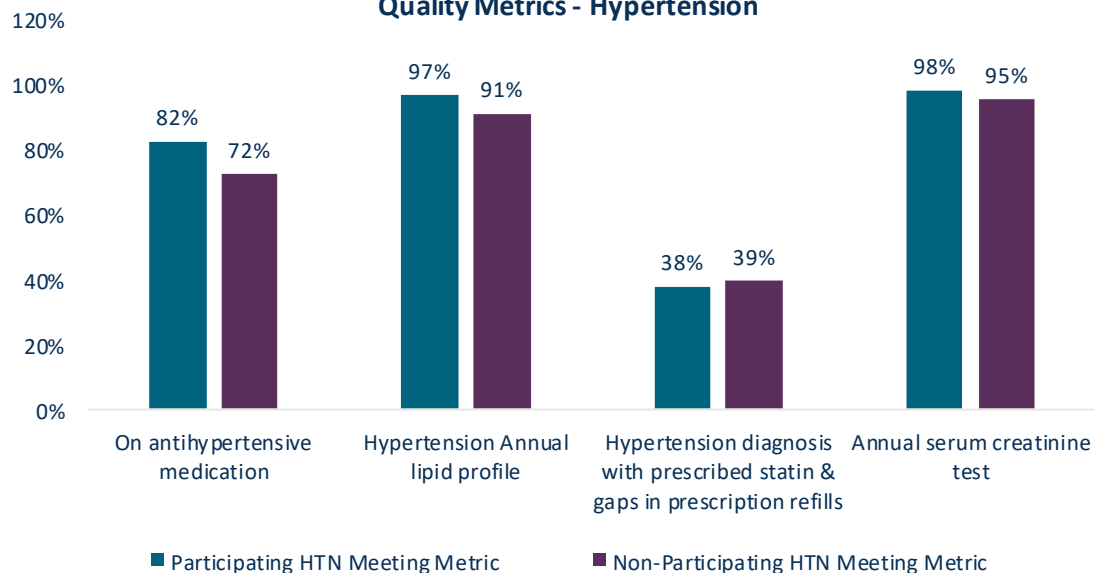
45% participants with Hypertension engaged in Livongo during the program year; a 12.4% increase from FY22

*Currently 47% engaged as of December 2021 (1,575 participants out of 3,322 identified with Hypertension engaged in Livongo)

Cost Per Member Per Month FY23



Quality Metrics - Hypertension



10% of our population have Pre-Hypertension & 20.7% have Hyperlipidemia.

- **783** Pre-Hypertension: Systolic >120 & <139; Diastolic >80 & <89, and no diagnosis of Hypertension.
- **2,423** have a diagnosis of Hyperlipidemia

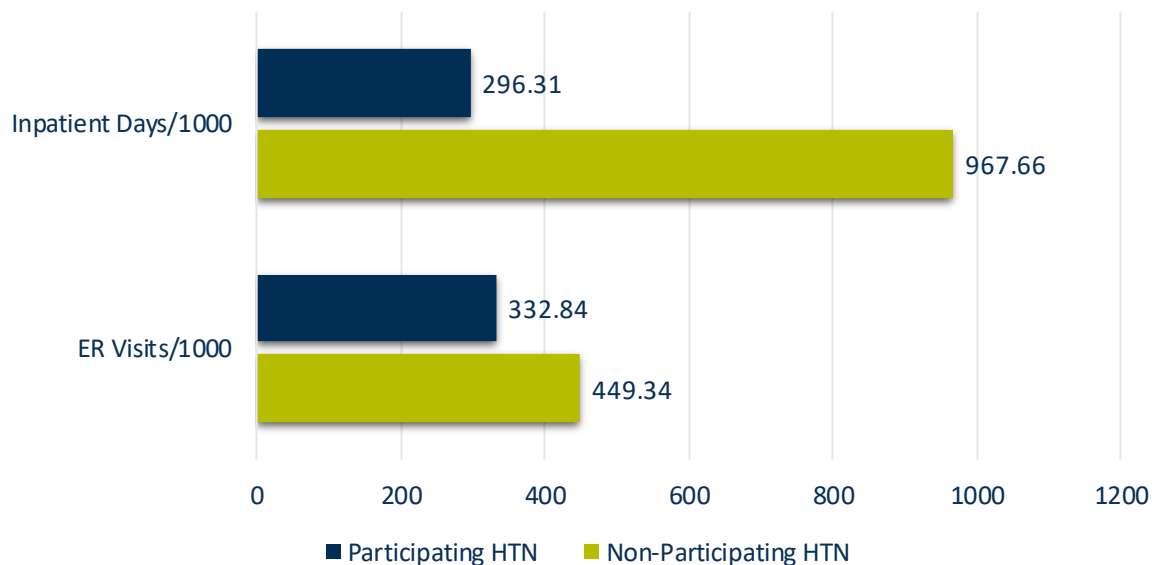
Solutions:

- Livongo Diabetes Prevention Program
- Wondr Health™ Pre-Diabetes & Weight Management Program

*Pre-Hypertension range >120/80 & <139/89 with no HTN diagnosis; Active Members

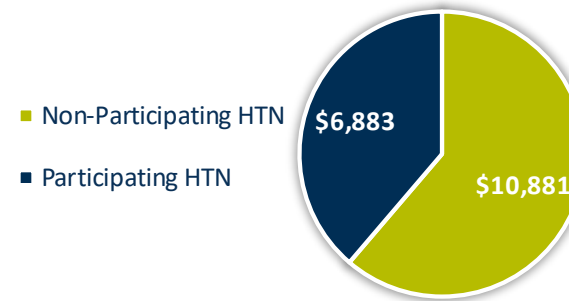
Hypertension Population – Livongo Participants

Livongo HTN: Participants vs. Non-Participants ER & In-Patient Days



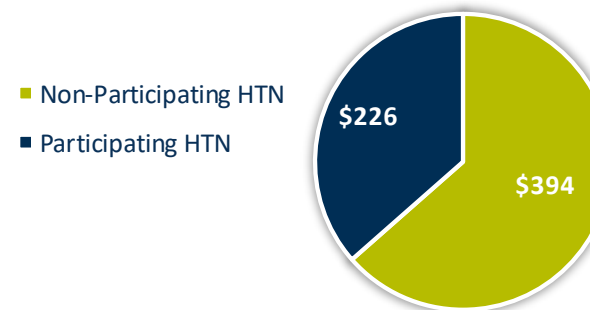
On average, hypertensives not participating in Livongo are 1.35x more likely to have an ER visit and 3.27x as likely to have inpatient days.

Avg. Cost/Claimants



In FY23, the average cost for a Hypertension member participating in Livongo is on average 58% less than a non-participating member.

Avg. Claim Cost



The average claim cost for hypertensives not participating in Livongo is nearly 1.74x more than participating hypertensives.

Hypertension Population – Livongo Participants

Livongo Participants Clinical Compliance

Clinical Measure	Percent Compliant –Livongo Total	Percent Compliant – Employee	Percent Compliant – Spouse
On antihypertensive medication	82%	82%	83%
Hypertension Annual lipid profile	97%	97%	96%
Hypertension diagnosis and prescribed statin and gaps in prescription refills	38%	37%	41%
Annual serum creatinine test	98%	98%	98%
Preventive visit	96%	96%	94%

Hypertension Population – Livongo Participants

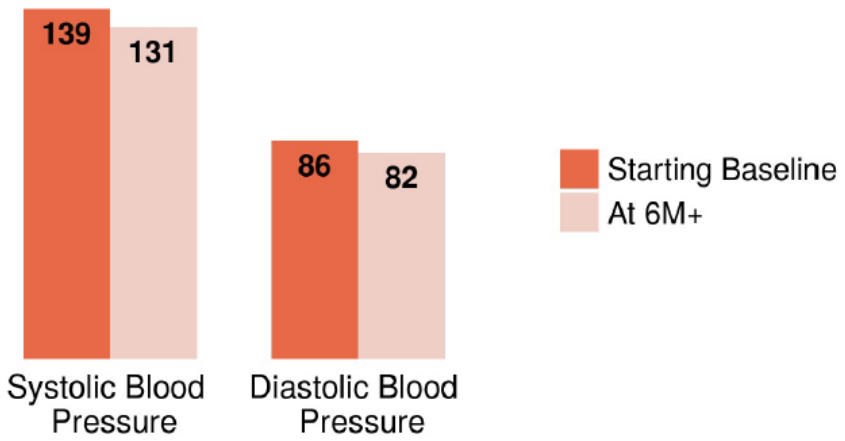
Livongo Participants Clinical Compliance

Clinical Measure	Percent Compliant – Livongo Hypertension	Percent Compliant – Employee Hypertension	Percent Compliant – Spouse Hypertension
LDL < 100 mg/dL	45%	44%	55%
Total Cholesterol < 200 mg/dL	69%	69%	76%
HDL: < 50 mg/dL for Females < 40 mg/dL for Males	28%	27%	30%
Triglycerides < 150 mg/dL	80%	80%	72%
Glucose < 100 mg/dL	56%	58%	38%
Blood Pressure < 120/80 mm Hg	22%	22%	22%
Waist Circumference: Women: < 35 inches Men: <40 inches	37%	36%	50%
Physical Activity: At Risk: 1-4 times (<150 min.) /week High Risk: 0 times/week	74%	76%	65%
Tobacco Use: Current Tobacco user	5%	4%	7%
Nutrition: At Risk: 1-2 servings of fruit, vegetables & high fiber foods/day High Risk: Rarely or never eats fruit, vegetables & high fiber foods/day	45%	45%	42%
Stress: At Risk: Sometimes stressed High Risk: High Stress	44%	45%	36%

Hypertension Population – Livongo Participants

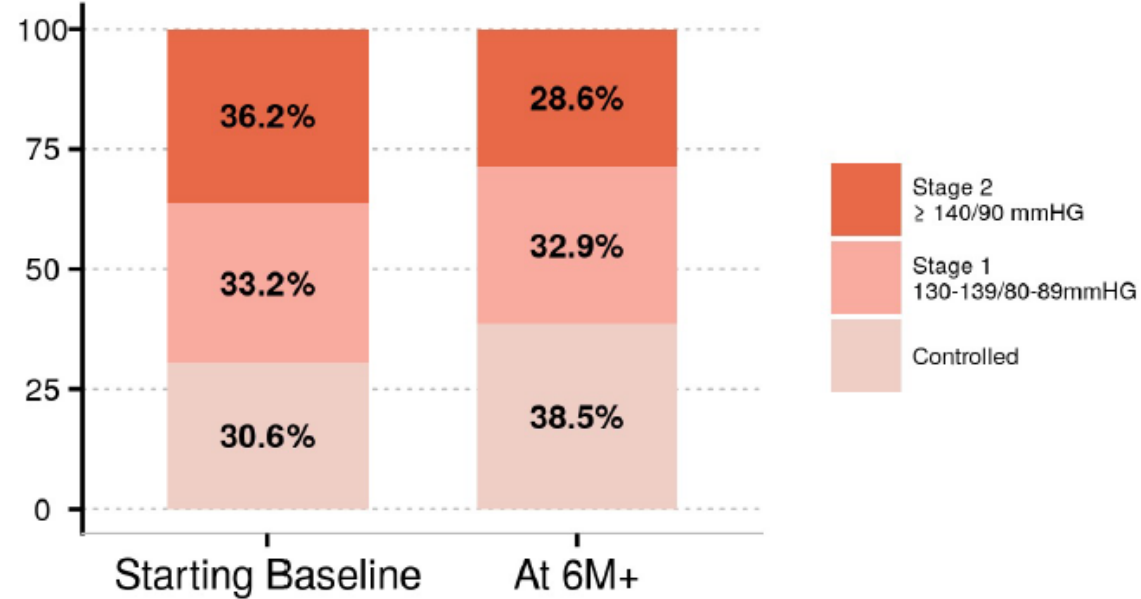
Livongo Hypertension Participants – Clinical Outcomes

Blood Pressure Change for Members Starting Uncontrolled (>130/80 mmHG)



For members who started uncontrolled at baseline (69% of enrolled), on average **-7.2 mmHg** reduction in systolic blood pressure was observed and a **-4.6 mmHg** reduction in diastolic blood pressure was observed at 6M+ onwards

Blood Pressure Control



81% Members maintained or improved blood pressure control

Hypertension Population – Livongo Participants

Livongo Hypertension Participants – Engagement

Average 90 Day Member Engagement Rates (% of Activated)



Connected blood pressure monitor



Email opens, log-ins, Health Summary Report sharing, food logs



Health Nudges, 5-day Challenges, Action Plans

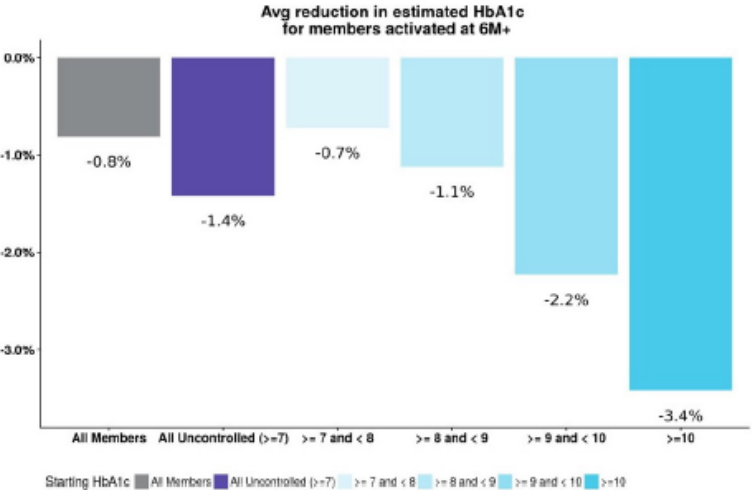


On-demand and scheduled coaching

Members engage with Livongo on average 14 times per month

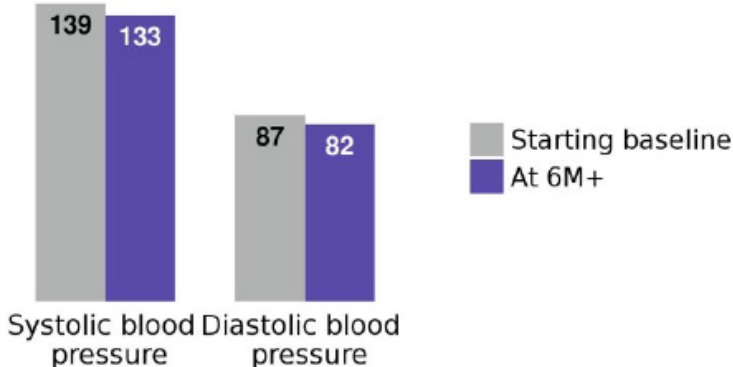
Livongo Hypertension Program ROI Analysis

Executive Summary



+75
Client
NPS Score

Blood pressure change for members starting uncontrolled (>130/80 mmHG)



Medical & Pharmacy Savings

DM Year 1:
\$38 PMPM
1.2x ROI

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DM Year 4:
\$135 PMPM
4.3x ROI

HTN Year 1:
\$25 PMPM
1.3x ROI

HTN Year 2:
\$40 PMPM
2.0x ROI

HTN Year 3:
\$60 PMPM
3.0x ROI

Livongo Hypertension Program ROI Analysis

Medical Spending

- Positive ROI seen in all years (year 1 – year 3)
- 20% and 30% greater decrease in total medical spending for Livongo members
- ROI for medical cost:
 - Year 1: Decrease 20%; \$52 PMPM
 - Year 2: Decrease 20%; \$48 PMPM
 - Year 3: Decrease 30%; \$73 PMPM

