

Sparking Compassion

# Meeting Members Where They Are





## Natasha Parekh, MD, MS

National Medical Director, West





### Session objectives

- The impact of social drivers of health (SDOH) on patients, employees, and health centers
- How are employers addressing SDOH, and how has Marathon Health served as a partner in that effort
- Strategies for leveraging community resources and services
- Marathon Health's approach to SDOH, including standardized screenings, technology utilization, reporting and actionable best practices



### What are Social **Drivers of Health?**

SDOH are the conditions in which people are born, grow, live, work and age, and the wider set of forces and systems shaping the conditions of daily life.











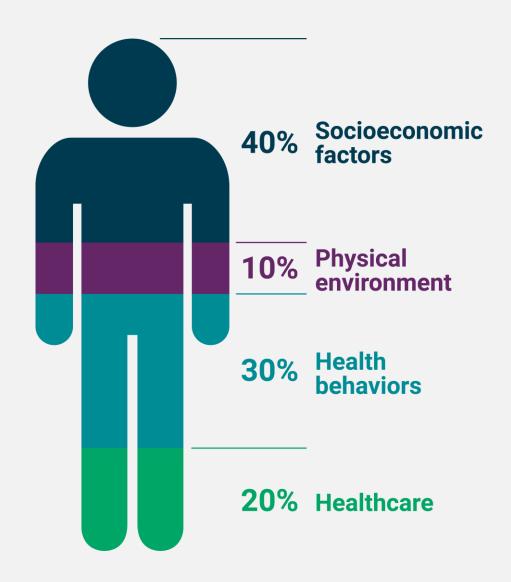
Food



**Social Support** 







# Only 20% of a person's health and well-being is tied to healthcare.

The remaining **80%** is driven by physical environment, social drivers, and behavioral factors.



## Interventions improve outcomes



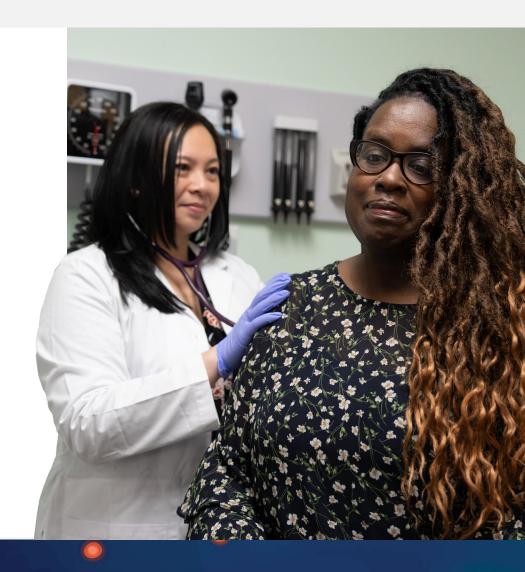
**Housing** for high-risk, homeless patients cuts ER visits by **24%** and hospitalizations by **29%**.



Patient transportation for non-emergent care boosts chronic disease management engagement by up to 40%.

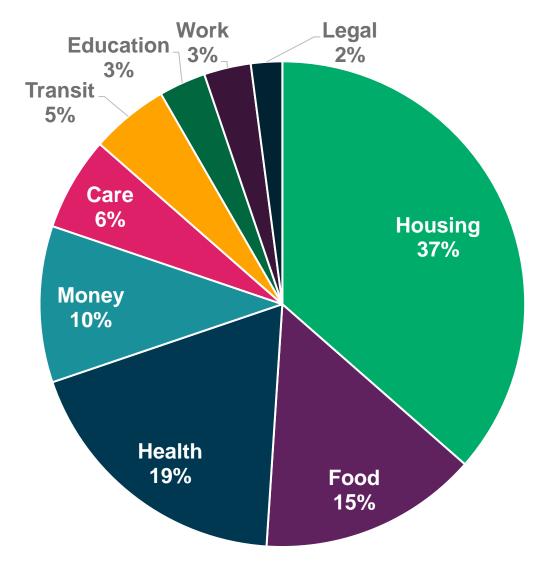


Affordable healthy food access reduces heart disease, improves diabetes control, and supports obesity management.





