

*Testing Well: Lessons Learned & Future Opportunities for the Clinical Lab in the Delivery of Wellness Programs*

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## Overview

- Introduction
- An Industry in Transition
- Know Your Customer: The Employer
- Know Your Customer: Employee
- Case Study
- Looking to the Future
- Summary & Reflection



## An Industry in Transition

- 1870s-Pullman Company offers first employee athletic program
- 1950s-Alcohol abuse counseling/first EAP
- 1970-OSHA created
- 1979-J & J's Live for Life program
- 2000-H & HS published Healthy People 2010
- 2010-ACA goes into effect
- 2014-Wellness incentive allowances in the ACA
- 2016-EEOC issues final rules on medical testing

## Know Your Customer-The Employer

- Each employer's reason for having a wellness program is different
- The needs of the employer can be very different than needs of an employee
- USPTF Guidelines vs. ACA guidelines
- ROI vs. VOI



## The Full Cost of Poor Health to Employers



## Ideal State

- Employee participates in a biometric screening
  - 25 year old male
  - Fasting glucose: 105 mg/dL
  - HDL: 35
  - EE receives real time counseling on actionable next steps
    - Physician follow up
    - Lifestyle changes
    - Access to resources
    - Health risk appraisal
- Employers can positively impact workforce health & positively impact potential gaps in care



## The Employee



## Example #1-Onsite Biometric Screening

- Onsite biometric screening
- Non-diagnostic test with Cholestech device
- Real time counseling on results
- Refer to PCP
- Complete Health Risk Appraisal

Pros	Cons
Raised awareness	Not as reliable as a lab test
Efficient	Potentially cost prohibitive
Convenient for staff	



### Example #2

- Go to the lab with a requisition form
- Opportunity to debrief with an NP in the EE Care Center
- Results mailed home
- Input results in the Health Risk Appraisal

Pros	Cons
Protected privacy	Technically a diagnostic test
	Multiple steps for the end user

### Example #3

- Go to PCP
- Lab work as part of physical
- Results mailed or put into patient portal
- Optional to input results in the HRA

Pros	Cons
Protected privacy	Inconsistent counseling
No cost to employee	Multiple steps for the end user
	Not all EEs qualify-USPSTF

### Summary & Reflection

- Health care is increasingly taking place in non-traditional settings
- The purpose of testing is evolving
- It is important to know your target audience & what motivates them
- There are new ways to think about how to add value & increase revenue