Pharmacy Spending

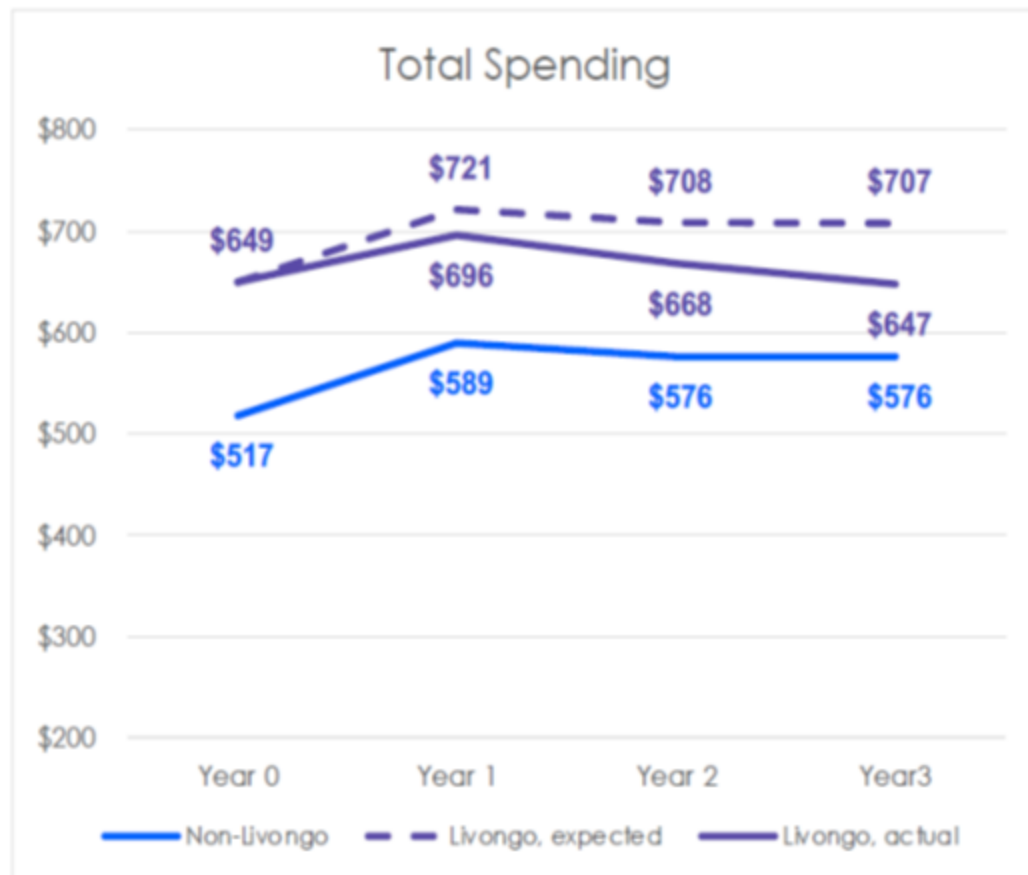
- 4% to 8% greater increase in total pharmacy spending for Livongo Members; partly driven by increased medication adherence
 - Year 1: Increase 8%; \$27 PMPM
 - Year 2: Increase 4%; \$8 PMPM
 - Year 3: Decrease 8%; \$13 PMPM

Overall ROI

- Pooled ROI for medical and Rx cost:
 - Year 1: 1.3x ROI \$25 PMPM
 - Year 2: 2.0x ROI \$40 PMPM
 - Year 3: 3.0x ROI \$60 PMPM; a total savings of \$1,133,280

Livongo Hypertension Program ROI Analysis

Total Spending – 3-Year Hypertension ROI



	Year 1 N=759	Year 2 N=597	Year 3 N=481
Net Medical Costs	↓ 20% (\$52 PMPM medical savings)	↓ 20% (\$48 PMPM medical savings)	↓ 30% (\$73 PMPM medical savings)
Net Rx Costs	↑ 8% (\$27 cost increase)	↑ 4% (\$8 Cost increase)	↑ 8% (\$13 Cost increase)
ROI	$\frac{\$52 - \$27}{\$20^1}$ 1.3x	$\frac{\$48 - \$8}{\$20^1}$ 2.0x	$\frac{\$73 - \$13}{\$20^1}$ 3.0x

1. Livongo for Hypertension PMPM fee

Livongo Hypertension Program ROI Analysis

Hypertension Pooled Cohort

		Analysis Groupings by Year on Program		
Cohorts	Activation Timeframe	Year 1	Year 2	Year 3
Cohort 1	09/2018 - 08/2019	X	X	X
Cohort 2	09/2019 - 08/2020	X	X	
Cohort 3	09/2020 - 08/2021	X		

Groups	Year 1	Year 2	Year 3
Cohort 1	481	481	481
Cohort 2	116	116	
Cohort 3	162		
Pooled Cohort	759	597	481

Livongo Diabetes Prevention Program

Population Health Statistics-Pre-Diabetes

Pre-Diabetes		Sept 2020 - Aug 2021		TRENDS	
Biometric	Biometric Description	#	%	#	%
Population with Pre-Diabetes	Glucose ≥ 100 and < 126 , or an HbA1c $> 5.7\%$ and $< 6.4\%$, and no diagnosis of diabetes	1,920	16.5%	708	58%
Potentially undiagnosed diabetics	Glucose ≥ 126 , or an HbA1c $\geq 6.4\%$, and no diagnosis of diabetes	1,492	12.8%	1,372	1143%
% of Pre-Diabetic Population Overweight (BMI)	At Risk: 25-29 High risk: ≥ 30	507	86%	-126	-17%
% of Pre-Diabetic Population Overweight (Waist Circumference)	Women: ≥ 35 inches Men: ≥ 40 inches	338	57%	-72	-4%

Livongo Diabetes Prevention Program:

- New Program launched in January 2020
- Achieved 19% engagement out of those eligible during the program year. As of February 2022, we are at 26% engagement.
- Participants gain the knowledge and skills to make effective healthy lifestyle changes. Lessons include nutrition, exercise, weight-loss, stress management and more.
- This is a year-long program with weekly and bi-weekly lessons following the CDC curriculum

Key Findings:

- 16.5% of our population has Pre-Diabetes, an increase of 58% over prior program year
- Potentially undiagnosed diabetics increased by 1,143% (1,372 people)
- 86% of participants with Pre-Diabetes have a BMI of ≥ 25 , a 17% decrease from prior program year.
- 57% of participants with pre-diabetes have a high waist circumference, a 4% decrease from prior program year

DPP Participants Cost & Risk Analysis (baseline)

Participating in Livongo	Count	Prospective Risk Score
Participating (Total)	425	1.31
Employees	391	1.51
Spouses	34	1.11

DPP Population	Avg. Claim Cost	ER Visits/1000	Inpatient Days/1000
DPP Members	\$143.01	311.35	223.41

- The average claims costs per DPP participant is \$143.01 PMPM; a decrease of \$10.28 PEPM; a savings of \$52,428 per year
- The average number of ER visits/1,000 for DPP participants is 178.84; an increase of 132.51 visits (likely impacted by Covid-19)
- The average number of Inpatient Days/1,000 for DPP participants is 223.41; a decrease of 187.92 days

Top 3 Chronic Conditions	DPP Prevalence	Number of DPP Participants
Hypertension	159	37.8%
Morbid Obesity	90	21.4%
Hyperlipidemia	80	19.0%

Solutions Implemented:

- Livongo Diabetes Management Program
- Livongo Hypertension Management Program
- Wondr Health™ Pre-Diabetes & Weight Management Program
- Onsite HbA1c Screenings

DPP Eligibility Criteria

Must meet 1-3 and the 1 additional factor	
1	At least 18 years old and
2	Overweight (BMI ≥25 <u>or</u> WC ≥35 (f) or ≥40 (m)) and
3	No previous diagnosis of T1 or T2 Diabetes

Additional Factor(s): *must meet at least 1*

- Diagnosis of Pre-Diabetes
- HbA1c of 5.7% - 6.4%
- Glucose ≥100 and <126 mg/dL or 2-hour plasma glucose 140-199 mg/Dl
- Previously diagnosed with gestational diabetes
- No physical activity
- Hypertension Diagnosis

Livongo Diabetes Prevention Program

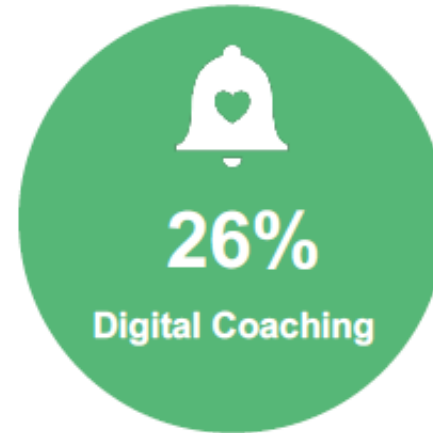
Average 90 Day Member Engagement Rates (% of Activated)



Connected scale



Email opens, log-ins, lessons,
food logs



Health Nudges,
5-day Challenges,
Action Plans

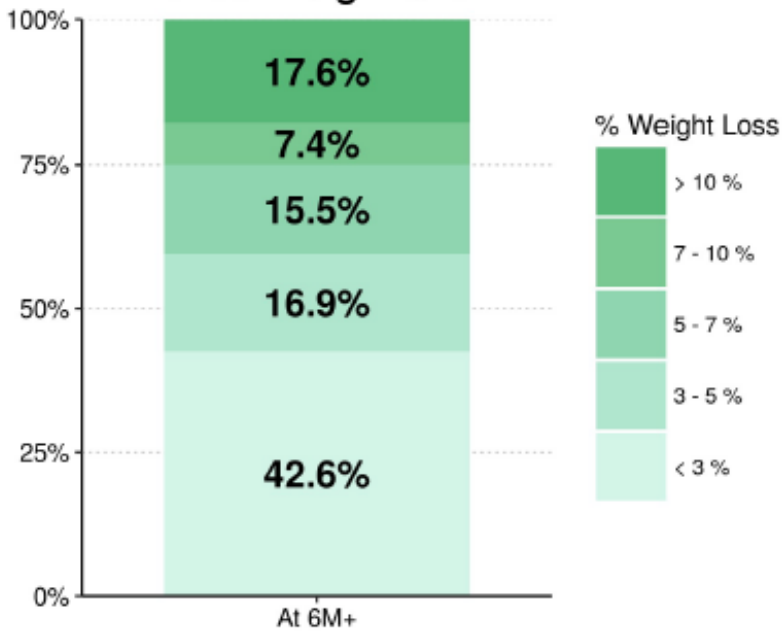


On-demand and scheduled coaching

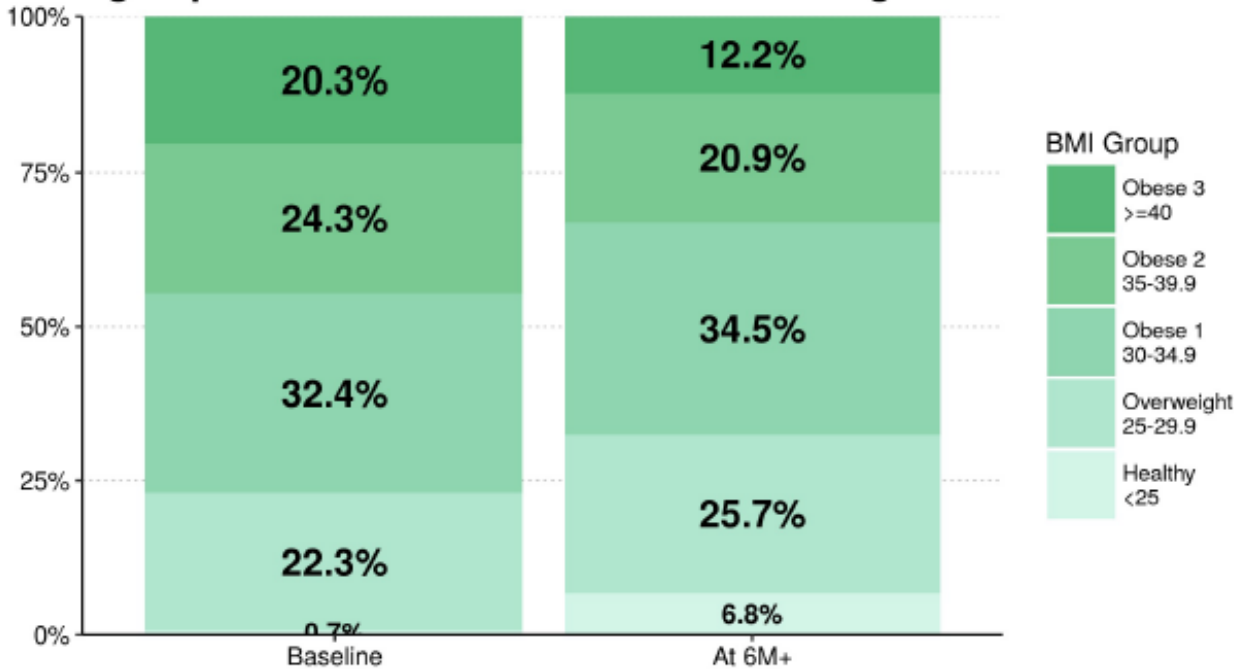
Members engage with Livongo on average 18 times per month

Livongo Diabetes Prevention Program

Distribution of activated members who lost weight at 6M+



BMI groups of activated members who lost weight at 6M+



58% Activated Members lost weight.

