

# Cummins LiveWell Center Service Delivery Programs and Operational Update

**Nicole Williams**

**Director, Global Clinical  
Operations**

March 21, 2018



**Cummins Vision**  
**Make health and well-being part of everything we do.**

- 1. Provide employees and their families with affordable health care by delivering the best care.**
- 2. Provide access to a benefit program that engages employees and their families in behaviors to support a lifetime of health and well-being to be their personal best.**
- 3. Provide our employees and their families with the quality service we deliver to our customers.**

# Bringing the Vision to life in Southern Indiana

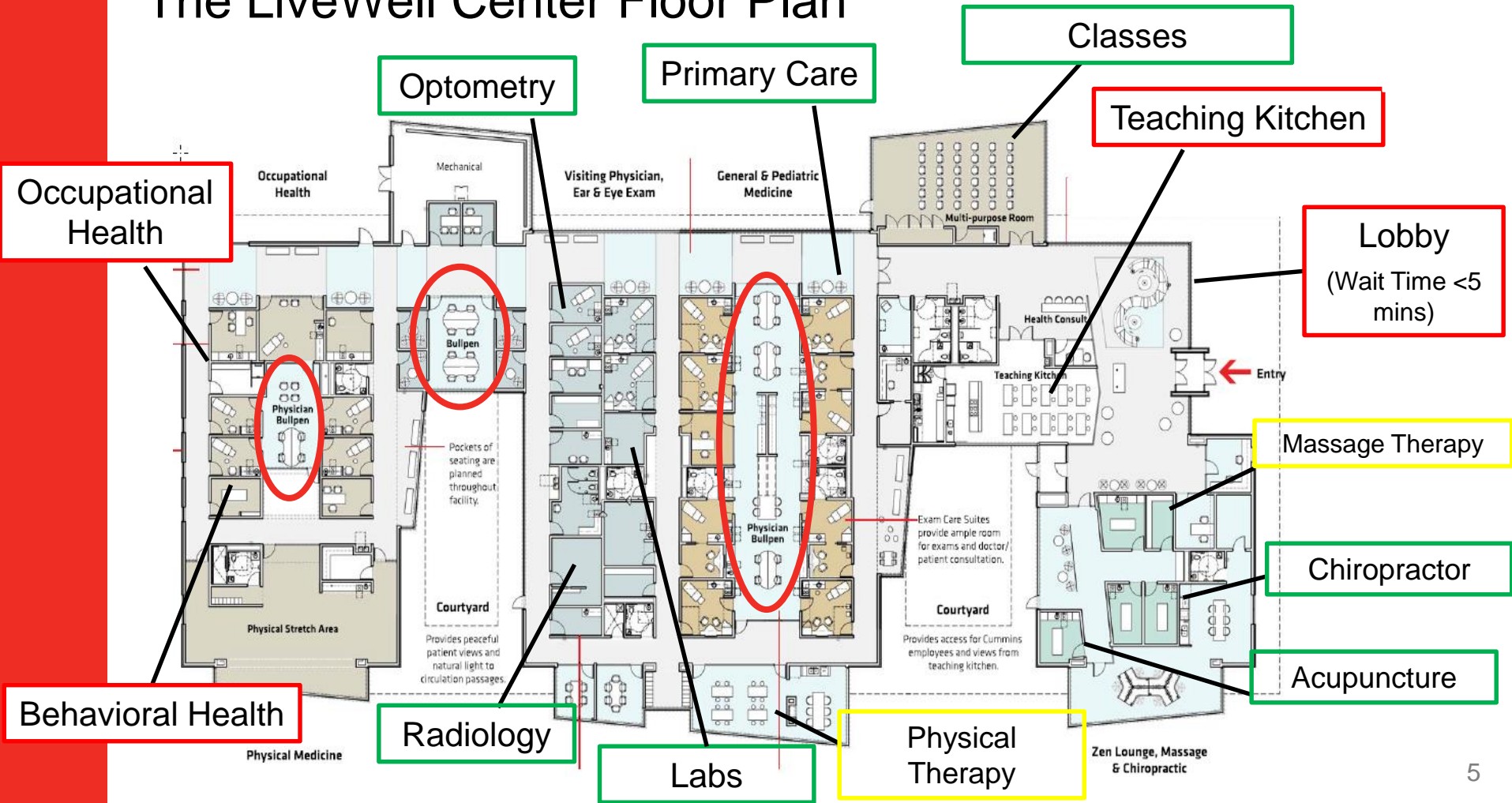
- **Indiana represents about 40% of the Cummins US based covered lives population. This is about 21,000 lives.**
- **Southern Indiana employees and families represent about 84% of the population. This is approximately 18,000 covered lives.**

