



Penn Medicine
HealthWorks

Onsite HealthWorks Model Overview

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Creating Shared Value for Employers through Population Health

Issues at Hand

Disengaged Consumers



Cultivate relations with employers, brokers, & carriers to advance the mission of Penn Medicine LG Health.

Collaborate to identify care gaps & improper utilization to stabilize healthcare expenses, reduce chronic disease & injury, while improving workforce well-being & engagement.

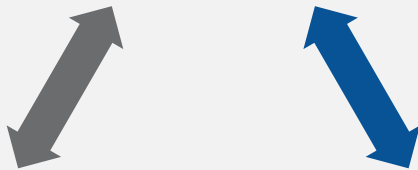


Innovate with solutions that engage employees toward proper use of the health care delivery model & to adopt healthier lifestyles.



Poor Navigation

High Specialty Costs



Employer Practice Model Overview



Why Penn Medicine HealthWorks

- Network of Primary Care Practices
- Comprehensive Primary Care and Wellness
- Membership-Based / Employer-Sponsored

How is HealthWorks different?

- Fewer patients per provider
- Convenient access (on-site / near site / virtual / network)
- More time with your provider
- Direct provider messaging (text or call)
- Complete service onsite (exam, tests, care coordination, and medications)
- Health team knows the employer's benefit plan
- No copays*

*A \$49 sick/acute office (in-person) visit fee applies for those on Pequea Valley SD's qualified high deductible plan with a health savings account until their deductible has been met.

HealthWorks by the Numbers

DATA AS OF NOVEMBER 2024

60+

Employers

12

Industries

11

Locations

11,000+

Members



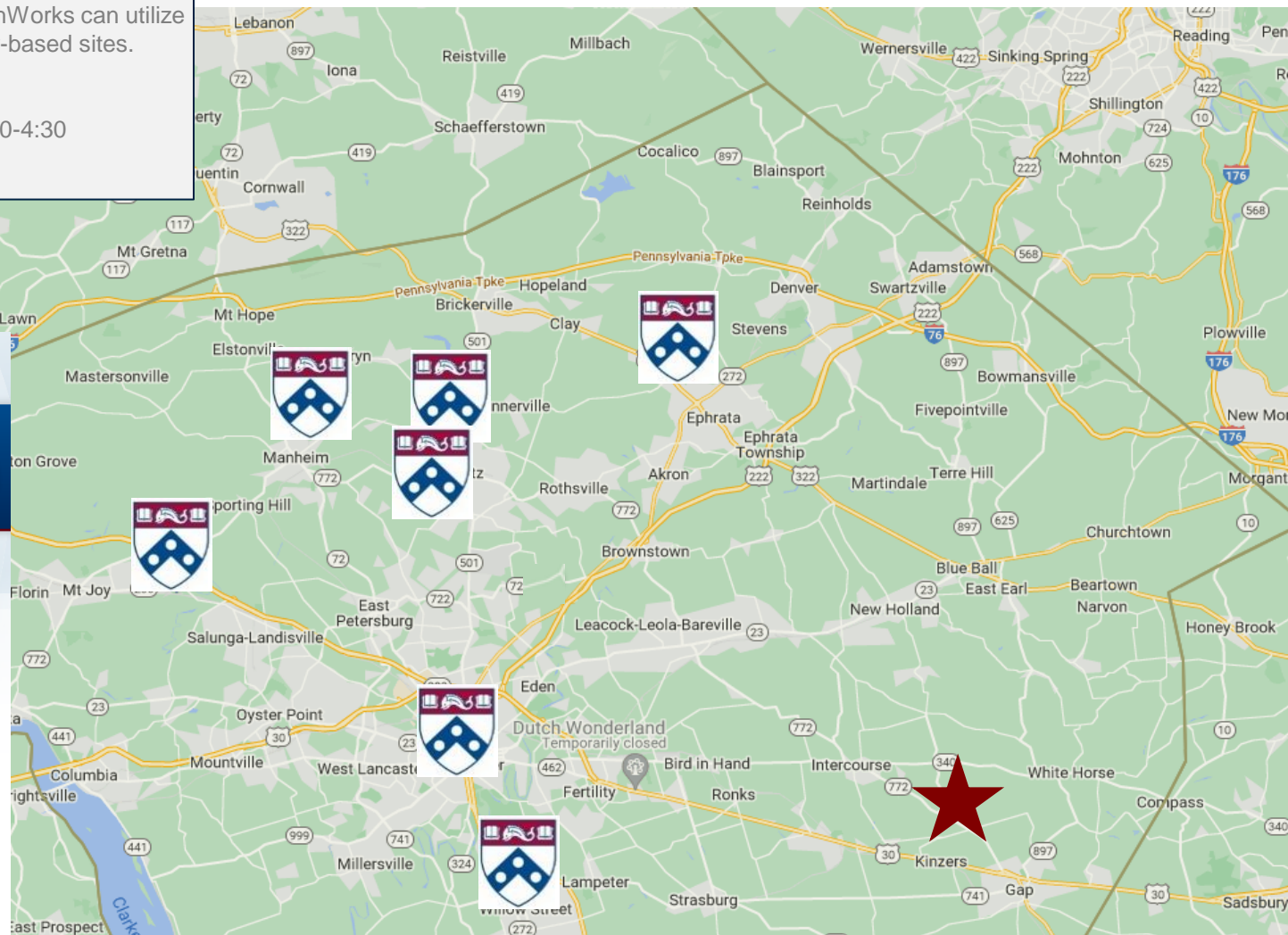
Penn Medicine HealthWorks Practice Network