# Housing & food insecurity are top issues



**FindHelp searches:** 5/1/24 – 11/20/24



## What can we do?

#### **Client partner**

- Understand your population's needs
- Offer relevant assistance programs



Power in Partnership

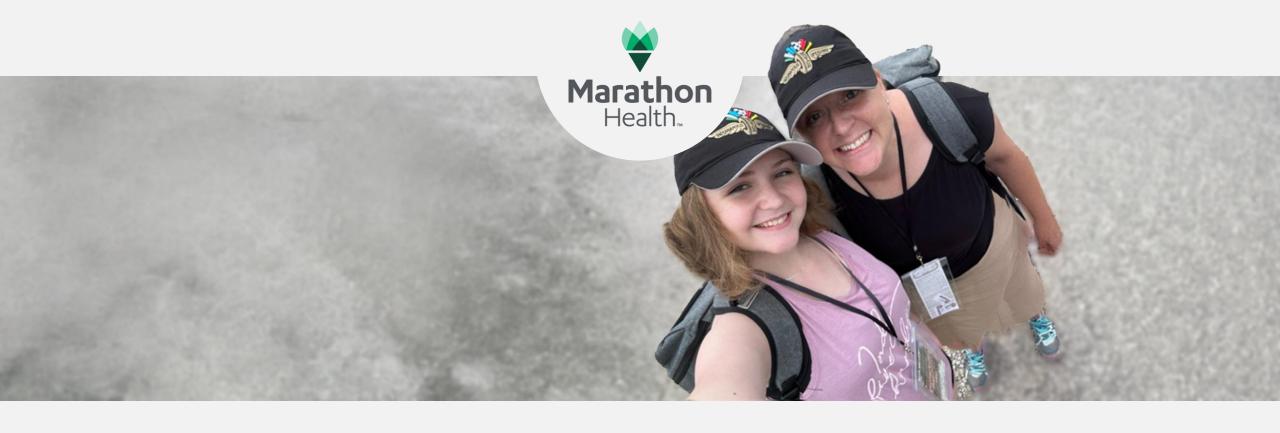
#### **Marathon Health**

- Standardize screenings
- Develop care plans that address SDoH
- Leverage FindHelp
- Connect members with services



## Valerie Leyder

Senior Vice President, West Operating Group



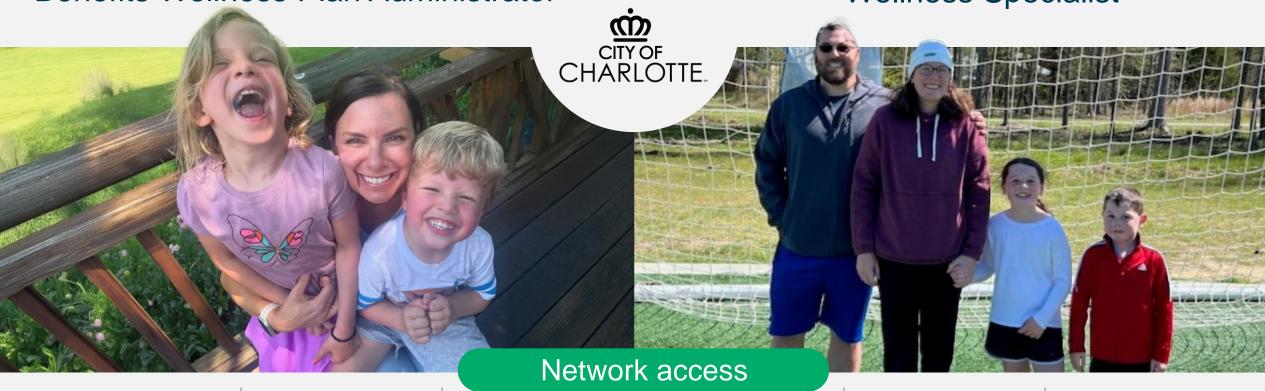


#### **Nan Mann**

Benefits Wellness Plan Administrator

**Brianne Hughes** 

Wellness Specialist



years with Marathon

17k+
eligible
population

**57%** of members engaged

Average visits per engaged member per year

3.7

Net Promoter Score **68%** of members with improved biometrics



### **Wellness Works**





2021 Silver Well Workplace Award (WELCOA) 2023 Gold Well Workplace Award (WELCOA) Number 1 Healthiest Employer—5,000+ employees (CBJ: 2021, 2022, 2023) Healthiest 100 Workplaces in America —ranked 37th



#### **Angel Meadows**

Wellbeing and Clinic Program Director

#### **Walter DeBock**

Plant Manager, Storm Lake



years with

32k+
eligible
population

22%

of members engaged

3.2

average visits per engaged member per year

92

Net Promoter Score

**76%** 

of members with improved biometrics



## Tyson's Lighthouse model













We feed the world like family

## 

Sparking Transformation

ENGAGE

Good Afternoon

Miname is: The reason for this writing is an to let him Know that my Therapist Mandy. she is very entranced and passionate, to to his great word.

I have talked to her about things that have been surning in my sould cince I was a child

I thank my God so much, Together with the staff of this hospital they sent me to my Therapist Mandy.

My God long live you an the staff of hospital. I have nothing left but to give infinite thank's to my Therapist Mandy.

Alongy willing, attentive, and above all trustworthy, I am anoter and I have nothing left but to thank you infinitely for your nable work.

She is another angel in my path. Very grateful everything in my life. the aforementioned, says good bye.

P. S. Blessing



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Sparking Transformation