



IQ Healthcare

***Leveraging the collective power of DFW
employers to drive healthcare value***

May 17, 2017



IQ Healthcare

- Collaborating with North Texas healthcare suppliers to improve quality of care and patient safety, removing non-value added waste from the process of care.
 - Musculoskeletal (MSK)- universal high prevalence and cost for North Texas employers.
 - Initial focus on Low Back Pain
- Provider Groups – currently working with four: a PCP network of independent physicians, an Orthopedic specialty group, and two health system networks.
- Data Collection - de-identified market data from health plans in order to determine baseline, and provide periodic updates to measure and ensure improvements are sustained.



Employer Value Proposition

- A focus on evidence-based care — as it relates to Low Back Pain!
- A removal of the non-value added waste and variation in treatment patterns which will drive improved outcomes.
- Faster recovery times, and reduced costs for you and your employees.
- Opportunity to participate to the degree appropriate for your company and culture



Stay Updated, Get Involved!



..... *It is Possible*

**To Make A Difference in
Healthcare Throughout North Texas**

Visit the **IQ Healthcare Tab** at dfwbgh.org

Contact: Doubet@dfwbgh.org

**Text questions/comments/interest in participating
to: 817-706-3993**



Coming Soon!

- Free Employer Webinars
- Employer Member Toolkit
- Baseline Market Data

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Children's Health to Family Health: Leveraging Technology to Increase Access to Care in Texas

Video Slide

Family Health Virtual Visit, NBC 5 Media

<http://www.nbcdfw.com/news/health/Childrens-Health-Virtual-Visits-For-Doctors-And-Families-392521511.html>

Extending Care into Our Community

Large, Growing Market

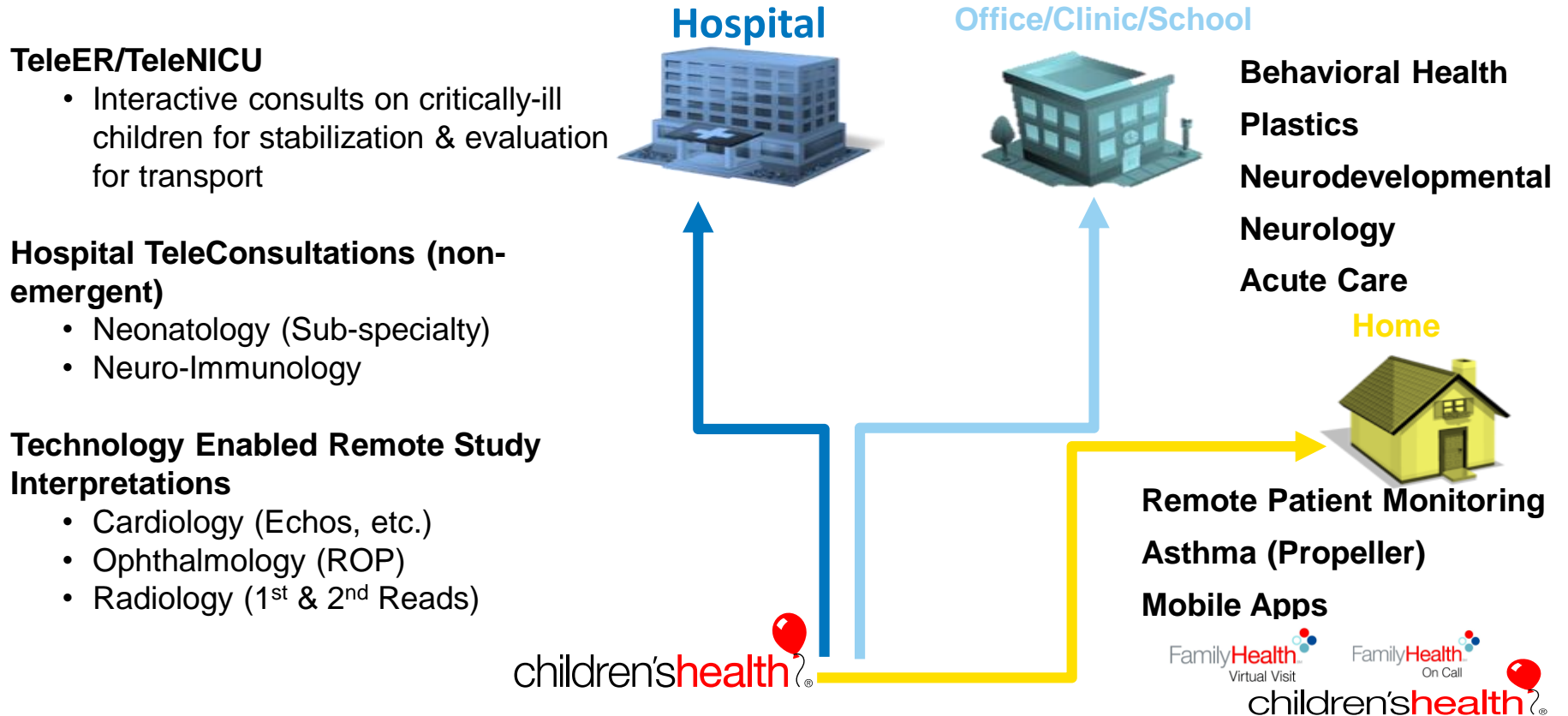
- **1 of 9 children** in U.S. live in Texas
- **Significant Community Needs**
- **29%** of Dallas County children **live in poverty**
- **2 of 3 children need financial assistance**
- **7 out of every 10** public school children in Dallas County eligible **for free and reduced-price meals**
- **18%** of Dallas County children are **uninsured**
- **Only 31%** of TX physicians accept new Medicaid patients (down from 42% in 2010)



