

GENESYS HEALTHWORKS

About Genesys Health System

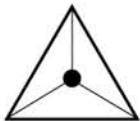
Located in Flint, Michigan, Genesys Health System (GHS) is an integrated health system that includes the full continuum of care, along with physician and community partners; The GHS vision is to transform care through Genesys HealthWorks, focusing on health rather than just on disease.

About Our Partners

Genesee Health Plan provides access to a patient-centered medical home and basic health services for more than 25,000 uninsured adults in Genesee County. Genesys Physician Hospital Organization includes 132 primary care physicians caring for more than 236,000 patients.

About the Triple Aim

The Triple Aim is an initiative of the Institute for Healthcare Improvement aimed at helping health care organizations simultaneously achieve improvements in the individual experience of care, the health of the population, and the per capita cost of care.



The *Triple Aim*



Genesys HealthWorks Integrates Primary Care with Health Navigator to Improve Health, Reduce Costs

The Genesys HealthWorks Approach:

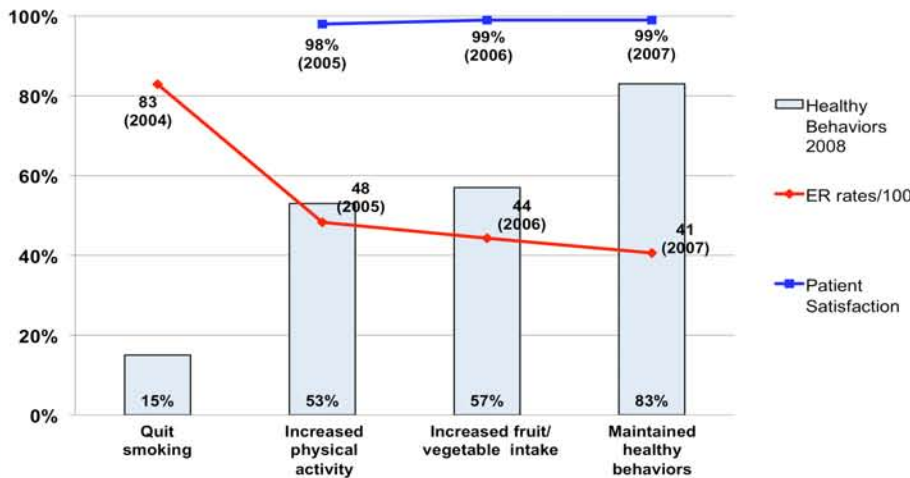
Designed to engage providers and patients in the patient-centered medical home and self-management support, Genesys HealthWorks utilizes a strong, integrated primary care network with a team approach to improve health and reduce costs. As part of the primary care team, the Health Navigator supports patients in adopting healthy behaviors, supports providers in chronic and preventive care, and provides a link to community resources to further address the core determinants of health such as housing and education.

Genesys HealthWorks advocates for the following principles:

- **Invest in health** – Invest in proven, evidence-based interventions, including primary care, self-management support, and community initiatives, to control costs and improve health.
- **Provide access to all** – Serve the most vulnerable to decrease the cost impact on society as a whole.
- **Capture savings** – Payment structures must allow for savings to be captured and reinvested in prevention, primary care infrastructure, and communities.
- **Align reimbursements to promote health** – Invest at the community level to support transformation and guide decision making to create accountability for health outcomes.

Genesys Health System operates in a uniquely challenging environment: Once a booming General Motors town, Flint and Genesee County have struggled with chronic unemployment for decades. With a population of 435,000 people, the community has adapted by developing innovative solutions to complex economic and social situations. For example, Genesee Health Plan is the only local health plan in Michigan that is funded directly by the community through a special county-wide millage, which generates \$11.5 million per year in tax revenue to support the plan.

Achieving the Triple Aim for the Uninsured in Partnership with Genesee Health Plan



Genesys HealthWorks in Action: A Patient Story

A 39-year-old, low-income and uninsured male with a 6-year history of hypertension was assessed by a Health Navigator following a hospital admission. Unable to work due to his high blood pressure, the patient had stopped following his treatment plan due to the high cost of his prescription medications. In addition, the patient smoked, did not exercise, and ate an unhealthy diet.

After receiving self-management support through the HealthWorks model, the patient experienced improved care for his hypertension, and adopted healthy behaviors including increasing his physical activity, improved diet, and smoking cessation. These changes are leading to a decreased need for high-cost acute care via hospital admissions and emergency room visits.

Results:

Serving vulnerable populations through Genesee Health Plan

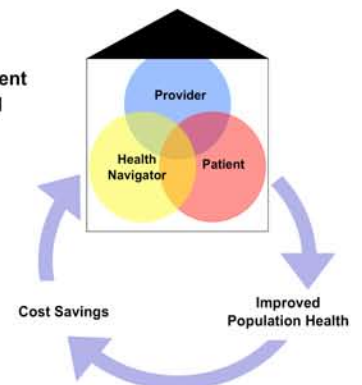
- Access to a medical home for 72% of the uninsured adults in Genesee County, which represents 10% of the community
- 50% initial decline in emergency room utilization and continued downward trend, and 15% fewer inpatient hospital stays
- Increase in healthy behaviors: 38% improvement in physical activity, 50% to 60% improvement in eating habits, 36% reduction in smoking, 52% improvement in self monitoring for diabetics
- 137% increase in mammography screening rates

Controlling costs and improving health through the Genesys Physician Provider Organization

- Demonstrated 10% to 25% lower cost than competitors
- Hospital days per 1,000 are 26.6 % lower than competitors
- ER rates are 14.7 % lower than competitors
- 72% utilization of generic prescription drugs, making it one of the highest generic prescription rates in Michigan
- Shift in appropriate radiology utilization rates: High Tech 11.6% lower per member per month
- Diabetes measures consistently at or better than the NCQA 90th percentile include: glycemic control and LDL-C levels
- Engaging providers and patients in health goal setting to increase healthy behaviors and self-management

Genesys HealthWorks is demonstrating 10% to 25% lower health care costs applied across diverse populations, including the insured and the uninsured in the community.

Genesys HealthWorks Self-Management Support Model



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