Wondr Health™ Weight Management Program

Wondr Health™

- Weight Management program designed to decrease risks for lifestyle diseases and reduce health care expenditures related to being overweight and/or obese. Wondr is year long program, 100% digital, on-the-go experience broken up into three simple stages that build on each other for lasting results.
- Our Goals:
 - Achieve measurable weight loss
 - Participants who completed Foundations™ lost more than 141 pounds
 - 45% of participants lost \geq 3% weight loss
 - Achieve 70% program completion
 - Achieved 55% program completion (8 out of 10 foundation sessions)
- Wondr Health™ is FREE weight-loss program provided to Harris Health System employees and spouses enrolled in the medical plan that meet eligibility requirements. It teaches participants to change when and how they eat instead of what they eat.
- The Wondr Health™ program includes:
 - 3 Stages over the course of 1 year:
 - WondrSkills™ – Learn simple, repeatable skills through weekly lessons personalized to your eating and activity behaviors.
 - WondrUp™ – Reinforce current skills and build new ones for weight maintenance and lifelong resilience.
 - WondrLast™ – Keep building on maintenance with Wondr coach tips to manage travel, holidays, and seasonal challenges.
 - Mobile App-31 users
 - Behavioral tools (Weights logged, meals tracked, skills checked, activities completed, goals set): 1,151
 - Tailored Lessons Taken: 217

Wondr Health™

Participation

**55%
Completion**

- 45 people started the program
- 33 people did at least 2 or more sessions
- 55% Completed at least 8 out of 10 sessions
- Participants can join anytime

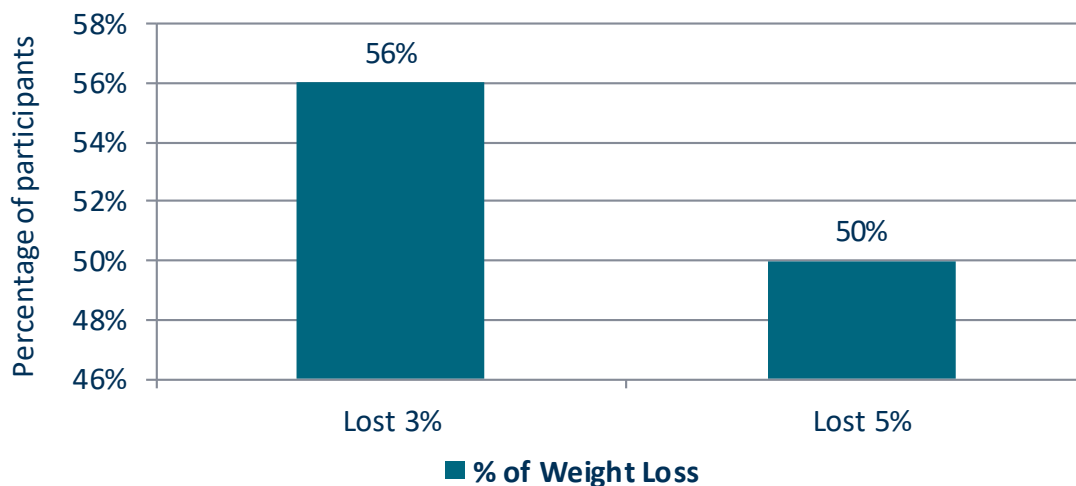
Average BMI

35.7

AVERAGE BMI	
Normal:	BMI 18.5 to < 25.0
Overweight:	BMI 25.0 to < 30.0
Obese:	BMI ≥ 30.0

Established Participants	
Age (Average)	47
Starting Weight (Average)	212.5
Starting BMI (Average)	35.7
Female	91%
Male	9%

Total Weight Loss more than 141 pounds

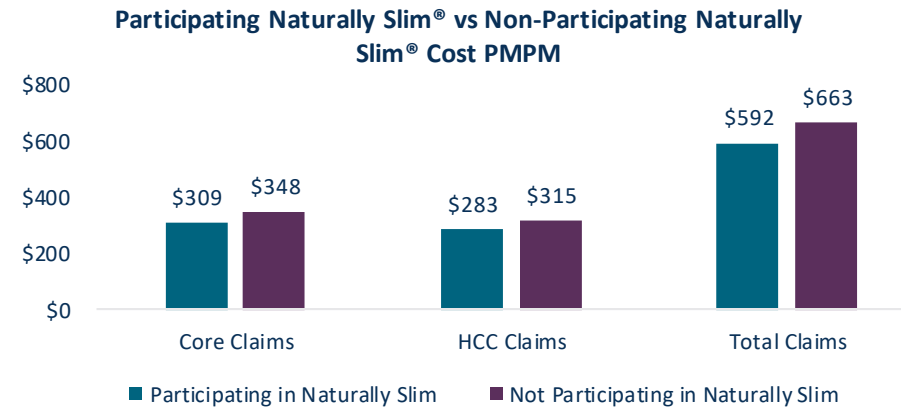


Wondr Health™ Cost & Risk Analysis Not Updated

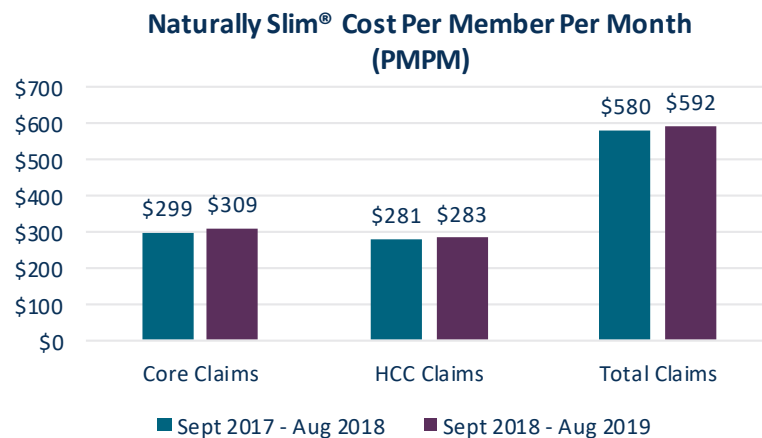
Participating in Naturally Slim®	Count	Prospective Risk Score (Prior)	Prospective Risk Score (Current)
Participating	566	1.35	1.67
Not Participating	2,760	1.97	1.99

Average risk score is 1.93

Prospective risk score is .32 less for participants than non-participants



Claims for members that are eligible for Naturally Slim®, but not participating, are 12% higher than members participating in the program.



Naturally Slim® participant claims have remained fairly stable only increasing roughly 2.1% which is below expected trend.

Top Naturally Slim® Participant Comorbidities	Prevalence Sept 2017 – Aug 2018	Prevalence Sept 2018 – Aug 2019	Risk Shift
Hypertension	33.4%	27.4%	↓ 6 %
Hyperlipidemia	22.1%	17.7%	↓ 4.4%
Diabetes	20.1%	17.2%	↓ 2.9%

Data source: IDAP, incurred September 2017 – August 2018 and September 2018 – August 2019, paid through November 2019. Excluding post-65 retirees, Grandfathered disabled and Cobra. Cost include medical and pharmacy; does not account for Capitation or Stop Loss.

Wondr Health™ Engagement

Engagement Metrics



Mobile App Users

31

Participants engaging in the Wondr mobile app



Behavior Tools Used

1,151

<i>Weights Logged</i>	454	<i>Activities Completed</i>	138
<i>Meals Tracked</i>	288	<i>Goals Set</i>	68
<i>Skills Checked</i>	203		



Tailored Lessons Taken

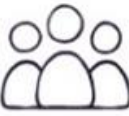
217

Personalized activities and eating behavior lessons taken by participants

Wondr Health™ Engagement



Total Sessions Engaged
333



Established
33



Total Pounds Lost*
138



Achieved 3% Weight Loss*
47%



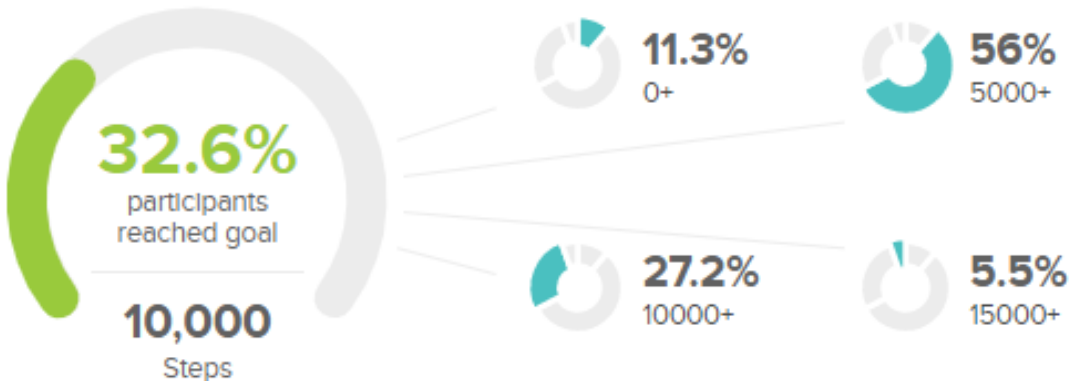
*Weight Loss data based on Established participants with a BMI > 25

Fitbit Program

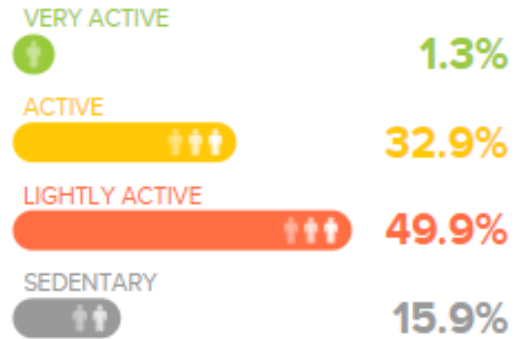
Fitbit Program Overview

Participants breakdown

DAILY STEPS



ACTIVITY



2356 participants were active, 1738 of which had enough activity data to be included into this breakdown.

All Participants
Sep 1, 2020 – Aug 31, 2021

DAILY AVG	9078 ↓0.5% STEPS	8 ↑33.3% FLOORS	34m ↓2.9% ACTIVE MINUTES	5h 56m ↓0.6% TIME ASLEEP	TOTAL	2M ↑13.9% DISTANCE, MI
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Fitbit Program Overview

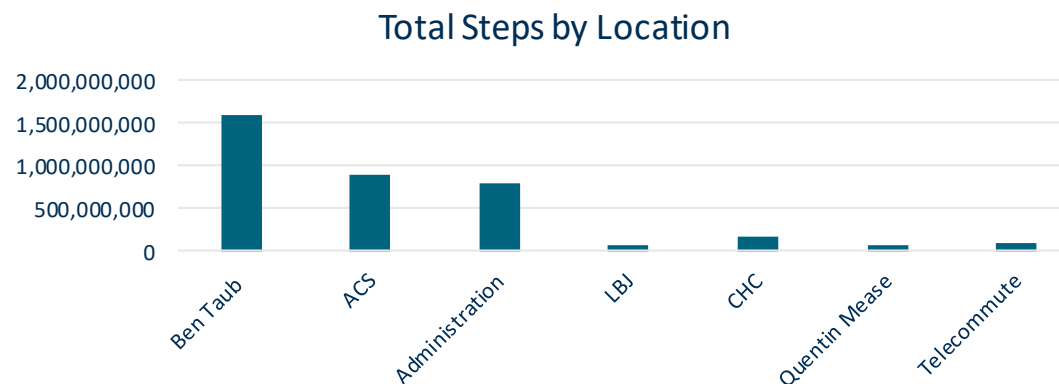
Fitbit Program - September 2019-August 2020	
Total # unique participants Active/Included	2356/1738
Average Steps	9082.21
Average Distance	3.85
Average Floors	8.09
Average Active Minutes	33.84
Total Steps	4,306,993,685
Total Distance	1,827,120
Total Floors	2,225,190
Total Active Minutes	16,049,793
Total Calories	1,115,597,992
Days Above Goal – Average Steps	16

Fun Facts:

- Participants went 73.38 times around the earth
- Participants went 7.65 times to the Moon
- Participants went 332,300 times up Mount Everest
- Participants completed 53,499 Five-Hour marathons
- Participants burned 318,742 pounds

Total Steps by Location:

1. Ben Taub – 1,589,684,965
2. ACS – 876,899,894
3. Administration – 798,087,707
4. LBJ – 738,777,827
5. CHC – 154,846,821
6. Quentin Mease – 51,373,966
7. Telecommute – 85,620,328



Fitbit Program Overview


Fitbit Program Data September 1, 2020 through August 31, 2021

Totals	Total # unique participants Active/Included	Steps	Distance (miles)	Floors	Calories Burned	Calories Burned During Activity	Active Minutes
Ben Taub	877/637	1,589,684,965	673,572.1	855,767	394,426,850	178,043,540	5,714,592
ACS	477/339	876,899,894	370,922.2	436,589	214,190,905	214,190,905	3,504,170
Administration	493/355	798,087,707	342,847.9	433,879	223,107,394	93,788,354	3,307,136
LBJ	437/305	738,777,827	310,156.7	338,314	184,912,126	81,134,825	2,359,124
CHC	117/74	154,846,821	66,789.53	94,705	49,709,796	19,827,728	6,44,476
Quentin Mease	26/16	51,373,966	23,077.47	41,416	12,324,292	5,844,133	165,736
Telecommute	68/40	85,620,328	34,893.33	21,628	32,667,910	13,142,039	365,189

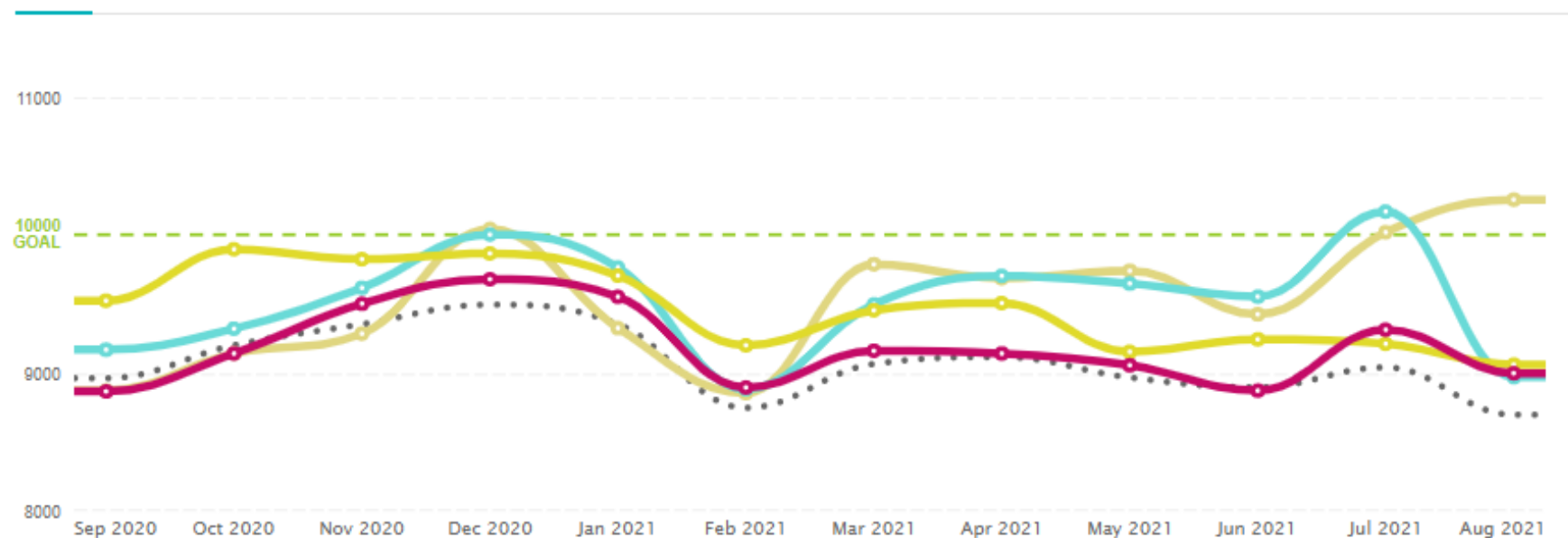
Averages	Steps	Distance (miles)	Floors	Calories Burned	Calories Burned During Activity	Active Minutes
Ben Taub	9,474.37	4.01	9.02	2,362.12	1066.25	34.11
ACS	9,532.09	4.03	8.62	2,388.47	1125.85	38.30
Administration	8,363.312	3.59	7.77	2,323.18	976.60	34.73
LBJ	9,186.175	3.85	6.56	2,370.27	1040.01	29.39
CHC	7,054.748	3.04	6.24	2,273.48	906.82	29.4
Quentin Mease	9,546.277	4.29	14.46	2,371.42	1124.52	31.13
Telecommute	8,475.411	3.45	4.54	2,226.24	895.60	36.23

Fitbit Program Overview - Trends

Filter: All  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES



1	Quentin Mease	9,546	2	ACS	9,532	3	Ben Taub Hospital	9,474
4	LBJ Hospital	9,186	5	Telecommute	8,475	6	Administration	8,363
7	Community Health Choice	7,055	... Program average		9,078			

Data source: Fitbit Dashboard and Reporting September 2020 - August 31, 2021.

