

Goodwill of Central and Southern Indiana uses data to control medical spend and improve the health of their population



At a glance

Industry:
Retail, Education
and Administrative

Headquarters:
Indianapolis, Indiana
USA



Challenge:

- Sixty-four percent of their population have significant barriers to employment: criminal background, lack of high school diploma, or a disability, and need help navigating the health care system.
- Data proved that Goodwill employees' preventative medicine utilization and medication compliance was poor, and ER utilization was significantly higher compared to other employer groups.
- Goodwill has a population with poor health literacy and wanted to find a cost efficient solution to educate their employees and improve their health habits while controlling risk and cost.

Solution:

- Goodwill created a top-tier Primary Care Network which permitted employees to receive primary care services without a financial barrier. Their top-tier network provided nurse coaches that travel to each of their 70 plus locations each month to follow up with anyone with medical risk or questions related to their care.
- Specific data-driven goals were developed each year to progress the program results, focusing on the key things that would improve the health of the population or help reduce medical spend waste.

Results:

- In a retroactive six-year review, the plan is running 27 percent below trended expectations in net medical spend.
- Emergency utilization, gaps in medication adherence, cost of care and risk control are all significantly better for those that utilized the top-tier primary care and nurse coaching program than those that did not.
- As gaps in medication adherence improved for insured people with asthma, ER utilization dropped.
- The percentage of insured people with controlled diabetes has improved, as cost of care per controlled diabetic has declined.