

Georgia Regents Medical Center Open Enrollment

Health Plan Benchmarking at its Best!

GRMC Benefits seeks ways to identify and compare our health plan against similar organizations and plans. We do this to see how our plan measures up to others, whether within our own region or industry, group size, or plan types. The data we obtain from multiple sources assists us in future plan design, where to use plan dollars, and to encourage and promote a healthier lifestyle of our plan population.

We receive quarterly and annual performance reviews from our claims administrator, UMR, as well as benchmark data from Mercer Consulting. This information is reviewed to determine trends in the plan's health population. Not only do we compare our own population each year, we also look at normative comparison data – normative being the UMR Hospital Segment or Mercer's book of business.

UMR – 2014 Plan Performance

UMR provides GRMC with normative comparison data in which they compare our plan to 98 other groups in their book of business – approx. 500k members. In 2014, here's how we compared:

Demographic Metrics	GRMC	UMR Norm
Employees Average Age	42	43.7
Members Average Age	30.7	32.5
% Female	60.1%	58.7%
% Female Adults (18+)	47.3%	62.2%

Our total membership decreased slightly in 2014. Our female population is slightly higher than the UMR Norm, however Female Adults is greatly lower.

Key Indicator Metrics	GRMC	UMR Norm
Inpatient Admissions per 1000	52.7	58
Avg. Length of Stay	3.9 Days	4 Days
Readmission Rate	8.2%	8.5%
ER Visits per 1000	298.2	219.1
Office Visits per 1000	5,328.5	3,291.8

ER visits are trending downward over the past few years and admit days per 1000 are up 4.2% over prior year, however, both are favorable compared to the norm.

High Cost Claimant Metrics	GRMC	UMR Norm
% of Total Members	.95%	1.44%
Cost per HCC	\$118,215	\$115,837
HCC % of Total Paid Per Member per Month	30.2%	33.5%
Paid PMPM for HCC's	\$93.64	\$133.63

A High Cost Claimant is related to members with Med and Rx at \$50k+. While overall membership decreased slightly in 2014, the % of high cost claimants increased by 14%. However, the cost per high cost claimant went down by 14.1%. Percentage of HCC's is much better than norm and the Paid PMPM for HCC's is also very favorable compared to the UMR Norm.

Risk Distribution Metrics	GRMC	UMR Norm
Healthy Members	32.6% <i>of Total Health Population</i>	33.3% <i>of Total Health Population</i>
Stable Members	31.5%	31.1%
At Risk Members	22.1%	22.4%
Struggling Members	11.5%	11%
In Crisis Members	2.3%	2.2%

The overall risk profile is better than prior years, but compares slightly less favorable to the UMR Norm. The two healthiest risk groups grew 1.8 points, but there was a notable shift from healthy to stable.

Preventive Screenings & Well Visits Metrics	GRMC	UMR Norm
Well Baby Visits per 1,000	4,965	5,216
Adult Well Visit Rate	43%	42.9%
Mammogram Screening Rate	59.6%	53.4%
Cervical Cancer Screening Rate	43.9%	34.6%
Prostate Cancer Screening Rate	29.2%	37.5%
Colon Cancer Screening Rate	16.4%	18.5%
Cholesterol Screening Rate	49.9%	49.2%

Well visit rates all improved, but children are a little lower than norm and babies are 4.8% lower than norm. Cervical cancer screenings dropped, but are well over the norm. Prostate cancer screenings did not change from previous year and are under norm by 22.2%. Employees are higher than dependents for all screenings other than prostate cancer screenings.

Cancer Rates Metrics (Patients per 1,000)	GRMC	UMR Norm
Breast Cancer	7.67	6.70
Cervical Cancer	11.51	7.09
Colon Cancer	.83	1.26
Prostate Cancer	2.33	3.67

Cancer rates had mixed results in 2014. Breast and cervical cancer rates increased and are well over the UMR Norm, but colon and prostate cancer decreased significantly and are well under the norm.

Chronic Conditions Metrics (Patients per 1,000)	GRMC	UMR Norm
Congestive Heart Failure	2.83	2.16
COPD	5.17	4.20
Coronary Heart Disease	12.84	11.09
Diabetes	59.03	59.88
Hypertension	111.56	88.07
Obesity/Overweight	15.17	17.36
Renal Function Failure	6	5.15
Depression	38.35	54.01

Overall, prevalence is down except for Congestive Heart Failure and Diabetes, but most conditions compare very unfavorably to the UMR Norm. CHF is notable in that the prevalence is 31.2% over norm.

Pharmacy Metrics	GRMC	UMR Norm
Scripts Per Member Per Month	9.61	10.21
Rx Paid PMPM	\$277.85	\$880.24
Rx % of Total Paid	7.5%	18.4%
Rx Paid - % Generic	19.9%	26.2%

Total prescriptions increased in 2014, however, overall membership is down slightly. Total cost of Rx increased 10.9% and Paid PMPY for Rx is up 11.7%. Overall, Rx spend grew 1.4 points. Pharmacy costs remain lower than the UMR Norm due to the 340b pricing model we have at GRMC.

HERO Scorecard – Mercer’s Health Management Best Practices

Mercer’s HERO Scorecard is a survey designed to be an educational tool and best practice assessment (against national, employer size, and industry benchmarks) in the area of Health Management. An organization can get up to 200 points maximum and is based on strategic planning, cultural and organizational support, programs offered to employees, integration of programs, participation strategies and measurement and evaluation.

GRMC scored **114** out of a possible score of **200**. This is higher than the National Average score of **89**! We scored higher in organizational & cultural support; programs; program integration; participation strategies and measurement/evaluation.

A Culture of Wellness at GRMC

GRMC created a branded-wellness program, GRU Healthy You! GRMC offers wellness incentives, disability benefits, and communicates its health values in our goals and value statements. We have healthy eating choices and encourage physical activity. We are a tobacco-free workplace and focus on safety and work-life balance. We have an Employee Assistance Program and Employee Care programs. We offer health plan members wellness coaching, a nurse advice line, a maternity management program, and, return-to-work programs. GRMC integrates lifestyle management and disease management, behavioral health, and case management. GRMC also rewards employees for participation in wellness programs with free health risk assessments and biometric screenings and employer dollars for Choice Plan members who have a health savings account!