

Baptist Health: a wholly different way to manage chronic conditions



FOUNDED: 1924

HEADQUARTERS: Louisville, Kentucky

PROFILE: Family of hospitals, care centers, physician offices, and health facilities

- Nine-hospital system with more than 2,700 licensed beds
- More than 400 points of care including outpatient facilities that offer Urgent Care, occupational medicine, physical therapy, and diagnostics
- Home care also available in 39 Kentucky counties, six counties in Illinois, and six counties in Southern Indiana
- Physician network of more than 3,000 employed and affiliated physicians

Summary

Baptist Health takes its commitment to the people it serves seriously. This includes supporting the health and well-being of its 22,500 employees and their dependents.

Through a comprehensive set of Livongo chronic condition management programs, Baptist Health offers a wide range of tools and support to empower people living with diabetes, cardiovascular disease, weight management and mental health challenges to live better, healthier lives—all through a single platform.



Choosing a comprehensive approach

Given its role providing care to its own community, Baptist Health understands how one chronic condition may exacerbate others, and the impact on overall mental and physical health. The health system also wanted to offer a positive experience that makes it easier for employees and their dependents living with multiple conditions to manage their health without juggling multiple programs. The recent COVID-19 pandemic underscored the need to offer digital tools and support that they can use to stay on track with their health from anywhere they are, whenever needed.



Following a rigorous RFP process and review of multiple vendors in partnership with its benefits consulting firm, Baptist Health selected the Livongo Whole Person for Diabetes solution, a program unique to the market that includes a full suite of digital programs for people living with diabetes, hypertension, dyslipidemia, weight management, and/or mental health challenges.

“As a health system, it’s important to us that we treat people as more than just their condition,” said Kelli Limbach, Baptist Health’s assistant vice president, Value Based Care and Strategy. “Across multiple vendors, the Livongo program emerged as the clear winner thanks to its comprehensive approach to chronic condition management — it’s built based on how people with multiple health challenges live their lives.”

Driving enrollment and engagement

“

Now more than ever, it is essential to provide tools for our employees to better manage their health at home, and on their own terms. The Livongo program’s approach and results impressed our team from the onset, and we are excited to offer this platform to make it easier to manage multiple chronic conditions.”

Kelli Limbach, Baptist Health, assistant vice president, Value Based Care and Strategy

Baptist Health has successfully rolled out these programs to the nearly 30,000 members who are covered under the health system’s self-insurance program. Along with the Livongo program’s best practices, the health system has successfully promoted the programs to its employees and gets them quickly up and running with the program. A personalized, streamlined registration process allows members to enroll in multiple programs based on their health needs and goals. These efforts have yielded extremely high enrollment rates in just a short period.



Upon enrollment, members receive the tools and support they need to better understand, manage, and improve their health. This includes connected devices such as blood glucose meters, blood pressure monitors, and scales; personalized digital outreach based on members’ actual health behaviors as well as hundreds of evidence-based resources; and access to expert health coaches — including proactive outreach based on out-of-range blood glucose readings.

Given its early member engagement success, Baptist Health can expect to see improved clinical outcomes — and subsequent financial outcomes in terms of lower medical spend — among its Livongo members. In fact, savings models show an average \$180 savings per participant per month for its Whole Person for Diabetes solution.

For now, Baptist Health offers this program to members on its medical plan, helping them manage their health in ways that fit into their daily lives.

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

About Teladoc Health: Teladoc Health is transforming the healthcare experience and empowering people everywhere to live healthier lives. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages more than a decade of expertise and data-driven insights to meet the growing virtual care needs of consumers and healthcare professionals.