Significant Pediatric Medical Needs

- **50,000** children in N. Texas with asthma
- **36%** of Dallas County kids are overweight or obese
- **28%** of Dallas County children are **malnourished**
- **30%** of toddlers **not fully immunized**

Virtual Health Today @ Children's Health



Shifting Focus from Patient to Consumer

Through technology Children's Health is connecting care to patients and families where they live, work and learn.

PATIENT



CONSUMER



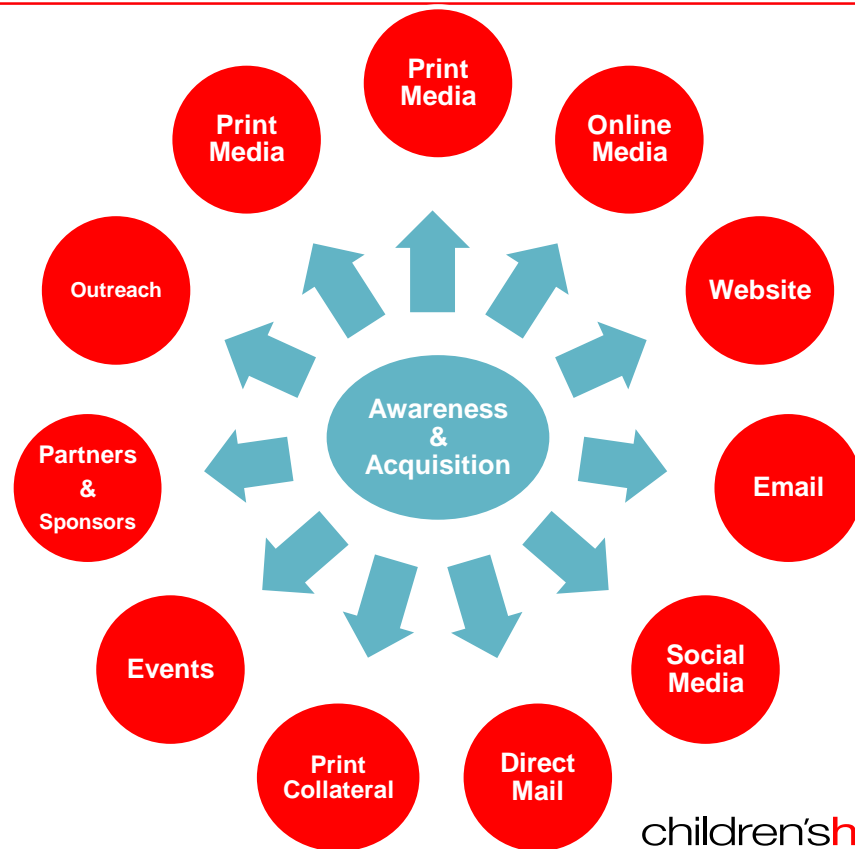
POPULATIONS



Sources: Valence Health, Lori Palminteri

Family Health Marketing and Communications Strategy

Leverage hyper-local tactics to promote Family Health as a resource and health care leader in the community.