Members may use any of our seven community practices, in addition to Pequea Valley's onsite location

All members of HealthWorks can utilize any of our community-based sites.

Practice Hours are:

- M, W, TH 7:30-4:30
- TU 9:00-6:00
- F 7:30-2:00



Locations

Pequea Valley SD

166 S New Holland Road, Kinzers, PA
Phone TBD

Ephrata

434 Springville Road, Ephrata, PA
717-544-8060

Lancaster

100 N. Queen Street, Suite 200, Lancaster PA
717-544-7500

Lititz

300 W. Lemon Street, Lititz PA
717-544-8696

Manheim

2028 Town Square, Manheim, PA
717-544-8075

Mount Joy

1475 Strickler Road, Mount Joy, PA
717-544-8690

Rock Medical

201 Rock Lititz Blvd, Pod 2, Suite 14, Lititz, PA
717-544-7625

Willow Street

222 Willow Valley Lakes Dr., Suite 400, Willow Street, PA
717-544-8694

Penn Medicine HealthWorks

CONNECT WITH YOUR PROVIDER ANYTIME, ANYWHERE!

spruce

With the Spruce App, you can securely communicate with your provider, schedule appointments, and get the care you need, all from the palm of your hand.

WHY CHOOSE SPRUCE?

- **Instant Messaging**
Chat with your provider anytime, anywhere.
- **Appointment Scheduling**
Book your appointments with ease.
- **Secure and Confidential**
Your privacy is a priority and HIPAA compliant.
- **Quick Responses**
Get timely answers to your health questions.

SIGN-UP AND DOWNLOAD THE APP TODAY!



Download on the App Store

GET IT ON Google Play



Penn Medicine
Lancaster General Health

Primary Care Network

FEATURED SERVICES

- Limited panel size (<700 members per provider)
- HIPAA compliant texting app with provider
- Extended, patient-centered provider visits
- Comprehensive wellness (biometrics, flu shots)
- Access to acute care, EKGs, labs, point of care tests
- Access to Penn Medicine HealthWorks practice network
- EPIC medical records – used by most healthcare systems
- On-site medication dispensary
- Health care navigation and care coordination
- 40+ hours weekly on-site services
- Designed for members of all ages
- After-hours call coverage / triage

Additional Services

- Pre-employment testing and physicals
- Counseling services
- Home delivery of any medication