Fitbit Program Overview

Ben Taub Hospital:

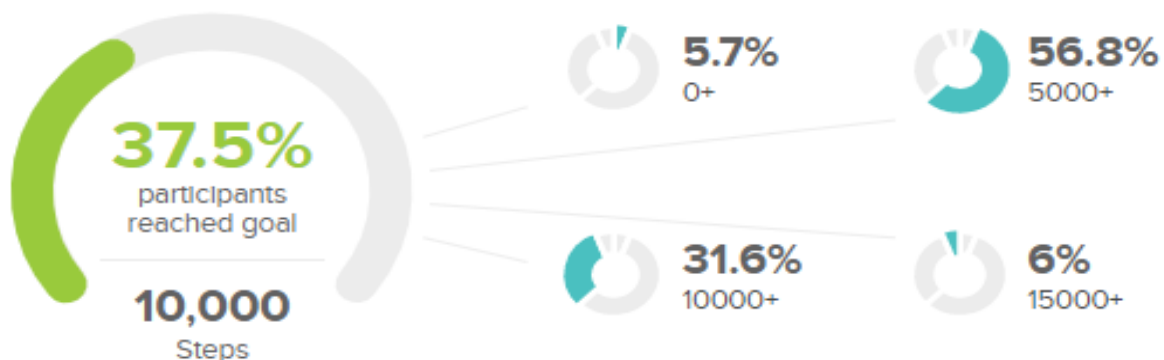
Filter: Ben Taub Hos... [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021

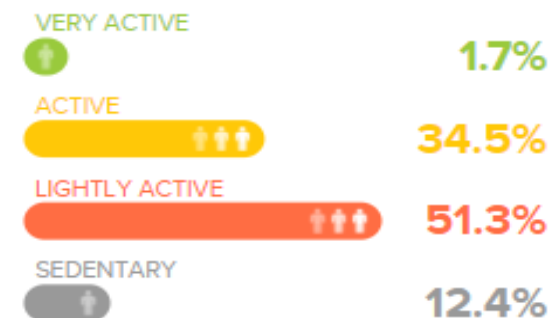
DAILY AVG	9474 ↓1%	9 ↑28.6%	34m ↓2.9%	5h 39m ↓2%	TOTAL	674K ↑16.6%
	STEPS	FLOORS	ACTIVE MINUTES	TIME ASLEEP		DISTANCE, MI

Participants breakdown

DAILY STEPS




ACTIVITY



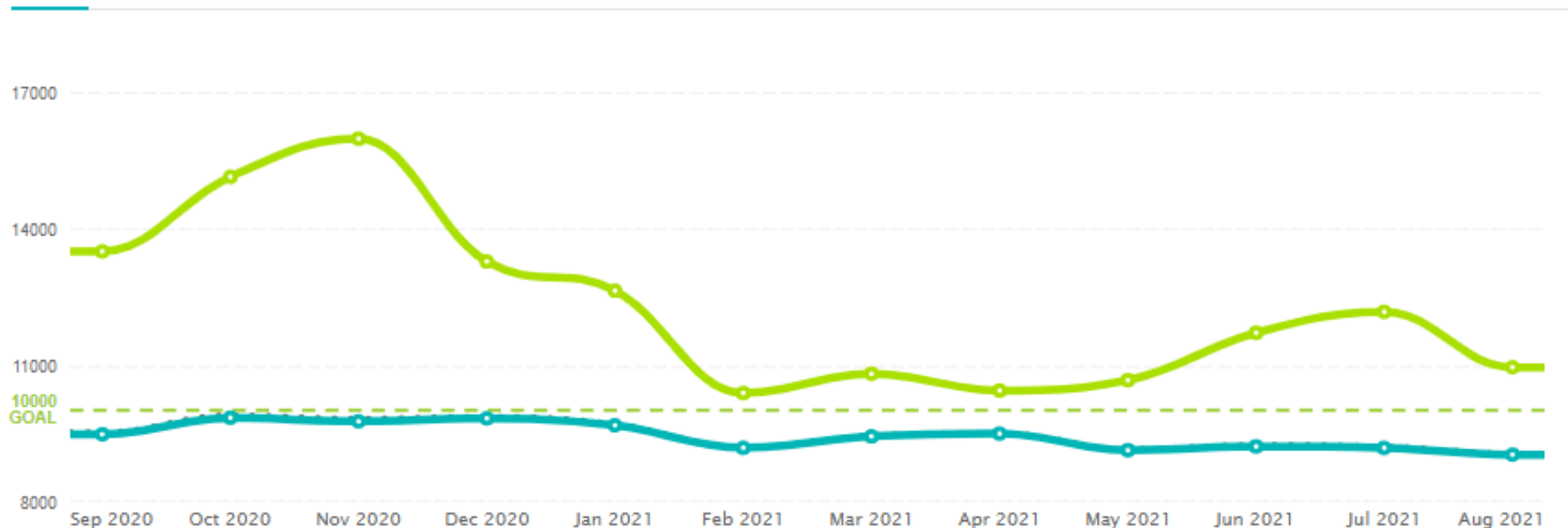
877 participants were active, 637 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends Ben Taub Hospital

Filter: Ben Taub Hos...  Reset filters

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES



1 Psychiatric Unit	12,320	2 Ben Taub Hospital	9,448	... Ben Taub Hospital average	9,474
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Data source: Fitbit Dashboard and Reporting September 2020 - August 31, 2021.

Fitbit Program Overview

ACS:

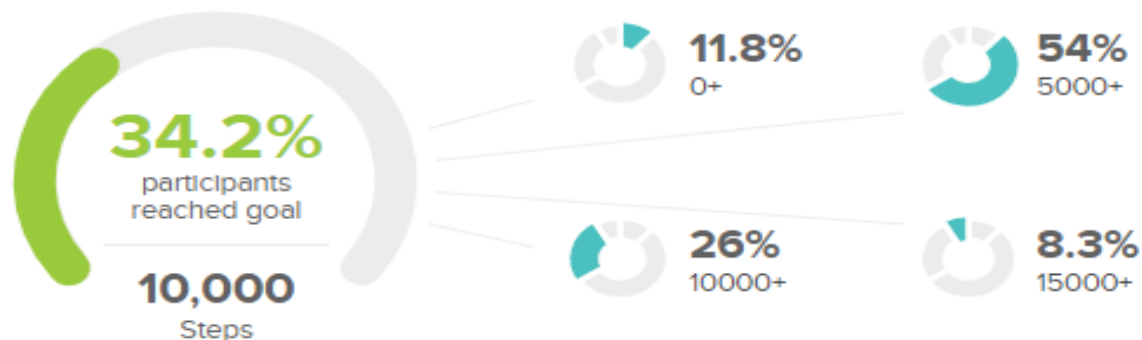
Filter: ACS [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021

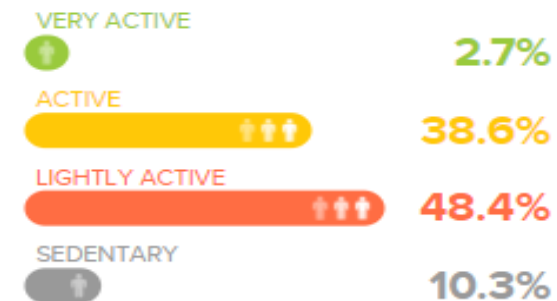
DAILY AVG	9532 STEPS	9 ↑50% FLOORS	38m ACTIVE MINUTES	5h 59m ↑0.3% TIME ASLEEP	TOTAL	371K ↑8.3% DISTANCE, MI
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Participants breakdown

DAILY STEPS



ACTIVITY



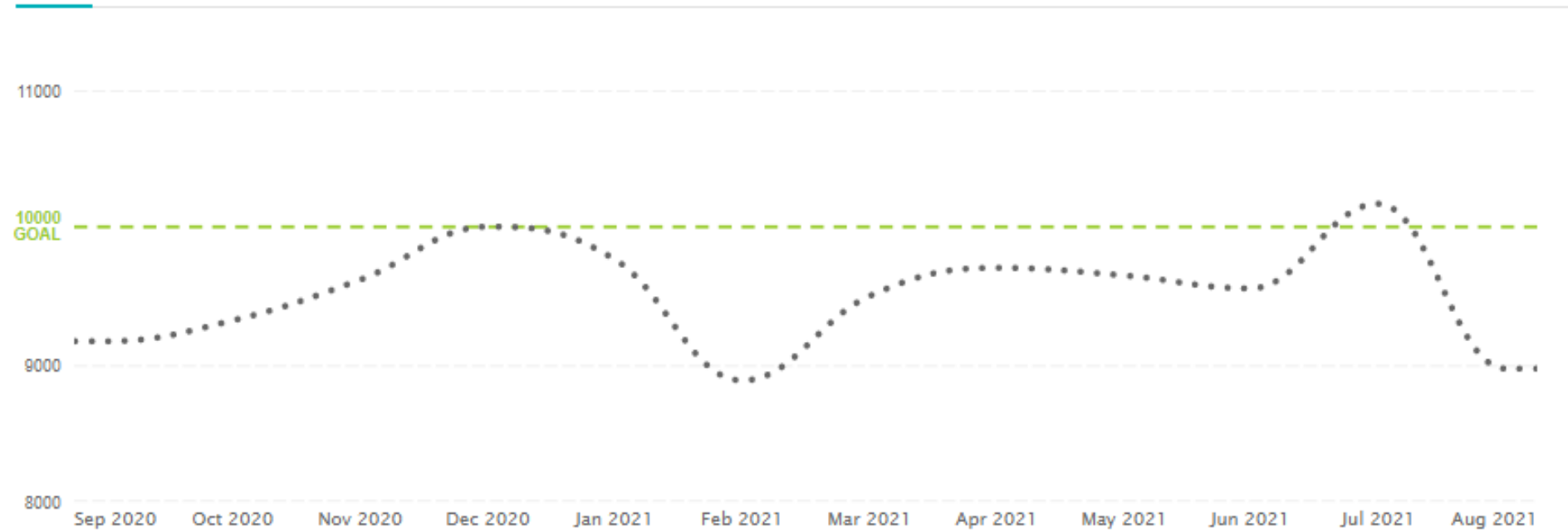
477 participants were active, 339 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends ACS

Filter: ACS  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES

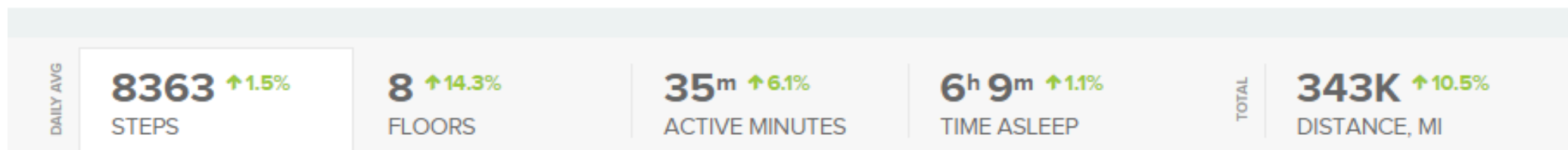


Fitbit Program Overview

Administration:

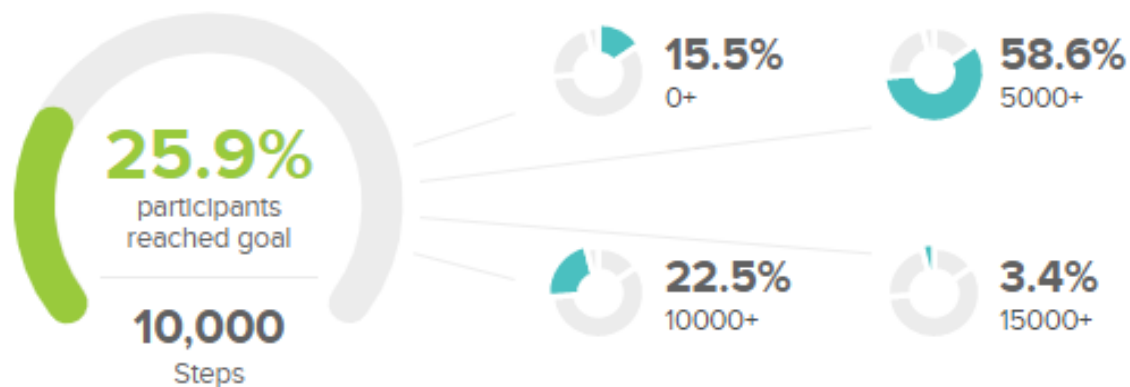
Filter: Administration  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

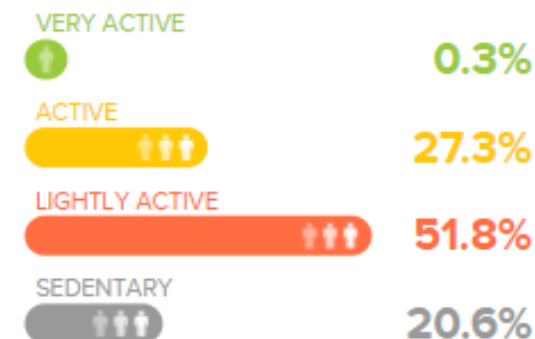


Participants breakdown

DAILY STEPS



ACTIVITY



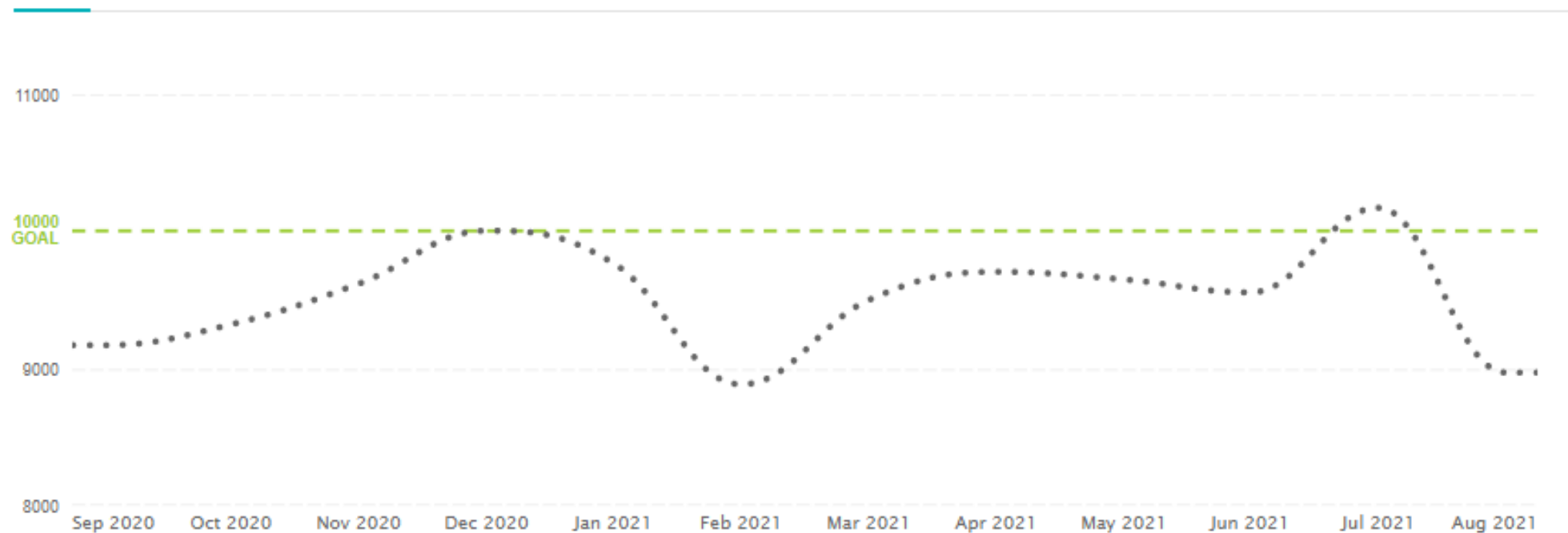
493 participants were active, 355 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends Administration

Filter: ACS  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES



Fitbit Program Overview

LBJ Hospital:

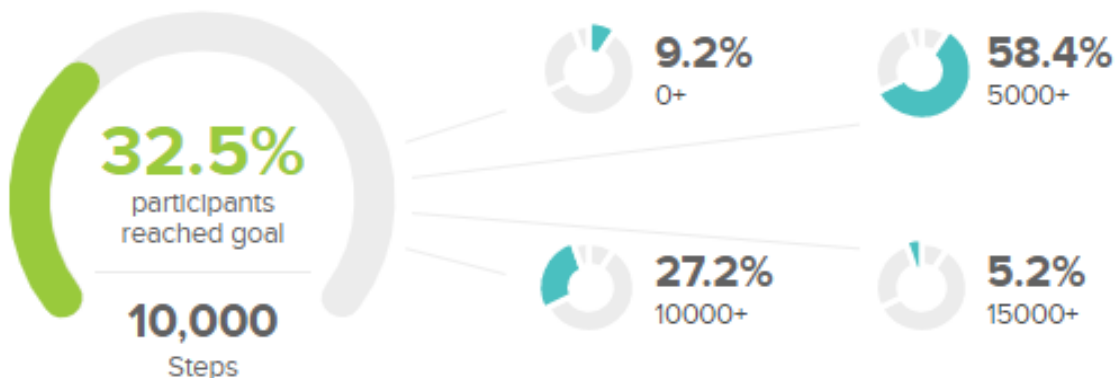
Filter: LBJ Hospital [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021

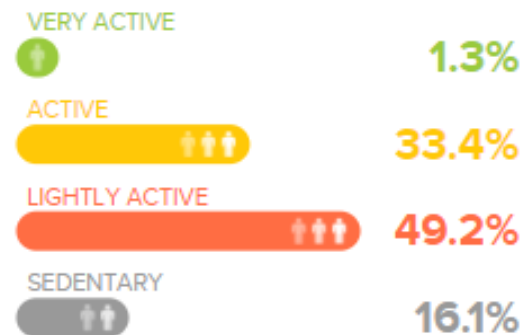
DAILY AVG	9186 ↓1.6%	7	29m ↓6.5%	5h 51m ↓0.8%	TOTAL	310K ↑17.4%
	STEPS	FLOORS	ACTIVE MINUTES	TIME ASLEEP		DISTANCE, MI

Participants breakdown

DAILY STEPS



ACTIVITY



437 participants were active, 305 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends

LBJ Hospital

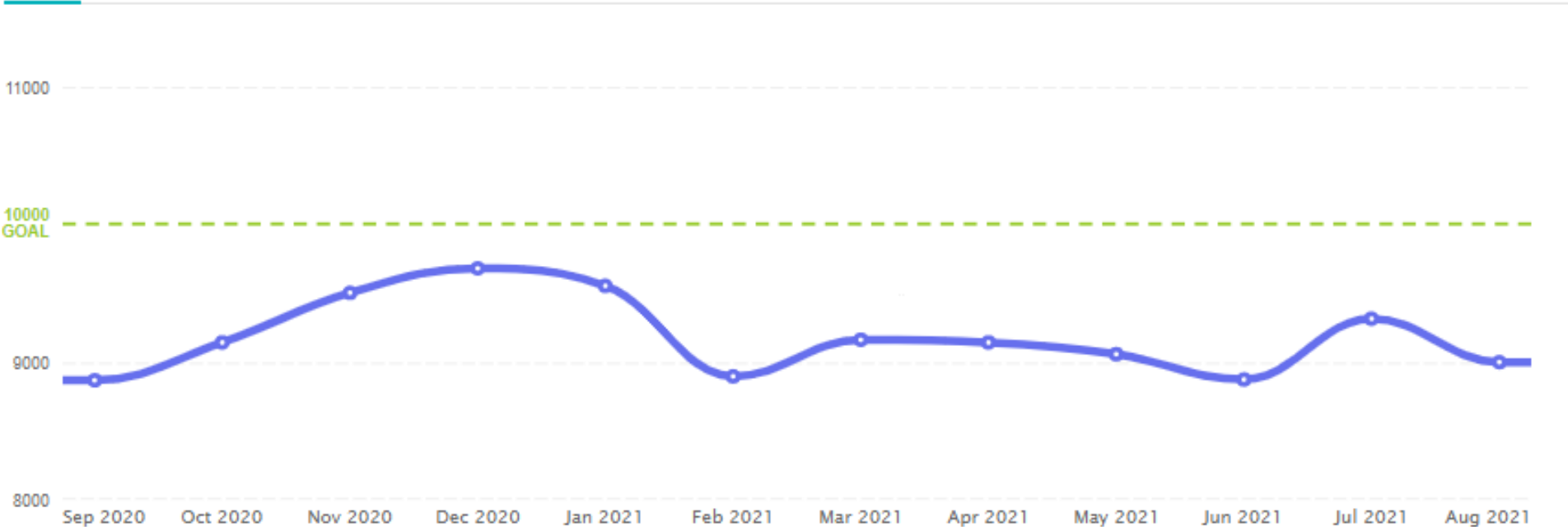
Filter: LBJ Hospital  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

STEPS

FLOORS

ACTIVE MINUTES



Data source: Fitbit Dashboard and Reporting September 2020 - August 31, 2021.

Fitbit Program Overview

Community Health Choice (CHC):

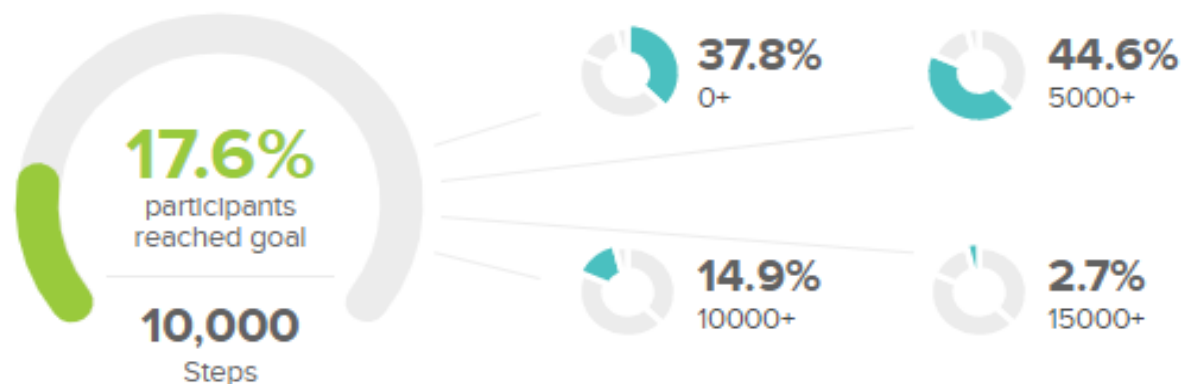
Filter: Community H... [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021

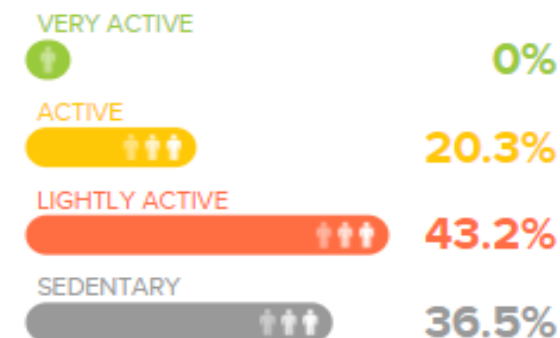
DAILY AVG	7055 ↓8.7% STEPS	6 ↓14.3% FLOORS	29m ↓19.4% ACTIVE MINUTES	6h 23m ↑0.5% TIME ASLEEP	TOTAL	67K ↓5.1% DISTANCE, MI
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Participants breakdown

DAILY STEPS




ACTIVITY



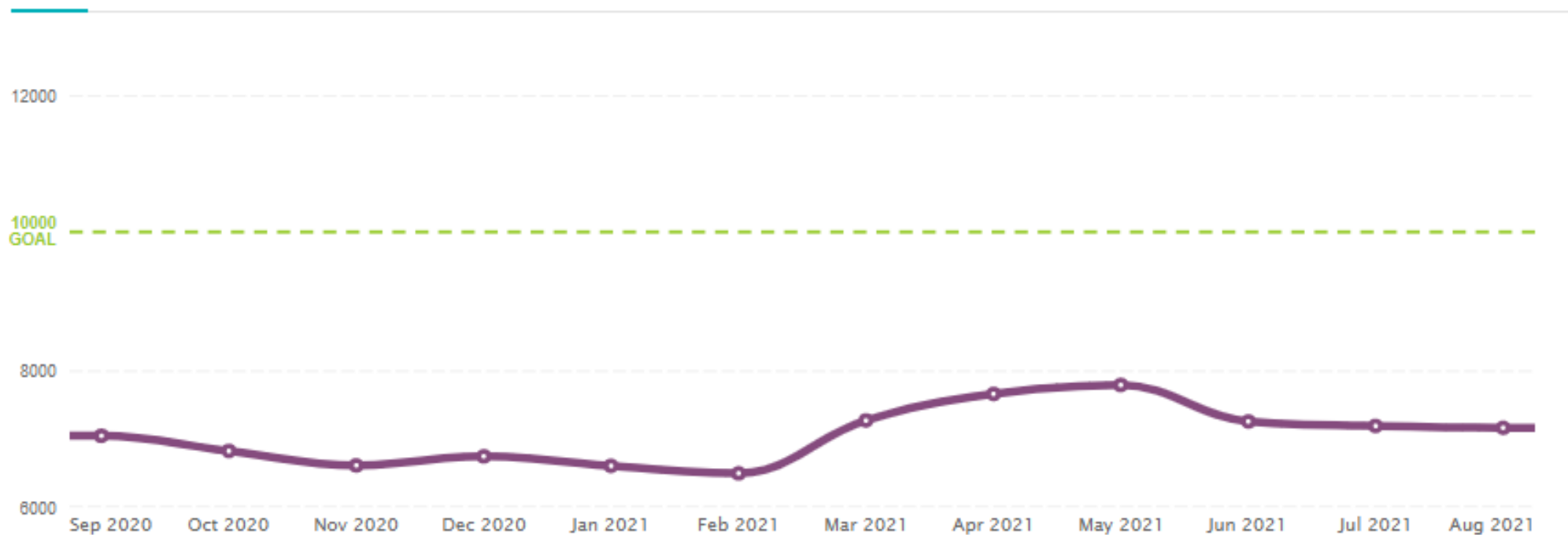
117 participants were active, 74 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends Community Health Choice

Filter: Community H...  Reset filters

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES



Data source: Fitbit Dashboard and Reporting September 2020 - August 31, 2021.

Fitbit Program Overview

Quentin Mease:

Filter: Quentin Mease [Reset filters](#)

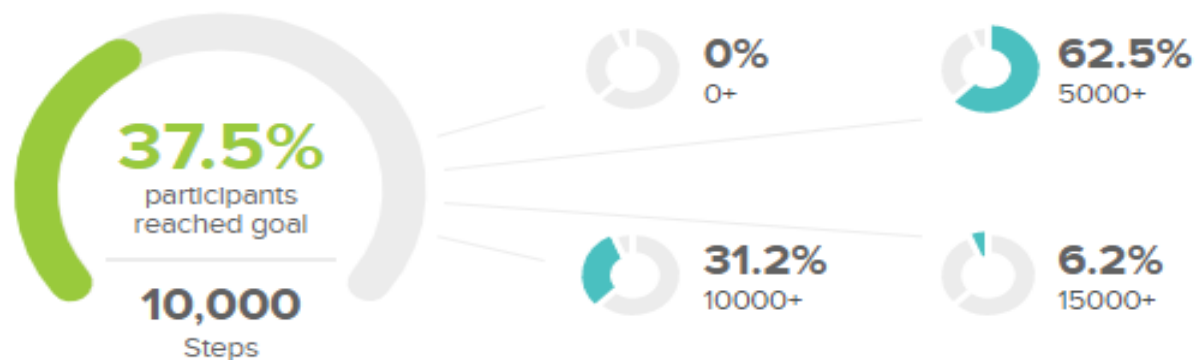
Sep 1, 2020 – Aug 31, 2021

We've hidden some data as we don't have activity or sleep records for enough participants to show aggregate reporting for those dates.

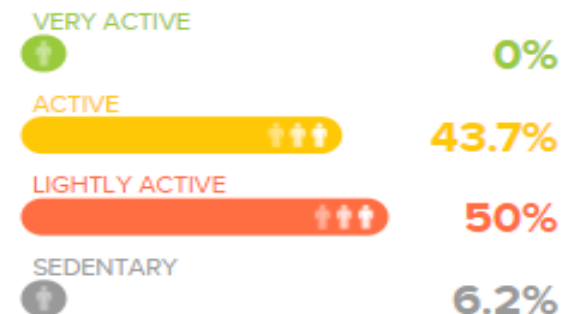


Participants breakdown

DAILY STEPS




ACTIVITY




26 participants were active, 16 of which had enough activity data to be included into this breakdown.

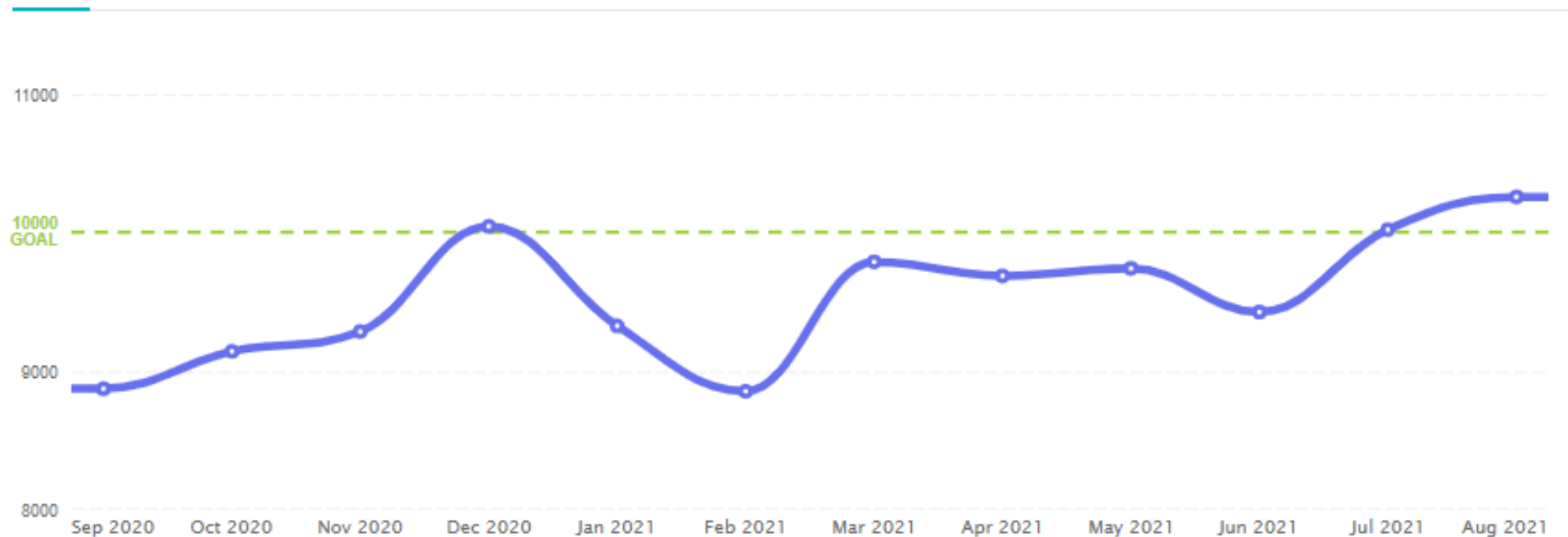
Fitbit Program Overview – Step Trends

Quentin Mease

Filter: Quentin Mease  Reset filters

Sep 1, 2020 – Aug 31, 2021 

STEPS FLOORS ACTIVE MINUTES



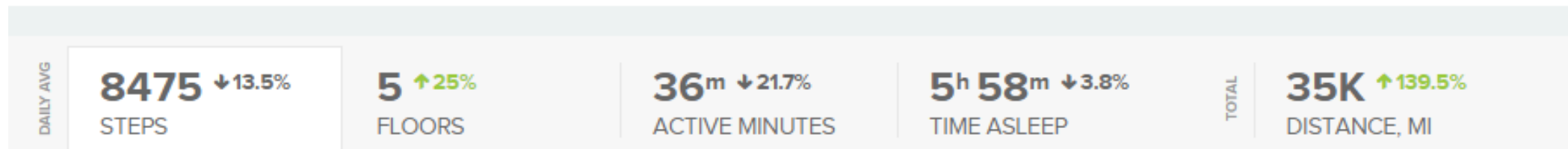
Data source: Fitbit Dashboard and Reporting September 2020 - August 31, 2021.