Engaging Families Via Technology



- FamilyHealth customers have “on-demand” access to a high touch, multi-channel healthcare delivery model which includes:
 - Enhanced telemedicine “*virtual visits*”
 - Technology enabled “*house calls*”



Family Health Virtual Visit – Kiosks and Apps

See a health care
provider on
your schedule.

Right here.
Right now.

Find us near the pharmacy.



FamilyHealthSM
Virtual Visit
by Children's HealthSM



children'shealth[?]

Family Health Virtual Visit

- Virtual Visit (CIN) went live – October 2015 – 4 locations
- Employee program went live - January 2016 - 2 Kiosk locations (Dallas & Plano campuses)
- Retail program went live - October 2016

Virtual Visit Kiosk Locations & Hours:

- Dallas Occ. Health (6am – 3pm, M – F)
- Plano Main Pavilion (6am – 3pm, M – F)
- Dougherty's Pharmacy (8am – 8pm, M – F; Sat 9 – 5pm, Sun 10 – 5pm)

Virtual Visit Expansions:

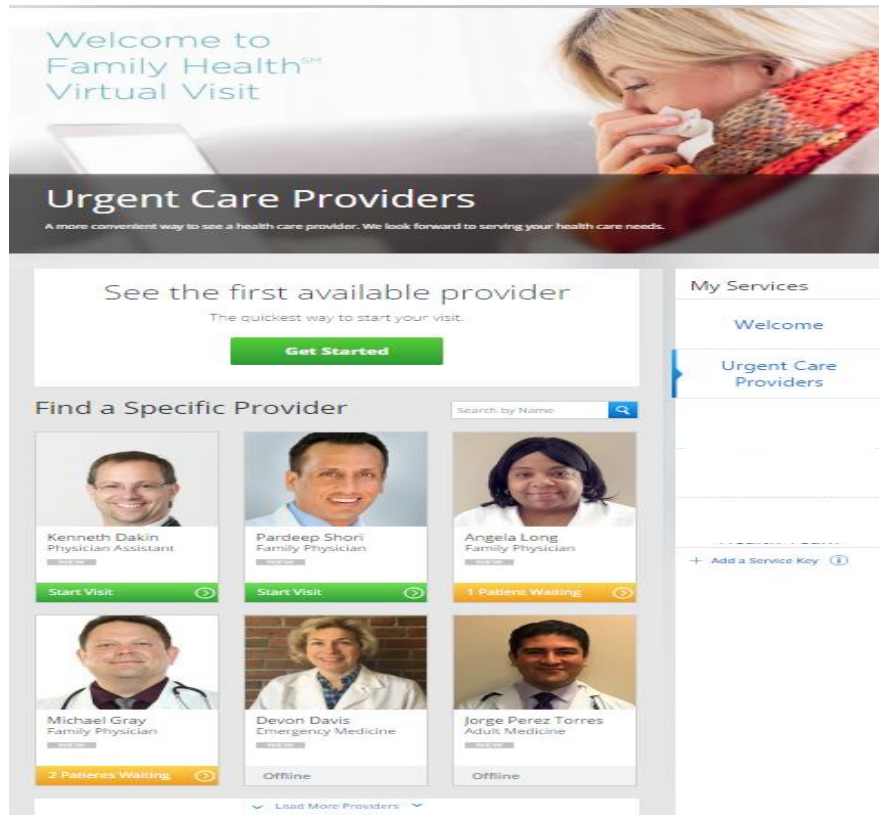
- Live:
 - Orthopedics (December 2016)
 - Food & Allergy (December 2016)
 - BH CHPG (January 2017)
- Planning:
 - Obesity / Nutrition (May 2017)
 - Genecis Clinic (TBD)
 - CIN – 18 & Under (June 2017)
 - CIN – Dr. Swanson (June 2017)
 - TeleBehavioral Health in Schools (TBD)
- Discovery:
 - Ortho Anesthesia
 - Pain Mgmt.
 - Teleplastics
 - ADHD

Family Health On Call

After treating the children of North Texas for over 100 years, **Children's HealthSM** has expanded our range of services. We know making life better for children starts with healthy families. Using new, innovative health solutions, **Family Health** provides professional, convenient care with **Family Health On Call** or through video conferencing with **Family Health Virtual Visit**.