# Cummins LiveWell Center™



[cumminslivewell.com](http://cumminslivewell.com)

# The LiveWell Center Floor Plan













# LiveWell Center Services

- **Occupational Health Services**
- **Primary Care**
  - *Annual Exams*
  - *Established patient follow up visits*
  - *Same Day appointments*
- **Physical Medicine**
- **Optometry**
- **Visiting Specialists**
  - *Gynecology*
  - *Dermatology*
- **Behavioral Health**
- **Lifestyle/Wellness Coaching services**
  - *Dietician*
  - *Exercise Physiologist*
- **Mammography mobile services**

# LiveWell Center Services

- **X-Ray**
- **Moderately Complex lab services**
- **Minimally invasive procedures**
  - *Skin biopsies*
  - *Wart removals*
- **Teaching kitchen**
  - *Whole Food-Plant Based*

# LiveWell Center Programs

## ■ Care Coordination

- *Cross referrals between Primary Care and Occupational Health Services*
- *Referrals to HPN providers/organizations*
- *Education and Use of Cast Light tool*

## ■ Disease Management

- **Group Visits**
- **Medication Therapy Management**
- **CHIP (Continuous Health Improvement Plan)**
- **Vital Number Screening Events**
- **Lunch & Learns**

# LiveWell Center Staffing Model

Provider Type	# of Providers	Hours of Operation	Hours/Wk
Occupational Health	6	M-F 7am-7pm	40
Primary Care	8	M-F 7am-7pm; Sa 8am – 12pm	64
Acupuncture	1	M, W, Th 10 hour shifts	30
Chiropractor	1	M-F 8 hour shifts	40
Dermatology	1	M,W 8 hour shifts	16
Gynecology	1	M,W 8 hour shifts	16
Massage Therapy	1	T-F 6 hour shifts	24
Physical Therapy	2	M, W,Th 7am-7pm; T, F 7am-5pm	56
Optometry	1	M-F 8 hour shifts	40
Pharmacist	1	M, Th, F 7am-7pm	36
Chef/Culinary Asst.	2	M-F 8 hour shifts, and as needed	40
Behavioral Health	2	M-F 8 hour shifts	40

# Appointments seen in first full calendar year (*January 1 2017-Dec. 31 2017*)

- **10,469** (58%) were seen for primary care visits
  - Acute
  - Established follow ups
  - New Patient/annual exams
- **6153** (34%) were seen for “Wellness” visits
  - disease/condition management visits with support staff
  - coaching visits

# Appointments seen in first full calendar year (*January 1 2017-Dec. 31 2017*)

- **6,747** (38%) were seen for physical medicine visits
- **1,198** (7%) were seen for optometry visits
- **504** (3%) were seen for specialist visits



# What are our next steps:

- **Currently assessing LiveWell Center Performance**
  - ER/hospital admissions
  - Chronic Disease and Condition metrics
  - Utilization
- **Operational Effectiveness**
  - **Documentation**
  - **Care Coordination**
    - *Referrals to HPN providers*
    - *Sharing of patient information with other treating providers/organizations*
    - *Use of external Cummins benefit programs*
  - **Utilization of LiveWell Center Services and resources**

# Lessons Learned



Thank you!  
nicole.williams@cummins.com