Fitbit Program Overview

Telecommute:

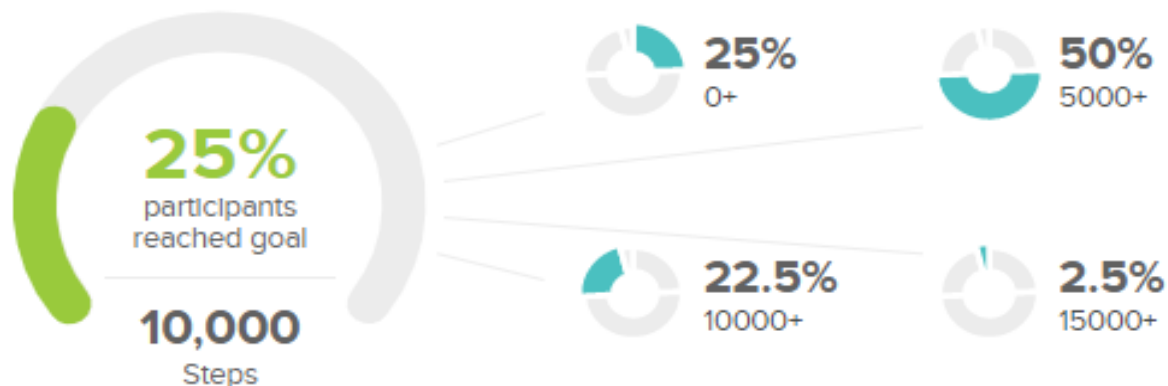
Filter: Telecommute [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021

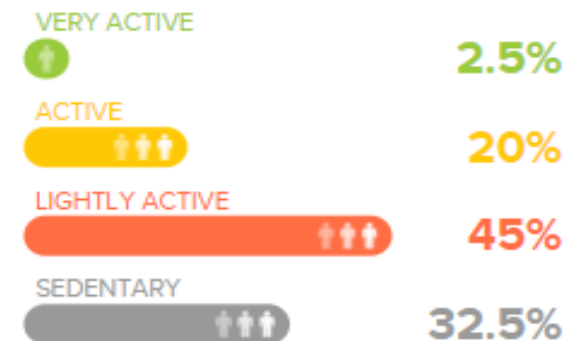


Participants breakdown

DAILY STEPS




ACTIVITY



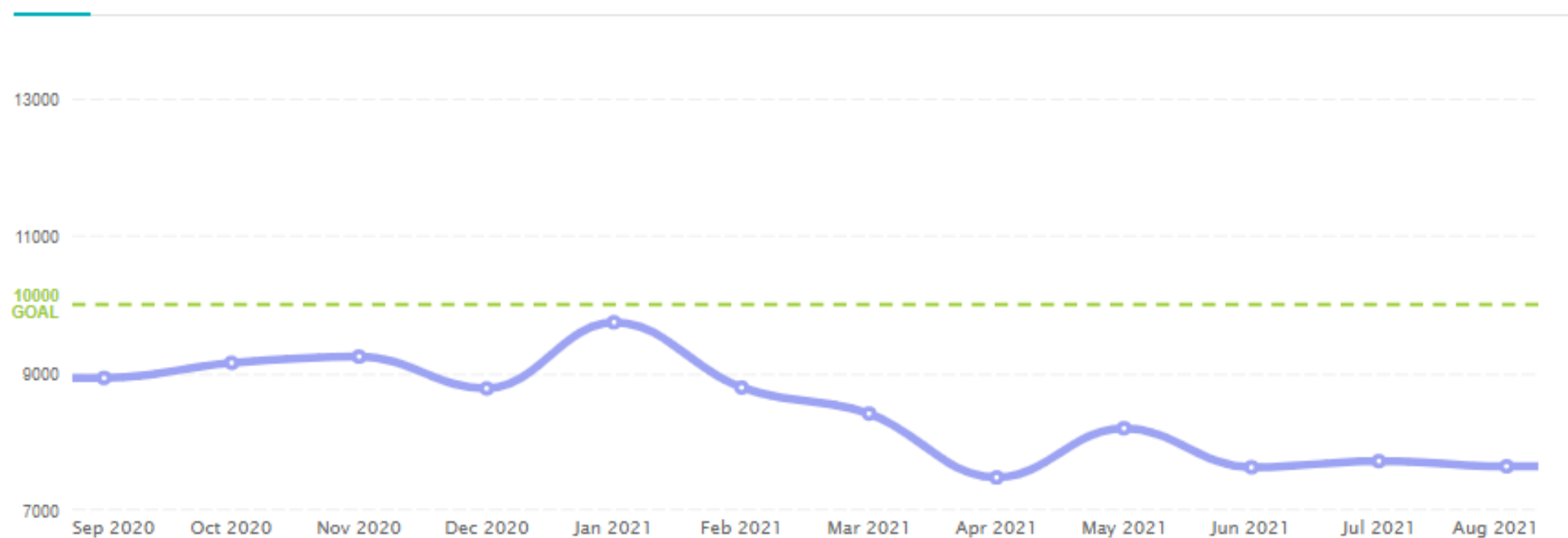
68 participants were active, 40 of which had enough activity data to be included into this breakdown.

Fitbit Program Overview – Step Trends Telecommute

Filter: Telecommute  [Reset filters](#)

Sep 1, 2020 – Aug 31, 2021 

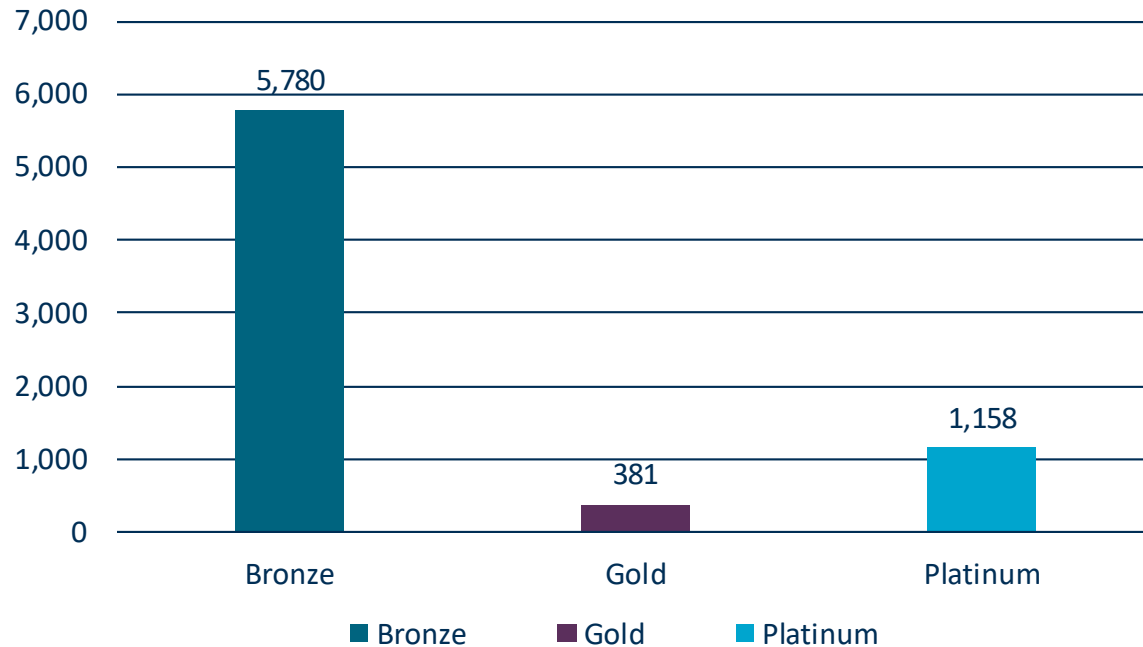
STEPS FLOORS ACTIVE MINUTES



Medal Level Analysis

Medal Level Analysis

Participation by Medal Level



Total Eligible Population (excludes PPACA) as of 9/1/2021

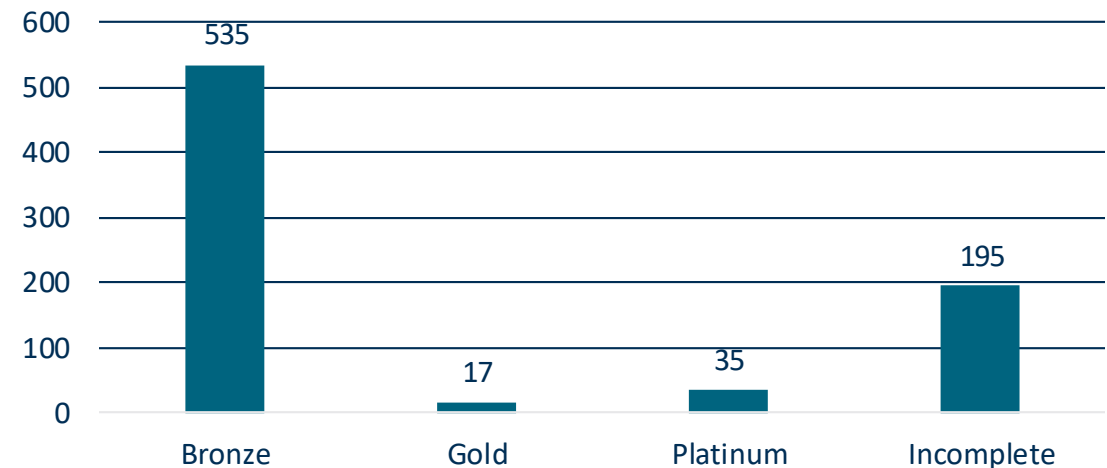
	Platinum	Gold	Bronze	No Award
Count of Members	1,158	381	5,780	1,801

82.02% of Employees & Spouses Earned FY23 Premium Rewards (78.49% earned full reward; 3.53% earned partial reward.)

Modified Premium Rewards Program

Newly Benefitted from 5/1/21-8/31/21

120-Day Premium Rewards Program



■ 120-Day Premium Rewards Program

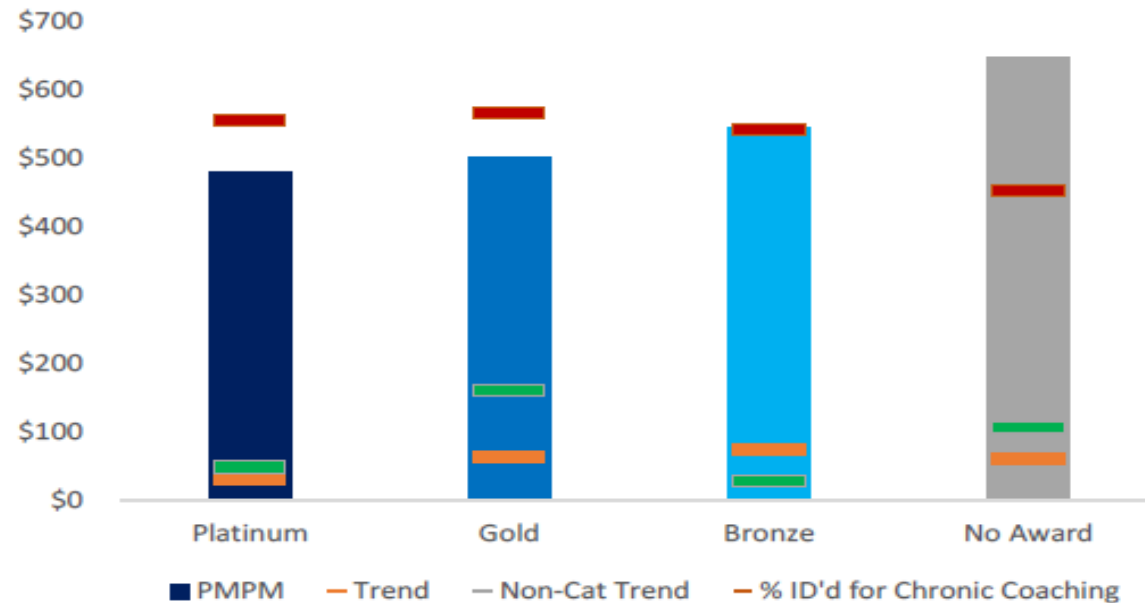
Including ONLY participants enrolled on/after 5/1/21: 76.21% earned FY23 Premium Rewards; 73.91% earned full reward and 2.30% earned partial reward.

Participants in this group only had to complete the HRA and Physical within 120-days of benefit eligibility to earn premium reward.