Provider Coverage



Children's Health partners with the Online Care Group as well as with our Family Health On Call physicians to serve both our pediatric and adult consumers. Coverage is available 24/7 for access to services.

Consumer Comments

- **I think it is a great thing!** I will use it whenever I can! I was able to see a doctor in the facility I work in, get my prescription filled and drive home and start the process in feeling much better, MUCH faster! I didn't have to drive elsewhere and wait for an appointment and sit in a waiting room while not feeling well! I give my experience 5 stars plus. **Thank you Children's Health for allowing me to have this in a place that cares about my health as much as the patients we serve!**
- **The virtual visit saved me having to call into work to visit the doctor.** My visit took less than 30 minutes, there was not wait, and my prescription was sent to the Children's Pharmacy. I am very pleased with this service and I will use it again.
- **Wonderful experience!!** Quick, easy, thorough, and resolved my problem in less than 15 minutes.



Tamara.Perry@childrens.com

Text a question for the panel to 817-706-3993

Telemedicine Benefits

*Sharon Brown
Director, Benefits
The Michaels Companies*

DFWBGH - May 2017

The Michaels Companies

Our Portfolio



1250+ Stores
52,000 Team Members
49 States + Canada
Largest Arts and Crafts Specialty
Retailer in North America



110+ Stores
Top of the Line Custom Framing
Quality Art Supplies



34 Stores
1,700 Team Members



Opened in 1954
Located in Strongsville, OH
Wholesale and B2B Specialist
Household Name in the Industry



4 Fulfillment Locations
1 Manufacturing Location
Vertically Integrated

Distribution Centers

7 Distribution Centers
State of the Art Distribution
Technology

Our Team Members

52,000 Team Members

- 25% full-time
- 75% part-time

U.S., Canada, and China

Types of Employees:

- Store
- Distribution Centers
- Manufacturing
- Office



Our Team Members



How Teladoc Works

- Teladoc physicians are available 24 hours a day, 365 days a year
- Team members can access Teladoc through:
 - Website
 - Call Center
 - Mobile App
- Register through one of the methods above
- Request an appointment as soon as possible or at a scheduled time
- Upload photos, if desired
- Speak to a physician
- Record of the visit can be sent to the Primary Care Physician

Eligibility

- Team Members in a Michaels Medical Plan have access to Teladoc
- Part-time Team Members, and Full-time not enrolled in a Michaels Medical Plan, may purchase Teladoc directly through Teladoc

Plan Design

- Michaels offers three medical options, with HRA or HSA accounts
- The cost of the Teladoc visit is \$40 or less.
- If the patient has met their deductible, the \$40 is subject to coinsurance of 80/20 or 75/25.

Utilization

- 5% utilization in 2016
- 94% used Teladoc for their own medical issue
- 95% rate the service Good or Outstanding
- Top diagnoses:
 - Sinusitis
 - Upper Respiratory Infection
 - Bronchitis
 - Pharyngitis
 - Urinary Tract Infection
- Average physician response time: 10 minutes

Success Drivers

- Plan Design
 - Team Member Cost: \$40 or less
- Driving Awareness & Utilization
 - Welcome Kits mailed to all Team Members at implementation
 - Welcome Kits mailed to New Hires monthly
 - Postcard and Email seasonal campaigns
 - Internal Reminders

Testimonials

“One night my son had an upset stomach. I considered taking him to the emergency room, but called Teladoc instead. The doctor suggested an over-the-counter medication and plenty of fluids. I’m thankful that I avoided the time and expense of going to the ER.

I was at work not feeling well, but didn’t want to leave work. I decided to call Teladoc. It was a wonderful experience! The doctor called me back within minutes. I spoke with him for about 15 minutes and he wrote me a prescription that I was able to pick up on my way home from work. It was very convenient. Teladoc saved me money and I didn’t have to miss time from work.

Thank you!

*Text a question for the panel to
817-706-3993*