PPO

- \$70 PMPM Adults
- \$39 PMPM Children

Employer Sponsored HSA

- \$59 PMPM Adults
- \$34 PMPM Children
- *In-Office Acute Visit: \$49 HSA Fee*

Exclusive Model

- Customizable cost-plus model @ discounted value
- Access to full PMHW network



Willow Street



Lititz – Rock Med



Mount Joy



Ephrata



Lititz



Lancaster



Manheim

Penn Medicine LG Health Convenience Pharmacy Service

Home Delivery Service

- Next business day turnaround time to home address
 - 72 hours for initial delivery
- Includes maintenance medications, refrigerated medications, specialty medications and large products
- Local courier delivery to Lancaster zip codes
 - LGH Courier Department will hand deliver medications to the doorstep
- Payment information can be stored in encrypted system for next time use
 - Pharmacy staff will call and communicate copay needs and set up delivery each time to verify all information and answer any questions

One & Done Program

- Adherence program to improve health outcomes
- Pharmacist will call patients monthly to discuss meds, compliance and any changes.
- Medication Therapy Management
 - Pharmacist will ensure prescriptions are renewed on time for future fills
- All prescriptions filled in fill same day of each month and home delivered to patient's door-fewer trips to pharmacy
- Increased understanding of medication therapy
- Changes to drug therapy are noted and reinforced for patient understanding

Penn Medicine HealthWorks Integrated Counseling

HealthWorks offers **Time-limited counseling** (also referred to as brief/short-term therapy) which has **a fixed ending date and continues for a set number of sessions** discussed and approximated during the intake session. Patients are referred for approximately **3-6, 50-min** sessions initially, but may require anywhere up to 12 sessions per episode of care*. On average, a member is seen about 6-7 times.

Cost is an additional \$15 PMPM when paired with primary care membership.

Time-limited counseling is:

More goal-oriented than long-term therapy and tends to focus on specific challenges that are causing patients the greatest amount of adversity at present

Most appropriate for individuals and couples who have a clearly identifiable problem or problems that have arisen in the recent past

Helpful for focusing on presenting issue/s, thinking through practical ways of addressing it/them, and finding solutions

Addresses a range of issues such as stress, relationship problems, low self-esteem, self-compassion or self-confidence, anxiety, mild or seasonal unipolar depression, and work or family issues. It can also help those who are going through transitions in life or experiencing personal difficulty in one or two specific areas and finding it hard to cope.

**Pequea Valley School
District HealthWorks
Practice**

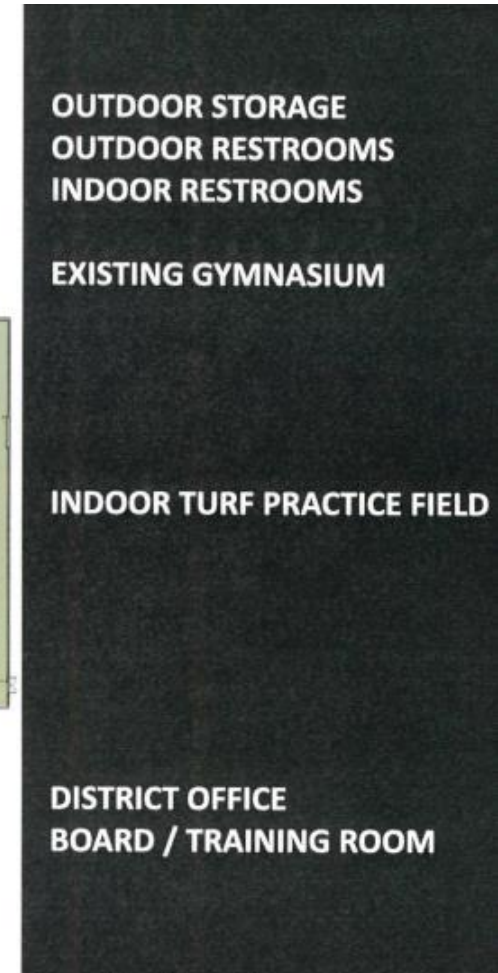
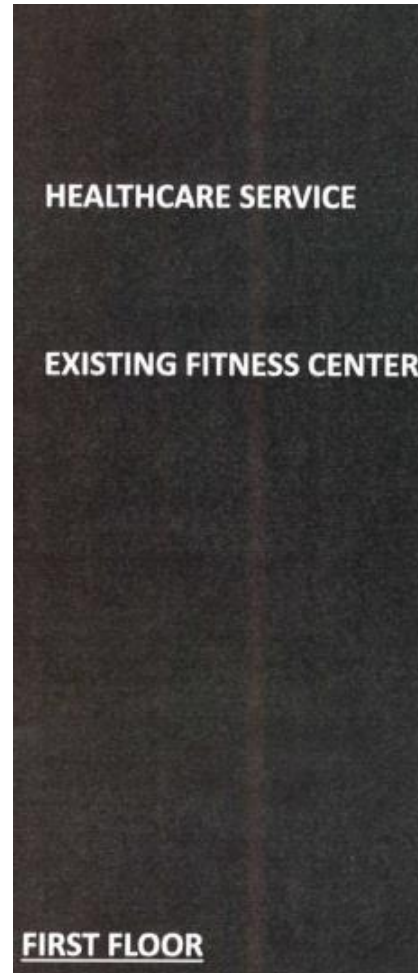
Pequea Valley SD's Proposed Practice