Medal Level Analysis

All Reward Eligible Population

RESULTS BY REWARD TIER



Metric	Platinum	Gold	Bronze	No Award
Unique Member Count	1,158	381	5,780	1,801
Medical PMPM	\$480	\$500	\$544	\$646
PMPM Trend	4%	9%	11%	9%
Non-Cat PMPM Trend	7%	23%	4%	15%
% ID for Chronic Coaching	79%	81%	77%	64%

Gaps In Care Compliance By Reward Tier

Condition Category	Platinum	Gold	Bronze	No Award
Hypertension	93%	88%	91%	88%
Hyperlipidemia	94%	93%	92%	90%
Obesity	93%	91%	93%	91%
Diabetes	88%	88%	85%	79%
Asthma	93%	100%	95%	95%
Rule Category	Platinum	Gold	Bronze	No Award
Achieve Targets	85%	81%	82%	77%
Appropriate Monitoring	94%	93%	93%	89%
Medication Adherence	96%	92%	94%	94%

OBSERVATIONS

Rewards Drive Health Engagement

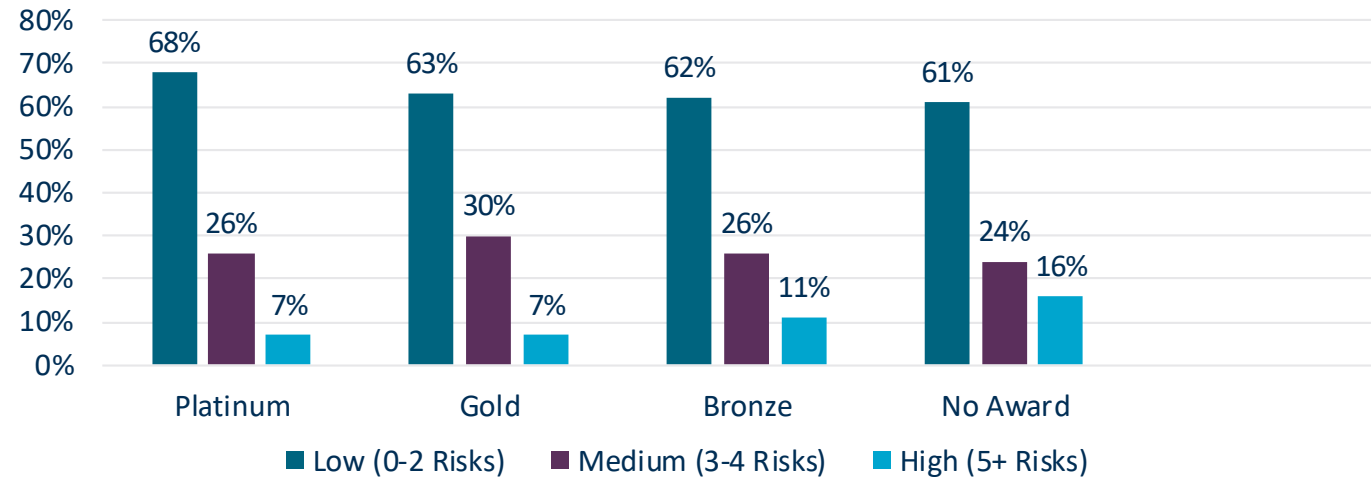
- 7,319 members earned a reward tier
- Award earners had significantly higher health engagement rates, preventive care utilization and better Gaps in Care compliance than non-earners

Medal Level Analysis

Current Average Spend Per Risk Level By Reward Tier

Risk Level	Platinum	Gold	Bronze	No Award
Low	\$4,618	\$4,921	\$4,844	\$4,828
Medium	\$6,603	\$5,910	\$6,765	\$7,381
High	\$6,631	\$15,192	\$7,833	\$4,298

Current Risk Level By Reward Tier



RISK SHIFT: INCENTIVE ELIGIBLE WITH 2 HEALTH RISK ASSESSMENT COMPLETIONS

Risk Count Change	Platinum	Gold	Bronze	No Award	Total
-4	2%	1%	2%	2%	2%
-3	2%	2%	2%	4%	3%
-2	9%	8%	8%	8%	8%
-1	27%	18%	25%	26%	24%
0	36%	35%	35%	29%	34%
1	16%	24%	18%	19%	19%
2	6%	9%	6%	7%	7%
3	1%	3%	3%	4%	3%
4	0%	0%	1%	1%	1%
Count	550	168	2,314	137	3,169

FINDING:

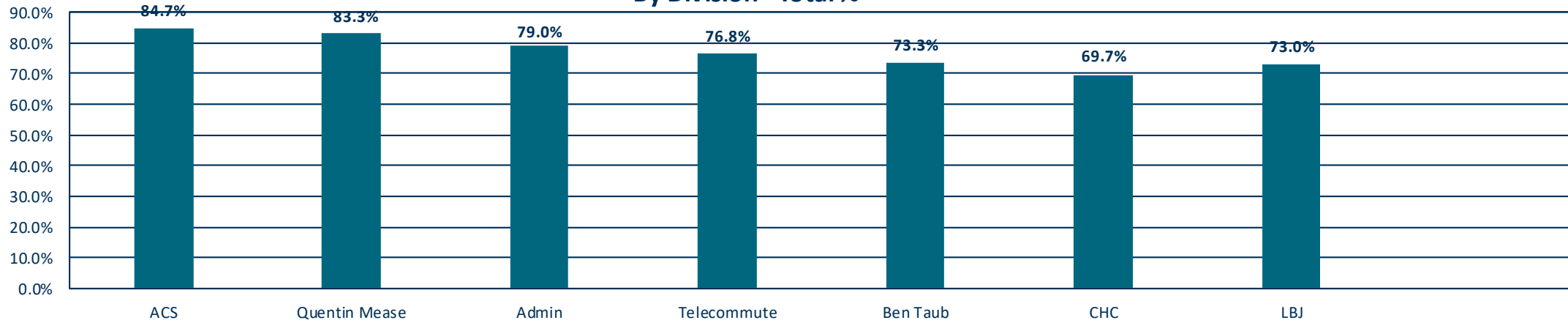
71% of incentive eligible members who completed the health risk assessment in both years had a reduction in risk count or remained stable in risk count

OBSERVATIONS

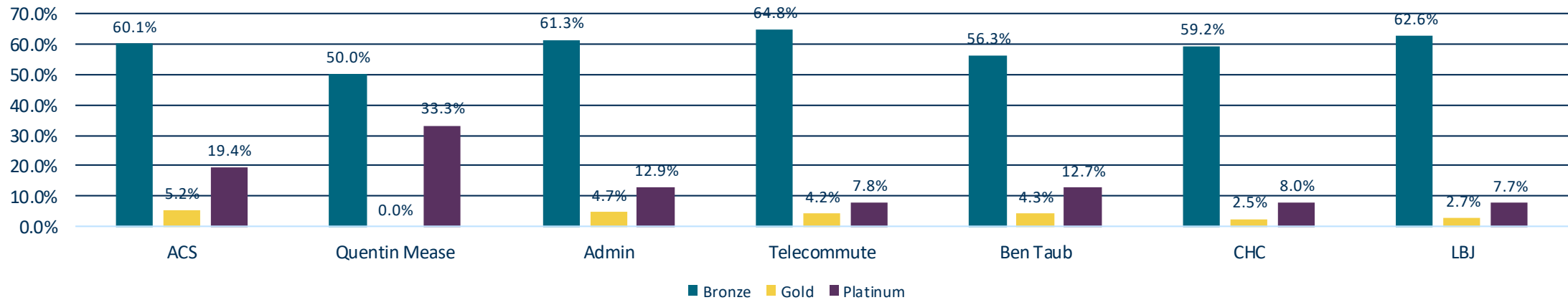
- Due to the Covid-19 pandemic, the average cost per member by HRA risk stratification showed mixed results across the medal levels.
- Members who did not earn an award had a higher proportion of high risk members (5+ risks) compared to reward tier earners

Medal Level Analysis

Premium Reward Program / Medal Level Completion
By Division - Total %



Medal Level By Division



ACS (84.78%) had the largest percentage of Premium Rewards Program / Medal Level Status completions followed by Quentin Mease (83.33%), Admin (78.97%), Telecommute (76.77%), Ben Taub (73.33%), LBJ (72.95%), and CHC (69.73%)

Employee Assistance Program

Employee Assistance Program

UTILIZATION RATE SUMMARY

Type	Count	%	Serviced	%	Activities	%
EAP Files	165	82.1%	165	47.7%	758	81.2%
Information Calls	5	02.5%	5	01.4%	5	00.5%
Work/Life Files	30	14.9%	30	08.7%	0	00.0%
Organizational Service/CISD	1	00.5%	0	00.0%	0	00.0%
Member Portal Web Traffic	0	00.0%	146	42.2%	170	18.2%
Supervisor Referral	0	00.0%	0	00.0%	0	00.0%
Organization Consultation	0	00.0%	0	00.0%	0	00.0%
Total	201	100%	346	100%	933	100%

7.51%
Annualized Impact Rate of Total Services including the Member Portal Visits.

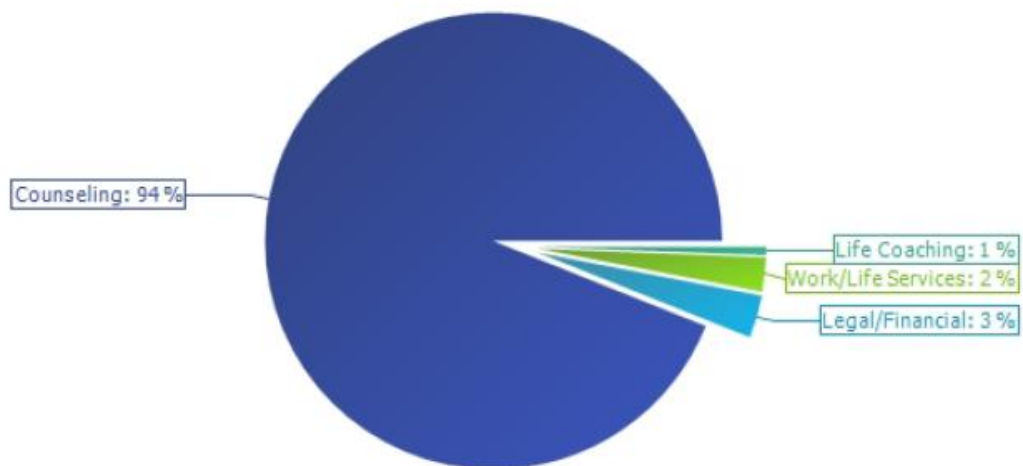
- **Subscribers (Monthly Average):** 9,235
- 4.35% total Annualized utilization rate of all EAP files.
- 1,478 total participants in live or recorded webinars during FY23; an average of 134 people per webinar
- 7,197 total participants in EAP eLearning webinars during FY23; an average of 277 people per webinar
- 86.67% of utilizers during the year were employees

Count	Serviced	Activities
The total number of files: EAP, Organizational Services, Information Calls, etc. that fall within the reporting period.	The total number of service users within files along with Member Portal unique user visits that fall within the reporting period.	The total number of activities from files along with the total Member Portal visits that fall within the reporting period.

Population / Utilization Rate	9235
Annualized Rate for Count of all Files.	4.35%
Annualized Impact Rate of Total Serviced including Member Portal visits.	7.51%

Employee Assistance Program

Service Type



Service Type	9/1 - 11/30		12/1 - 2/28		9/2021 - 2/2022	
	#	%	#	%	#	%
Counseling	40	93.02%	115	94.26%	155	93.94%
Legal/Financial	2	4.65%	3	2.46%	5	3.03%
Life Coaching	0	0.00%	1	0.82%	1	0.61%
Work/Life Services	1	2.33%	3	2.46%	4	2.42%
Total	43	100 %	122	100 %	165	100 %

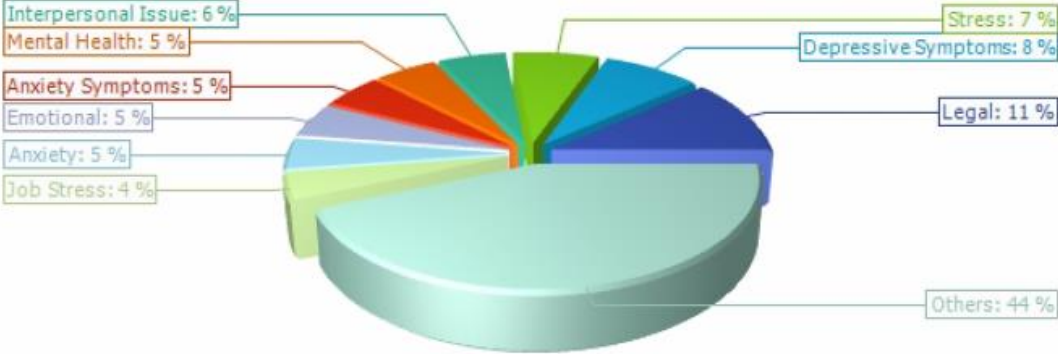
Work/Life Service



Work/Life Service	9/1 - 11/30		12/1 - 2/28		9/2021 - 2/2022	
	#	%	#	%	#	%
Child Care	0	0.00%	1	3.33%	1	3.33%
Elder Care	0	0.00%	1	3.33%	1	3.33%
Financial	0	0.00%	2	6.67%	2	6.67%
Legal	0	0.00%	22	73.33%	22	73.33%
Medical Advocacy	0	0.00%	1	3.33%	1	3.33%
Personal Assistant	0	0.00%	3	10.00%	3	10.00%
Total	0	0 %	30	100 %	30	100 %

Employee Assistance Program

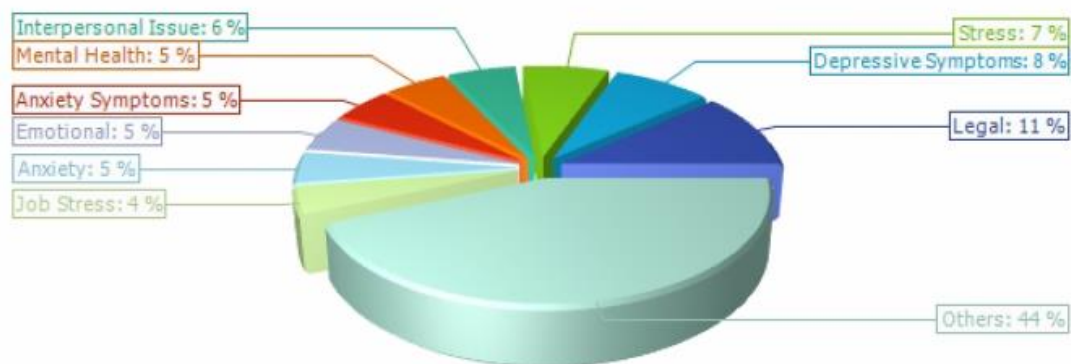
Primary Presenting Problem



Primary Presenting Problem	9/1 - 11/30		12/1 - 2/28		9/2021 - 2/2022	
	#	%	#	%	#	%
Adjustment	0	0.00%	1	0.66%	1	0.51%
Alcohol (EAP)	2	4.65%	0	0.00%	2	1.03%
Alcohol (SAP)	0	0.00%	1	0.66%	1	0.51%
Anger Related Issues	0	0.00%	4	2.63%	4	2.05%
Anxiety	6	13.95%	3	1.97%	9	4.62%
Anxiety Symptoms	0	0.00%	10	6.58%	10	5.13%
Assault	0	0.00%	1	0.66%	1	0.51%
Assault (EAP)	0	0.00%	1	0.66%	1	0.51%
Child Care	0	0.00%	1	0.66%	1	0.51%
Child Care (obsolete)	1	2.33%	1	0.66%	2	1.03%
Conflict With Coworker	0	0.00%	1	0.66%	1	0.51%
Conflict With Supervisor	0	0.00%	1	0.66%	1	0.51%
Couples	4	9.30%	1	0.66%	5	2.56%
Couples Issue	0	0.00%	7	4.61%	7	3.59%
Depression	2	4.65%	1	0.66%	3	1.54%
Depressive Symptoms	0	0.00%	16	10.53%	16	8.21%
Drug	0	0.00%	1	0.66%	1	0.51%
Eating	0	0.00%	1	0.66%	1	0.51%
Elder Care	0	0.00%	1	0.66%	1	0.51%
Emotional	0	0.00%	10	6.58%	10	5.13%
Family Issue	0	0.00%	7	4.61%	7	3.59%

