# How an Integrated Approach to Population Health Drives Cost Savings and Improves Care

Health Dialog analyzed financial, clinical, and member satisfaction results for a long-standing health plan client in a 3-year (2013-2015) case study analysis. Not only did the organization achieve significant cost savings, but members were happy with the programs offered and patients saw improved outcomes across various disease states.

### THE HEALTH PLAN

A regional health plan managing 2.9 million members



## THE PAIN POINTS



Leveraging disparate data sources for actionable insights



Controlling medical costs and utilization



Improving member engagement and satisfaction



Delaying or avoiding disease progression across the population

#### THE SOLUTIONS

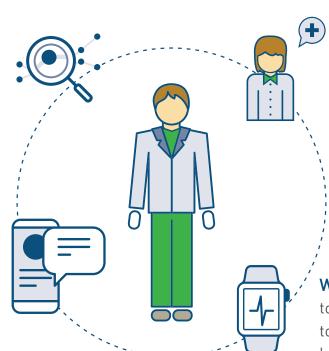
Integrated population health management services

#### Data management analytics

to identify and prioritize opportunities for improving health and reducing costs

#### 24/7 Nurse line services

to reduce inappropriate utilization of care and associated costs



#### Care management

to deliver personalized interventions that help slow the progression of chronic diseases

## Wellness programs

to mitigate risks associated with tobacco use, high blood pressure, high glucose, unhealthy BMI, and physical inactivity

# BY THE NUMBERS

A snapshot of results



# \$59 Million

in reported savings during the 3-year analysis Cost and Utilization



of members with pre-intent to visit the ER or call 911 were appropriately redirected to a less emergent level of care (2015)

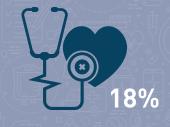
## Population Health Outcomes



of myocardial infarctions and strokes were avoided during the 3-year analysis



in cardiovascular disease progression for members who reached a sentinel event



of members with program contact were slower to advance to the next cardiovascular disease stage

## **Member Satisfaction**



of members would recommend speaking with a Health Dialog health coach to family and friends



of members felt that their health coach was very knowledgeable about their health conditions



of members were impressed with the quality of educational material provided by their health coaches

