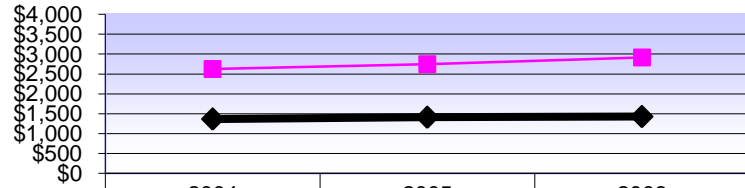


# GPHO PCMH Transformation Efforts: BCBSM PGI Initiative & GRMC Employee Pilot / HealthWorks Project

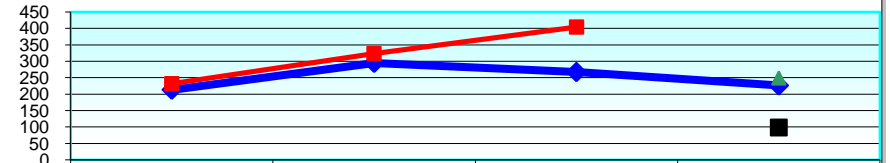
## COST

Inpatient & Outpatient Claims/Patient: GM Medstat Study



Of the 49,795 GM/UAW patients in Flint who touched a Genesys provider at least once, **the dollars spent at Genesys per patient served at Genesys were 26% (+/- 5% error) less than the dollars spent with other providers per patient served by those other providers.**

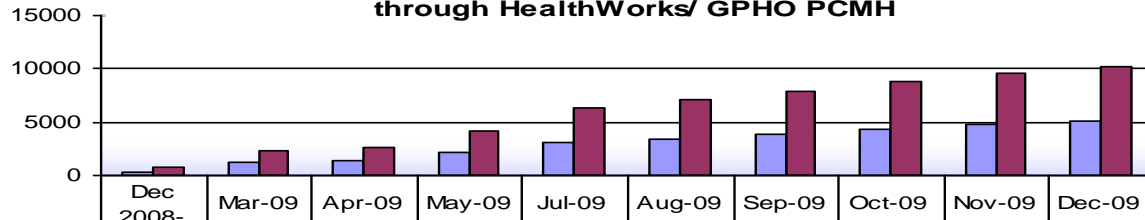
Utilization - IP Days/1,000 (GRMC Pilot)



| Year | GRMC Pilot Participants | GRMC Non-Participants | GPHO, Commercial Patients | GRMC Pilot Participants in GPHO PCMH |
|------|-------------------------|-----------------------|---------------------------|--------------------------------------|
| 2006 | 213                     | 232                   |                           |                                      |
| 2007 | 295                     | 323                   |                           |                                      |
| 2008 | 267                     | 404                   |                           |                                      |
| 2009 | 226                     |                       | 249                       | 98                                   |

## HEALTH

Initial Patient Engagement in Self Management Support Interventions through HealthWorks/ GPHO PCMH



| Month     | Patients Engaged | Goals Set |
|-----------|------------------|-----------|
| Dec 2008- | 345              | 749       |
| Mar-09    | 1190             | 2251      |
| Apr-09    | 1410             | 2668      |
| May-09    | 2103             | 4184      |
| Jul-09    | 3094             | 6304      |
| Aug-09    | 3441             | 7150      |
| Sep-09    | 3803             | 7956      |
| Oct-09    | 4300             | 8819      |
| Nov-09    | 4757             | 9565      |
| Dec-09    | 5179             | 10251     |

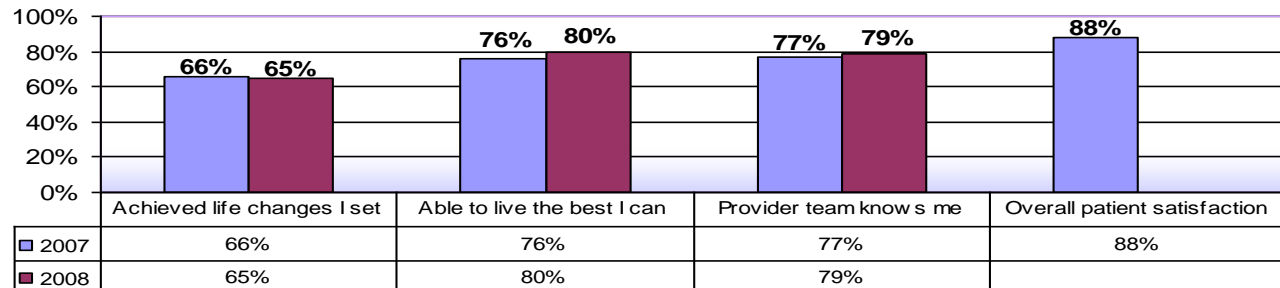
### Genesys HealthWorks/Genesys Employee Pilot in Action: One Patients Story

A 49 year old male with diagnoses of diabetes and hypercholesterolemia **set health goals with his primary care physician to improve his nutrition and increase his physical activity as a way to better control and manage his diseases**, with a long-term goal of reducing his HgA1c levels. During his initial contact with a HealthWorks Health Navigator, **the patient committed to eating three meals a day (previously he had been eating only one or two) and also committed to checking his blood sugar daily.**

Over the following eight weeks, **the patient began exercising at least three days a week for ½ hour, began reading nutrition labels, and also started counting his carbohydrate intake.** Two months after setting his health goals, **the patients HgA1c dropped from 8.7 to 7.7 and his cholesterol decreased from 139 to 113, with his HDL increasing from 33 to 38.**

## EXPERIENCE

GPHO Patient Experience Data



HealthWorks Patient Experience Survey Results: 2009