Employee Assistance Program

Primary Presenting Problem

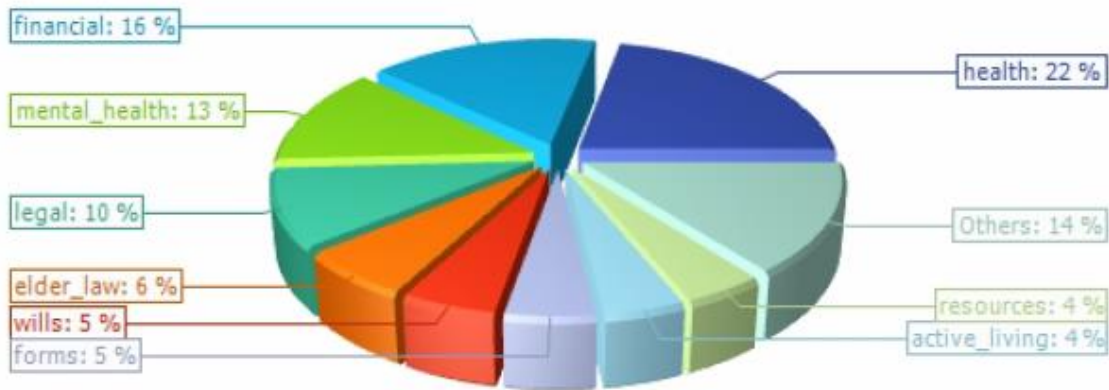


Primary Presenting Problem

	9/1 - 11/30		12/1 - 2/28		9/2021 - 2/2022	
	#	%	#	%	#	%
Family/Other	0	0.00%	1	0.66%	1	0.51%
Family/Teenager	2	4.65%	0	0.00%	2	1.03%
Financial	0	0.00%	2	1.32%	2	1.03%
Financial Referral	2	4.65%	2	1.32%	4	2.05%
Grief	0	0.00%	5	3.29%	5	2.56%
Grief (EAP)	8	18.60%	0	0.00%	8	4.10%
Interpersonal	0	0.00%	1	0.66%	1	0.51%
Interpersonal Issue	0	0.00%	11	7.24%	11	5.64%
Job Related	0	0.00%	1	0.66%	1	0.51%
Job Stress	5	11.63%	3	1.97%	8	4.10%
Legal	0	0.00%	22	14.47%	22	11.28%
Legal Referral	0	0.00%	1	0.66%	1	0.51%
Medical Advocacy	0	0.00%	1	0.66%	1	0.51%
Medical Advocacy-Health	0	0.00%	2	1.32%	2	1.03%
Mental Health	6	13.95%	4	2.63%	10	5.13%
Mental Illness	1	2.33%	0	0.00%	1	0.51%
Personal Assistant	0	0.00%	3	1.97%	3	1.54%
PTSD	2	4.65%	0	0.00%	2	1.03%
Relationship	1	2.33%	3	1.97%	4	2.05%
Stress	0	0.00%	14	9.21%	14	7.18%
Stress (EAP)	1	2.33%	3	1.97%	4	2.05%
Wellness Coaching	0	0.00%	1	0.66%	1	0.51%
Work Related Stress	0	0.00%	2	1.32%	2	1.03%
Total	43	100 %	152	100 %	195	100 %

Employee Assistance Program

Member Portal Traffic Top Topics



Member Portal Traffic Top Topics	9/1 - 11/30		12/1 - 2/28		9/2021 - 2/2022	
	#	%	#	%	#	%
active_living	0	0.00%	16	4.37%	16	4.37%
depression	0	0.00%	13	3.55%	13	3.55%
elder_law	0	0.00%	23	6.28%	23	6.28%
family	0	0.00%	12	3.28%	12	3.28%
financial	0	0.00%	60	16.39%	60	16.39%
forms	0	0.00%	18	4.92%	18	4.92%
health	0	0.00%	80	21.86%	80	21.86%
healthy_living	0	0.00%	13	3.55%	13	3.55%
legal	0	0.00%	36	9.84%	36	9.84%
mental_health	0	0.00%	46	12.57%	46	12.57%
resources	0	0.00%	16	4.37%	16	4.37%
wellbeing	0	0.00%	14	3.83%	14	3.83%
wills	0	0.00%	19	5.19%	19	5.19%
Total	0	0 %	366	100 %	366	100 %

Employee Assistance Program-Healthy Knowledge Seminars

Summary of September 2020 – August 2021:

- Total live webinars: 11
 - Total participants for live webinars: 1,478 total participants in live EAP webinars during FY23; an average of 134 people per webinar
- Total recorded eLearning webinars: 26
 - Total participants who completed eLearning webinar and quiz: 5,719 total participants in EAP eLearning webinars during FY23; an average of 220 people per webinar

Rewards & Recognition

Awards & Accolades

The Healthy@Harris program has been honored with the following awards and accolades:

- **Achieved #45 in Top 100 Healthiest Workplaces in America 2021 (2020 (#6), 2019 (#2), 2018 (#64))**
 - Harris Health System ranked **#45** in the Top 100 Healthiest Workplaces in America
 - The winning organizations were honored for their exceptional achievement and leadership in building a healthy and productive workplace committed to employee and community health. Over 1,000 of America's top wellness programs were evaluated for this award across the country.
 - Award applicants were evaluated across six key categories: Culture and Leadership Commitment, Foundational Components, Strategic Planning, Marketing and Communications, Programming and Interventions, and lastly, Reporting and Analytics. Applicants were evaluated with the proprietary Healthiest Employers® Index, a 1-100 rubric for wellness programming. The Top 100 organizations have achieved lasting success through a wide array of employee wellness initiatives and corporate wellness programs.

- **Achieved #6 Healthiest Employer in Texas (#1 in 2020, 2019 & 2018)**
 - Harris Health System was ranked **#1** amongst the Houston Business Journal's Healthiest Employers within the "Extra Large Companies" category (5000+ employees); up from #4 in 2018.
 - The score is based on a 75-question survey given by Springbuk Health Analytics System that scored each company in six categories: culture and leadership commitment, foundational components, strategic planning, communications and marketing, programming and interventions, reporting and analytics. Healthiest Employers Inc. ranks the companies by total score and Healthiest Employer Index.

- **American Heart Association Workplace Health Achievement Gold Award (2021, 2020, 2019, 2018, 2017)**
 - The American Heart Association has defined best practices for employers to use to build a culture of health for their employees in the workplace. The American Heart Association's Workplace Health Achievement Index measures the extent to which the company has implemented those workplace health best practices. Companies recognized at the Gold level have achieved an Index score of 175 - 217 out of a maximum 217 points.
 - Harris Health System has earned the designation for our evidence-based, scientific, best-practice Wellness program that is improving our employees' overall health and well-being.



#45 in America
 2021
HEALTHIEST 100™
 scored by Springbuk®

#6 in Texas



Awards & Accolades Continued

The Healthy@Harris program has been honored with the following awards and accolades:

- **Achieved the Platinum Well Work Place Award through the Worksite Wellness Council of America**
 - To earn the highest level Platinum Award, an employer must establish programs to improve employee health and well-being using the Seven Benchmarks: 1) Committed and Aligned Leadership, 2) Collaboration in Support of Wellness, 3) Collecting Meaningful Data, 4) Crafting an Operating Plan, 5) Choosing Initiatives that Serve the Whole Employee, 6) Creating Supportive Environments, Policies and Practices and 7) Conduct Evaluation, Communicate, Celebrate and Iterate.
- **Achieved re-accreditation of the CEO Cancer Gold Standard (2012-2021)**
 - To earn *Gold Standard* accreditation, an employer must establish programs to reduce cancer risk by taking concrete actions in five key areas known as the Five Pillars: 1) Prevention, 2) Screening, 3) Cancer Clinical Trials, 4) Quality Treatment and Survivorship, and 5) Health Education and Health Promotion.
- **Cigna Well-Being Award for Outstanding Culture of Health (2021, 2020, 2019, 2018, 2017)**
 - The Cigna Well-Being Award was presented to Harris Health System for actively and positively impacting the overall health and well-being of their population. Applicants are evaluated on various components of their well-being program including overall infrastructure (management support, goals, branding of the program), workplace environment, policies, program implementation, data collection, incentives and overall participation.
- **Certificate of Excellence from Go Healthy Houston; Healthy At Work (2017)**
 - Harris Health System was awarded the 2017 Certificate of Excellence, Healthy At Work for improving the health of Houstonians by increasing access to healthy foods, physical activity, and tobacco-free places at work.



Current and Future Strategies

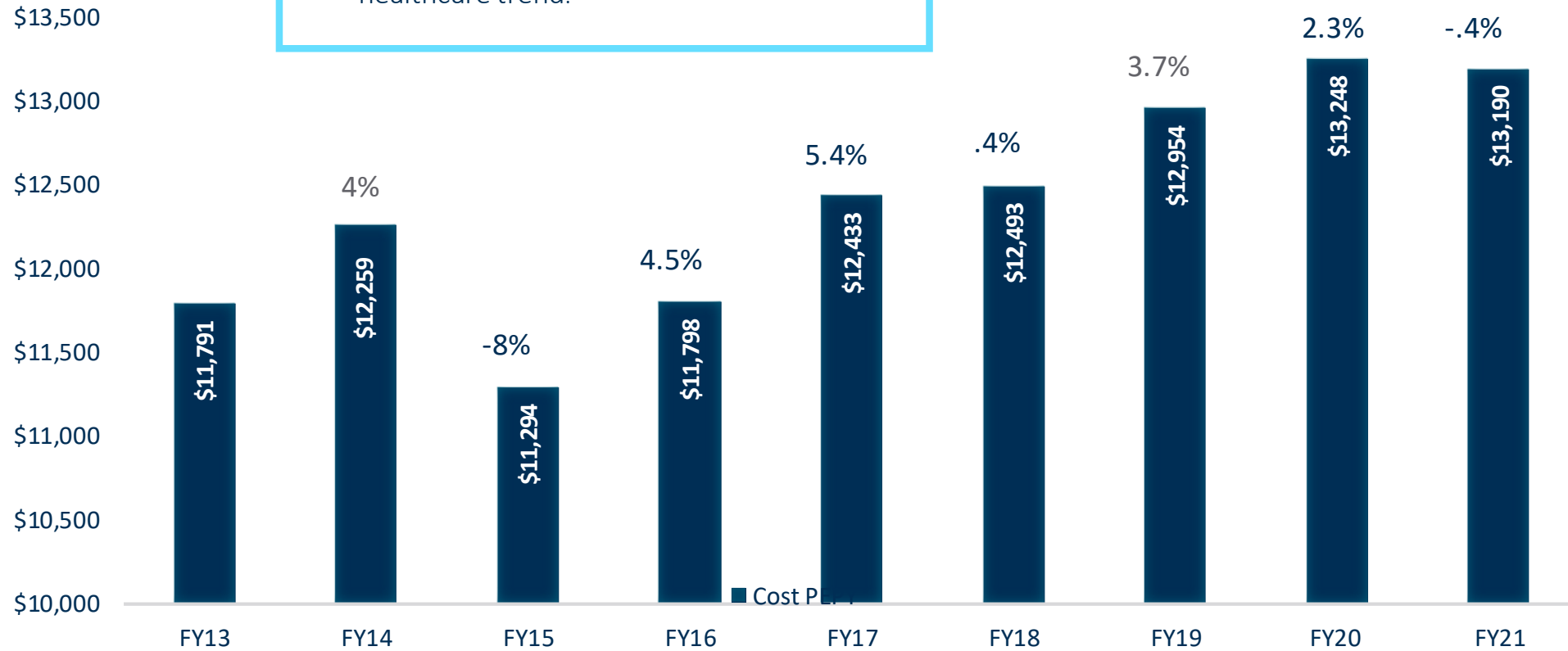
Summary of FY23 Program Year Strategies

- Pivoted to online employee wellness classes, workshops and special events due to Covid-19 pandemic to make programs and services more accessible.
- Created over 24 custom employee wellness workshops, implementing a minimum of two per month
- Created 4 new wellness class series
- Implemented 4 Fitbit Challenges
- Implemented a variety of special events including the annual Relaxathon with new experiences
- Continued to focus on pre-diabetic, diabetic, hypertension, weight management and metabolic syndrome population
 - Enhanced data analytics established for benchmarking against
- Continue to engage and reward spouses to drive participation in Wellness programs
 - FY23 Premium Reward Program: Both the employee and covered spouse must individually complete the annual physical, health assessment and achieve 1,000 points to earn the full premium reward.
- Continued with the Rx copay and deductible waiver for generic diabetes medications and supplies as well as insulin for individuals actively engaged in Livongo Diabetes Management Program. Added brand medications to this program as well to cover medications in which no generics equivalents are available.
- Implemented Rx copay and deductible waiver for generic Rx, brand Rx in which there are no generic equivalents are available, and supplies for individuals actively engaged in Livongo Hypertension Management Program.
- Worked on Saba eLearning implementation to enhance access to education for employees and spouses. Saba allows for an enhanced and aligned experience for both employees and spouses to participate in a mobile friendly, internet based application available from anywhere.
- Continued with tiered status rewards via Amazon eGift Cards to drive enhanced engagement in wellness and prevention beyond achievement of Premium Rewards
- Continued with discounts and subsidy on Fitbits to encourage physical activity and reduce risks
- Simplified Fitbit group enrollment process to drive engagement.
- Promoted discounted Gym memberships to encourage physical activity through participation at local gyms, fitness facilities etc.
- Added recorded Healthy Knowledge Webinars with quizzes to expand reach and participation of employees and spouses
- Added recordings of Well Powered Living classes with quizzes to expand reach and participation for employees and spouses
- Continued to promote Livongo Diabetes Prevention Program to provide a multi-modal resource and reduce risk of Diabetes in our workforce.
- Drive engagement in EAP to assist in mental and emotional well-being
- Expanded onsite presence at clinics and offsite locations

Appendix A

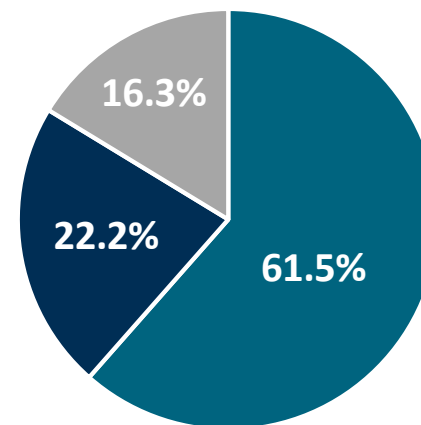
Historical & FY21 Year-End Financial Snapshot

Harris Health
 For 8 years, Harris Health has achieved their target of running below national healthcare trend.



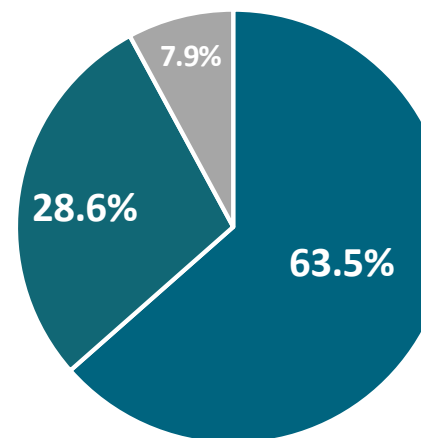


February 2021 Enrollment



■ Kelsey ■ High Ded ■ Low Ded

March 2021 Enrollment



■ Kelsey ■ CDHP ■ Value

Enrollment Migration

		March 2021									Grand Total
		CDHP HRA NWell	CDHP HRA PWell	CDHP HRA Well	Kelsey NWell	Kelsey PWell	Kelsey Care Well	Value Local NWell	Value Local PWell	Value Local Well	
Feb 2021	HiDed NoWell	241	10	53	28		13	10		7	362
	HiDed PWell	12	8	15	1	1	1	2	3	1	44
	HiDed Well	115	20	1056	10	1	127	4	2	75	1410
	Kelsey NWell	9		5	349	9	191	6		2	571
	Kelsey PWell	0		1	17	30	40				88
	Kelsey CareWell	5	1	65	261	22	3981	6		29	4370
	LoDed NWell	118	3	36	9		4	55	2	28	255
	LoDed PWell	5	4	9		2	1	4	3	7	35
	LoDed Well	55	5	485	2	2	85	21	8	376	1039
	Grand Total	560	51	1725	677	67	4443	108	18	525	8,174

Key Insights

- Employees represented in **blue** shading elected to keep the same or a similar benefit plan for 2021 plan.
- **287** Employees moved from the High and Low Ded plans to a Kelsey Plan.
- Employees represented in **orange** shading remained in the same plans, but moved between different wellness tiers.
- **86** employees moved from the **Kelsey Plan** to the **CDHP** plan.
- There were **104** Employees who migrated from the **High Ded** plan to the **Value** plan. There were **43** Employees who migrated from the **Kelsey Seybold** plan to the **Value** plan.

Contact Us!

HEALTHY@HARRIS

Caring for ourselves so we can care for others

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