

## 77 percent of participating employees improve or maintain health status

### Introduction

Founded in 1869, City of Lenexa is a government employer in Kansas covering approximately 650 lives, including 450 full-time employees. City of Lenexa employees serve more than 50,000 people in Lenexa, located 12 miles south of the Kansas City metro area. City of Lenexa has been on the forefront of workforce health since the late 1990s when it started an employee wellness program to address rising costs and promote proactive health care for its workforce.

In 2014, City of Lenexa made the decision to revamp its workforce health strategy and selected Cerner as its partner to transform the Lenexa LiveWell program. The strategy includes an on-site health center for employees, spouses and dependents; a wellness program leveraging the *Cerner Wellness<sup>SM</sup>* portal and health coaching services; and population health and wellness consulting. The on-site health center offers primary care and occupational health services. At launch the health center was staffed with a part-time nurse practitioner and medical assistant.

### Know the population

To better understand the health of its workforce, City of Lenexa used Cerner's Health Performance Reporting services to perform health risk analysis. Wellness data obtained from personal health assessments, labs and biometrics screenings, and clinical and utilization data from the on-site health center was aggregated to identify City of Lenexa's top three health risk categories across its workforce.

### Engage members

Once the health risks were identified, City of Lenexa leveraged behavior strategies to reduce condition risks and excess costs for eligible members, including evidence-based health coaching within the health center and promotion of primary health services. Promotion efforts included communications in a quarterly benefits newsletter, postcard mailers, and information packets and marketing materials handed out at key events.

City of Lenexa expanded its wellness program to include all aspects of well-being (financial, community, physical, social, career). City of Lenexa utilized Cerner's strategic recommendations for optimizing employee engagement, including lunch and learn sessions. In addition, City of Lenexa is:

- Collaborating with Weight Watchers at Work to offer a weight management program
- Partnering with Smart Dollar to provide financial wellness support
- Using instructors from its parks and recreation department to provide on-site restorative yoga classes



“An overarching goal of the Lenexa Fire Department is to be the employer of choice in the region. The LiveWell Wellness program and on-site health center are some of the elements that help us attract and retain great talent.”

Lonny Owens  
Fire Chief  
City of Lenexa

Top three health risks identified:

**37%** obesity

**25%** high cholesterol

**13%** high blood pressure

## Member and on-site health provider incentives

Up to a 1,000 points for prizes for members	for	Nutrition and fitness tracking, lunch and learn attendance and workshop completion
Up to a 50% reduction on health care premiums for members	for	Completion of a personal health assessment (PHA), labs and biometrics screening and a health coaching visit
Monetary incentives for health center providers	for	Meeting clinical quality metrics focused on body mass index (BMI), diabetes, high blood pressure and tobacco cessation

## Manage outcomes

To better manage the health of its workforce, the hours of the health center were adjusted to accommodate employees' schedules, including opening earlier on certain days. Clinical staff were added including a full-time physician assistant, medical assistant coach and part-time medical doctor. Cerner set up a partnership with cardiologists and dermatologists to proactively manage conditions outside of the scope of services offered in the health center.

Currently, more than 93 percent of full-time employees are enrolled and participating in the Lenexa LiveWell program. Of those participating, from January 2015 to December 2015:

**52%** have designated a provider at the on-site health center as their primary care physician (PCP)

**77%** improved risk factors or maintained their health status despite aging one year

**98%** participated in a health coaching visit



City of Lenexa is experiencing a return of **\$1.29 for every \$1 spent** across direct and indirect costs.

### Direct costs saved

- Emergency room, inpatient care and community provider visits
- Condition risks related to obesity, hypertension, hyperlipidemia, diabetes, back pain, asthma and depression
- Referrals to specialty providers

### Indirect costs saved

- Absenteeism
- Total productivity

## Conclusion

City of Lenexa and Cerner are working to change the model of care and improve health and well-being by influencing determinants of health. In its third program year using Cerner, City of Lenexa plans to expand its well-being model to increase workforce engagement. For example, City of Lenexa is considering segmenting its population to provide customized engagement opportunities to specific groups such as the fire department, police department, parks and recreation, and administration.

City of Lenexa is also expanding its workplace environment to include walking trails and a large community fitness center. By leveraging these new offerings, focusing on the five essentials of well-being and building relationships with local providers, City of Lenexa continues to be a leader in workplace health.

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