



"...meeting community needs...enhancing quality of life."

HUMAN RESOURCES DEPARTMENT

100 N. Appleton Street
Appleton, WI 54911
Phone: 920-832-6455
Fax: 920-832-5895

MEMO

To: Alderperson Plank and Members of the Finance Committee
From: Sandy Matz Human Resources Director
Date: May 3, 2018

Re: Request to approve funding to expand healthcare services at the Connecting Care Clinic for Health Coaching and Physical Therapy services.

The Human Resources Committee has approved the concept of expanding the healthcare services at the Connecting Care Clinic to include a Health Coach and a Physical Therapist. The recommendation is to start both positions at half time and as demand increases, to expand hours up to and including full-time for each position. The estimated costs for the addition of these services is as follows:

City's share of a half time Health Coach	\$1,525 per month
City's share for the half time Physical Therapist	\$2,219 per month
City's share for both staff	\$3,744 per month
City's share of set-up equipment/furniture costs	\$7,000 total

We anticipate having both positions filled by the beginning of September, 2018. The anticipated City total investment in 2018 is \$21,976 (\$3,744/month x 4 months (\$14,976) + \$7,000 equipment).

The investment to add these services would be paid from the health insurance cost pool by reallocating the costs of these services from providers under the medical plan to the Connecting Care Clinic. It is expected that the cost savings generated from this reallocation of services will outweigh the additional costs of the new positions, thus no 2018 budget adjustment is necessary.

The billable hourly rate that will be used for Physical Therapy services at the Connecting Care Clinic is \$80/hour. Physical Therapy visits under our current medical plan can range in cost from \$180 to over \$200 for therapy and anywhere from over \$200 to \$400 for an initial evaluation.

We will continue to provide quarterly Return on Investment Reports (ROI Reports) to the Human Resources Committee on clinic services and will provide additional reporting for the Health Coach and Physical Therapy services.

If you have any questions related to this item, please contact me directly.



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MEMO

To: Alderperson Konetzke and Member of the Human Resources Committee

From: Sandy Matz, Human Resources Director

Date: April 20, 2018

Re: Request to approve the addition of a Health Coach Position and a Physical Therapist Position to the Connecting Care Clinic. The Request is for authorization up to full-time for each position with the initial staffing at half time.

The Connecting Care Clinic oversight team which includes District employees, City employees, ThedaCare employees and Associated Benefits & Risk Consulting employees, is proposing to increase staffing at the Connecting Care Clinic. The proposal is to add a half time Health Coach and a half time Physical Therapist. We anticipate demand to grow rather quickly for both services and are asking for authorization to add hours to meet demand up to full-time for each position.

Health Coach: Both the District and the City offer Personal Health Assessments for employees and their spouses. The purpose of the Health Coach will be to assist participants in improving their overall health and wellness education. Currently, the RN at the clinic is providing outreach for these participants as her schedule allows. For city employees, in just a few short months, she has helped a nicotine user quit and has engaged four participants with elevated glucose levels in a Diabetes Prevention Program. Participants in the Diabetes Prevention Program are averaging a 12 lb. weight loss after 3.5 months in the program! Our goal is to have a staff person focus on these areas and continue to help our employees improve their health.

Physical Therapist: As many of us know, physical therapy can be quite expensive and can be a large time drain on your schedule. We can offer physical therapy to our employees at a fraction of the cost through the traditional health insurance model. Additionally, we can help employees get in and out quicker and back to their normal schedule. Musculoskeletal claims under our medical plan have continued to be a cost driver and we see this as an opportunity to impact those claim costs by adding this service to the clinic.

Attached is the proposal from ThedaCare on the costs of staffing and initial setup costs for furniture and equipment for the two staff positions.

We are excited about the opportunity to expand our partnership with the Appleton School District and ThedaCare and to be able to expand this benefit for City employees.

If any of you have any questions regarding the proposal, please contact me.



ThedaCare™

April 19, 2018

Sandy Matz
City of Appleton
100 N. Appleton Street
Appleton, Wisconsin 54911

Dear Sandy:

Based on our discussions with members of the Joint Operating Committee for the Connecting Care Clinic, a proposal was requested to add a Physical Therapist and Health Coach to the Connecting Care Clinic. Please consider this letter our proposal for these services.

Background

- The City of Appleton is looking for ways to improve the health of their population as well as reduce health care spend.
- The claims for the City over the last several years are musculoskeletal related claims. Many of these services could be provided by a Physical Therapist.
- In order to meet the goal of the clinic to improve health, health coaching is needed to address the following opportunities identified in the Personal Health Assessment.
 - 34 participants ready to quit using tobacco
 - 61 participants with an elevated glucose
 - 607 participants indicated a readiness to change in at least one lifestyle related area.
 - 380 participants indicated they were thinking about a change in at least one lifestyle related area.
 - 126 participants at high risk for blood pressure

Services

Health Coach

- Individual Health Coaching
 - Assists in setting short and long term goals
 - Addresses barriers to change
 - Documents plans
 - Assess readiness to change
 - Practices motivational interviewing techniques
 - Moves individuals through the change process
- Health coach resources
 - Presentations
 - Handouts
 - Programs
 - Incentive Challenges
 - Monthly Wellness Newsletter
 - Monthly Wellness Plan
 - Healthy Huddles & demonstrations



ThedaCare™

- Cultural Change Resources
- Recipes
- Fitness classes
- Web resources and tools
- Group classes and programs for support and accountability
- Detailed data analysis
- Targeted outreach based on health risks and readiness to change
- Onsite support, education, resources and tools to help employees achieve lasting health improvement
- Moves individuals through the change process
- Risk stratification to identify and provide outreach
- Tailored programming based on health risks, employee interests, and readiness to change
- Participation on company's wellness committee
- Ongoing biometric measurements (blood pressure, weight, etc.)
- Proactive chronic condition care
- Integration of PHA data
- Facilitate compliance in management of condition
- Assist individuals in modifying lifestyle to improve or eliminate condition
- Face to face
- Group programs
- E-mail
- Texting

Physical Therapy

- Individual visits
- Alleviate muscle or joint discomfort
- Migraines and back pain treatment
- Provide advice on fitness
- Early intervention and prevention
- Initial evaluations
- Follow-up treatments

Economics/Investment

Health Coach

- 46 weeks (schedule to be determined)
- Confidentiality as a third party
- Team member in a cohesive health team
- Provide and review company specific reporting packages on an on-going basis
- Medical tracking in EPIC (ThedaCare and its partners medical record)
- Medical liability coverage
- Access to multiple resources throughout ThedaCare and medical partners

	<u>Hourly Rate</u>	<u>Monthly Fee</u>	<u>City Portion (32%)</u>
20 hours / week	\$55	\$4,767	\$1,525
40 hours / week	\$55	\$9,534	\$3,050