

Harris Health System Doubles Down on Employee Health

Harris Health System is committed to supporting better health – not just for the people it serves, but for its own employees and their spouses, too. So when it came to addressing the impact that chronic conditions like diabetes and hypertension have on its staff and their loved ones, the company needed a solution that would deliver results in the moment as well as over the long term.

It worked. Harris Health System employees and their spouses who joined the Livongo for Diabetes program began to show improved health management as evidenced by reduced HbA1c measures, increased home monitoring, and fewer out-of-range blood glucose readings.²

About Harris Health System

Harris Health System is a fully integrated healthcare system serving more than 4.6 million residents of Harris County, Texas. The System includes 18 community health centers, five same-day clinics, five school-based clinics, three multi-specialty clinic locations, a dental center and dialysis center, mobile health units, and two full-service hospitals. They are dedicated to improving the health of those most in need through quality care delivery, coordination of care, and education. In 2019, Harris Health System was ranked #2 in the Healthiest 100 Workplaces in America.

About Livongo

Livongo empowers people with chronic conditions – including diabetes, hypertension, weight management, diabetes prevention, and behavioral health – to live better and healthier lives. Livongo aggregates and interprets health data and information to create actionable, personalized, and timely outreach, delivered exactly when and where our Members need it.

The Challenge:

In 2016, diabetes was Harris Health System's top chronic condition in terms of prevalence and cost. Nearly 10% of the organization's employees and their spouses had a diabetes diagnosis, and Harris Health System was experiencing a \$4.2 million medication spend related to treating the condition — and trending upwards. In all, the costs of managing the health of people with diabetes — including medical care, emergency room visits, and pharmacy costs — were 3.9 times greater than medical costs for people without diabetes.⁵

Not surprisingly, hypertension also affected many individuals in this population. Prevalence of hypertension and hyperlipidemia is five and eight times higher, respectively, for people with diabetes versus those without. With the population's biometric and lifestyle risk profile, trends were expected to continue to increase unless something was done.⁵

The Solution:

Harris Health System began by implementing the Livongo for Diabetes program, followed by Livongo for Hypertension. This offered participants — including those dealing with multiple conditions — an integrated solution that fit their unique lifestyles. The Livongo program adapts over time based on a Member's needs, status, and behaviors to trigger meaningful feedback on ways to improve their health.

Harris Health's Perspective:

"Being a healthcare system, we have employees who are caring for other people all day. They're not sitting in front of a computer in an office, they're at the bedside and their day can be crazy every single day. We needed to make solutions available that were available 24/7, easy to use, multimodal, and also that reached our spouse population who are not within the confines of our organization."

Michele Hunnicutt,
Director, Employee
Wellness & EAP at
Harris Health System

Elements of the Program Include:

- Smart home remote monitoring devices, including blood pressure monitors and blood glucose monitors that connect wirelessly to the Livongo mobile app
- Timely, actionable content across multiple digital environments that supports behavior change
- Live health coaches who have access to participants' glucose and blood pressure readings as well as medication information
- The ability for Members to share health metrics and trends with their physician

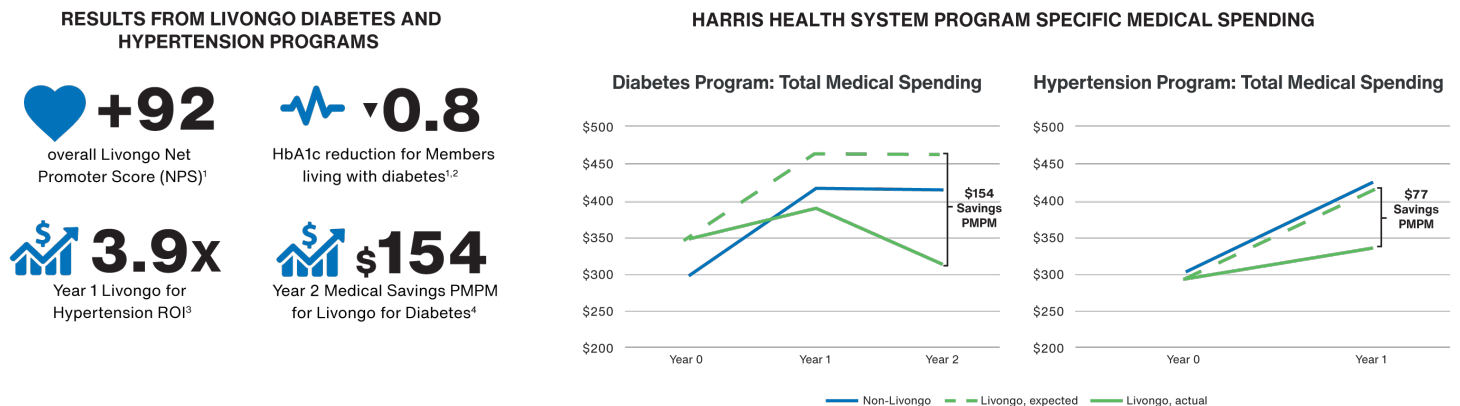
Harris Health System employees and their spouses who joined the Livongo for Diabetes program began to show improved health management as evidenced by reduced HbA1c measures, increased home monitoring, and fewer out-of-range blood glucose readings.² Based on the success with the Diabetes program, Harris Health System introduced the Livongo for Hypertension program to its eligible employees and their spouses. The easy-to-use programs coordinate care across conditions for individuals who are living with both hypertension and diabetes.

To date, these combined programs are having a powerful effect on the health and well-being of Harris Health System's population, while showing clear financial benefits. Encouraged by their progress and happy with the experience, Members are forging healthy habits that lead to sustained behavior change.

The Results:

In contrast to the upward trend of costs that Harris Health System experienced prior to implementing Livongo, the organization is seeing an overall decrease in medical spending for Members living with diabetes and/or hypertension.

Beyond these measures of success, Harris Health System is also getting national recognition for the support and care it offers its employees. The company was recently ranked #2 in the Healthiest 100 Workplaces in America, recognizing the organization as an exemplary leader in effective population health and well-being initiatives.



[To learn more, visit Livongo.com](https://www.livongo.com)

1. Livongo Business Review for Harris Health System with Member outcome data through August 31, 2019.
 2. Estimated HbA1c is calculated from remotely captured blood glucose values using the conversion $HbA1c = (\text{mean BG} + 46.7) / 28.7$.
 3. Livongo's ROI methodology was applied to 1 year of medical and pharmaceutical claims data across Harris Health System employees and their spouses living with hypertension. Data on file (DS-3865).
 4. Livongo's ROI methodology was applied to 2 years' of medical and pharmaceutical claims data across Harris Health System employees and their spouses living with diabetes. Data on file (DS-995).
 5. Data provided by Harris Health System.

The testimonials, statements, and opinions presented are applicable to the Member. Each Members' exact results and experience will be unique and individual to each Member. The testimonials are voluntarily provided and are not paid. PM10196.A