- **Shared capital investment by Pequea Valley SD and Penn Medicine HealthWorks**
 - Pequea Valley SD funds the build-out of the space; Penn Medicine funds the FF&E and IT (\$135k)
 - Estimate 1,300 – 1,500 square feet needed for the practice
 - Practice design/colors will be co-decided upon to best fit culture/look of Pequea Valley SD
- **Proposed location is within a portion of the current district office, adjacent to the fitness center**
- **Pequea Valley SD will help interview/select the provider hired for the practice for cultural fit**
- **Services would include:**
 - Primary care (sick/acute, physicals, minor procedures)
 - Virtual (texting, phone, video)
 - Wellness Services (flu shots, immunizations, biometric screenings)
 - Care coordination / navigation
 - Onsite Pharmacy (commonly prescribed medications for acute injury and illness)
 - *Integrated Counseling can be included if desired*

HealthWorks Practice Space Programming

Service	Square Feet
Provider Office	120
Exam Room	130
<i>Counseling Room*</i>	110
Lab / Work Room & Nurse Station	260
Wait / Check-in / Nurse Station	200
Break Room	110
Clean & Dirty Storage	150
IT Closet	50
Bathroom	70
Hallways / Circulation	200
TOTAL SPACE NEED	1,400

**Integrated Counseling can be included if desired*



Practice Financial Model Overview

Financials	Community/Open Onsite Practice
Expected Pequea Valley SD Memberships	225
Space Need for Practice (SQFT)	1,500
Capital Cost Estimates	
- IT and FF&E (Penn Medicine)	\$135,000
- Fit-out of Space (PVSD; \$350/SQFT)	\$525,000
Staffing Model FTEs to Open	
- Physician Assistant	1.10
- LPN	1.00
- Licensed Counselor	0.20
Annual Expense to Pequea Valley SD*	
- Primary Care & Counseling (225)	\$169,000
- Primary Care ONLY (225)	\$140,000
Rental Income Paid to PVSD for Space	TBD

*Currently membership has 64 children and 159 adults (modeling based on 65 children and 160 adults)

*Rental Income based on length of lease and capital expenditure to fit-out space

Practice Business Model Overview

Business Model Items

Payment based on a PMPM fee for those enrolled. Primary Care (\$34 child & \$59 adult on HSA) and \$15 for Counseling

Pequea Valley SD membership and lease agreements would both be for five-year terms, or until capital investment is amortized.

Pequea Valley SD membership commitment would reflect current enrollment and not impose additional requirements. Current enrollment is 223 as of November 2024.

Penn Medicine pays occupancy costs to Pequea Valley SD for the lease of the clinic space

Other employers would have access to Pequea Valley SD's clinic

Pequea Valley SD members would have access to other "community" HealthWorks sites

Penn Medicine HealthWorks Partner Benefit

Location

- Penn Medicine HealthWorks requires approximately 1500 sf to provide a local practice
- Penn Medicine HealthWorks shares in the capital investment for the practice.
Construction = \$525K (Local business)
IT / FF&E = \$135K (Penn Medicine LG Health)
- Penn Medicine HealthWorks will enter into a lease agreement with a local business for return on the capital investment, then provide an annual revenue stream after fully amortized capital.
- The Pequea Valley school has significantly sized uncommitted space.
- Pequea Valley School District would not benefit from the equity on the space if Penn Medicine constructed the space with another business partner.
- Penn Medicine HealthWorks is at financial risk until employers subscribe 600+ members.

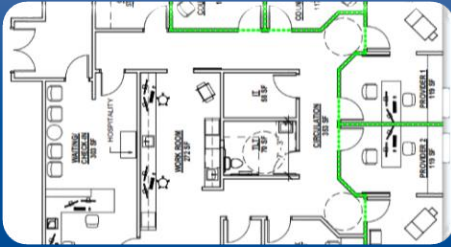
Membership

- Pequea Valley School District is self funded.
- To control the rise in health care costs, members seek engagement to a model that provides an experience focused on convenient access, efficient navigation, and comprehensive care management.
- Historical performance of an onsite/near site primary care practice demonstrates a sustainable reduction in cost of care.
- Total compensation benefit improves recruitment / retention.
- Reduced time off work allows lower costs for school and better learning continuity for students.
- \$49 sick visit fee is far lower than other options (traditional family practice, urgent care, and emergency dept)
- Low cost of care minimizes spend for employee and delays high deductible cost-threshold for school.

Community Benefit

- Local practice partnership allows Penn Medicine HealthWorks to allow access to any local employer to reduce health care cost burden to the Gap / Intercourse community.
- Central location at the Pequea Valley school allows convenient access to employers and members throughout the region.
- Employers throughout Lancaster County benefit by providing a local practice for employees who reside in Paradise, Leacock, Salisbury, Sadsbury, and West Sadsbury Townships.

HealthWorks Member Onboarding / Education



Pre-opening

- Pequea Valley SD provides HealthWorks (HW) qualified membership enrollment listing/file
- HW provides communications to Pequea Valley SD to email to members
- HW provides informational flyers and videos to Pequea Valley SD for distribution
- Pequea Valley SD and HW determine a schedule for Q&A sessions across district locations or virtual
- Although many are already members, HW would schedule meet and greets with HW Staff



Opening

- All members are emailed a welcome letter introducing practice and how to schedule a visit
- All members are emailed an invite to download the Spruce texting app
- Host an open house event for members to tour the facility and meet the staff
- HW provide Pequea Valley SD communications announcing the opening of the site



Post-opening

- HW admin team establishes a data review schedule with Pequea Valley SD admin team at an agreed to cadence
- HW and Pequea Valley SD develop schedule for ongoing interaction points with members onsite or virtual (education events, meet/greets, screenings, etc.)
- HW clinical team outreach to patients via email, Spruce, or phone for engagement to site or compliance with health screenings

Employer & Employee Value Realization

Frictionless Healthcare

Value to Employer

- **Recruitment and Retention tool** to compete for talent
- **Improved productivity** via convenient and coordinated care (less time away from work)
- **Reduced costs** by avoiding unnecessary Urgent Care, ER, and Specialist visits

Value to Employees

- **Access to broad network of primary care practices** for same day/next day, free, in-person medical services & medications
- **Access to real time concierge services** with your healthcare team via phone, text, virtual visits
- **Access to preventative wellness services** meant to improve health and wellbeing

Value Illustration-Office Visit

Under a Typical PPO Plan

- 1 Office Visit to PCP or Urgent Care



\$20 - \$35
copay



\$150 - \$300
insurance claim

Other Comparisons:

- Average 2-4 hours away from work
- Consumer must accommodate the office's schedule or wait to be seen
- Most medications and lab work need to be done at another location

HealthWorks Membership Visit

- 1 Office Visit to HealthWorks Office



\$0
copay

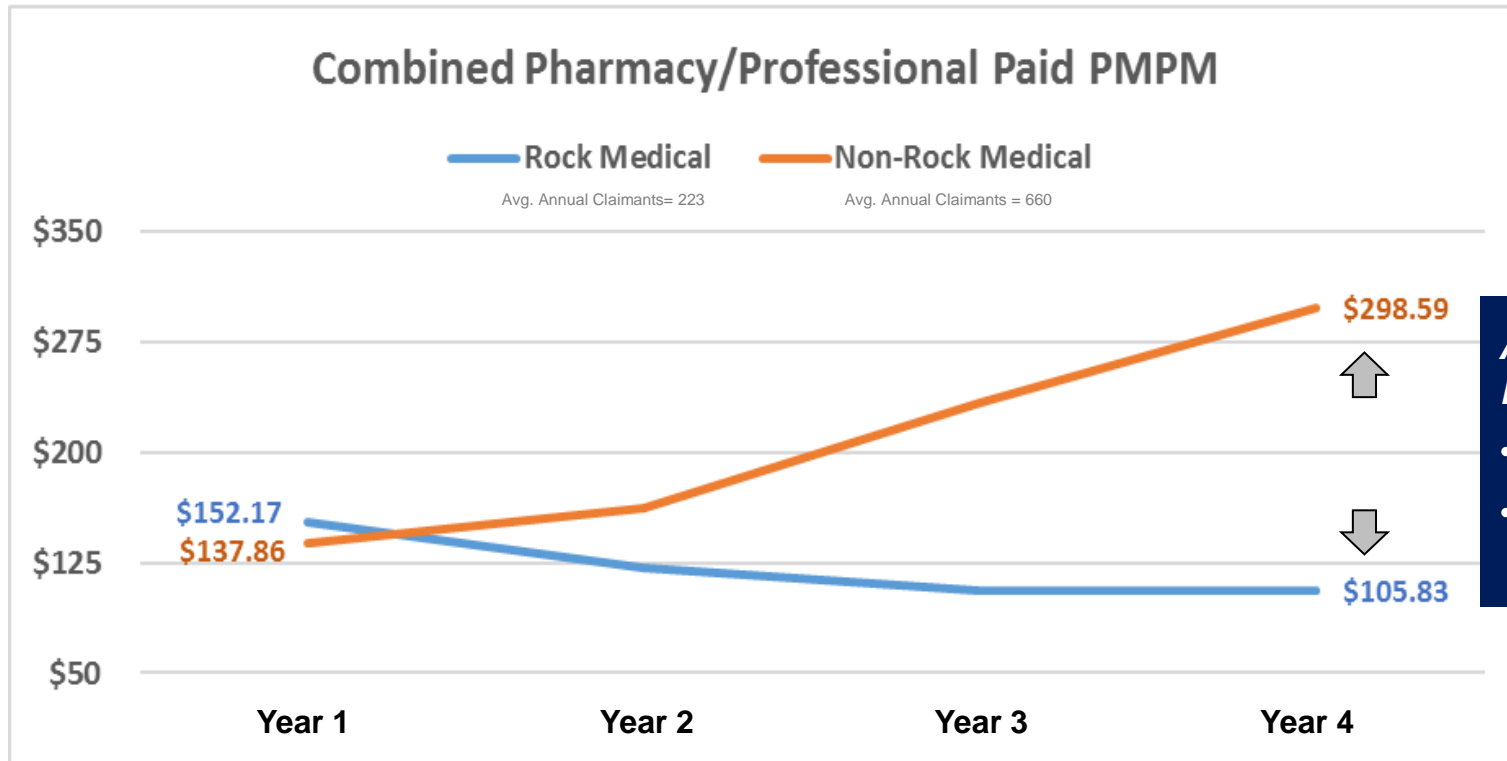


\$0
insurance claim

Other Comparison:

- Average <1 hour away from work
- Practice accommodates member's availability
- Often HW practice is a "one stop shop" (meds & lab work available onsite)

Employer-Sponsored Practice Value



An Actual Employer's Data at Rock Medical

- \$193 PMPM savings
- Far exceeds the \$70 membership fee

In addition to the employer data shown above, LGH took a cohort of 700 individuals and gave them access to HealthWorks and over the next 18 months were able to realize a \$91 PMPM savings for professional & pharmacy spend vs. those who did not have HealthWorks.



Penn Medicine