



WORLD BANK GROUP
Human Resources

Transformational Population Health Management at the World Bank

IBI forum, 28 March 2017

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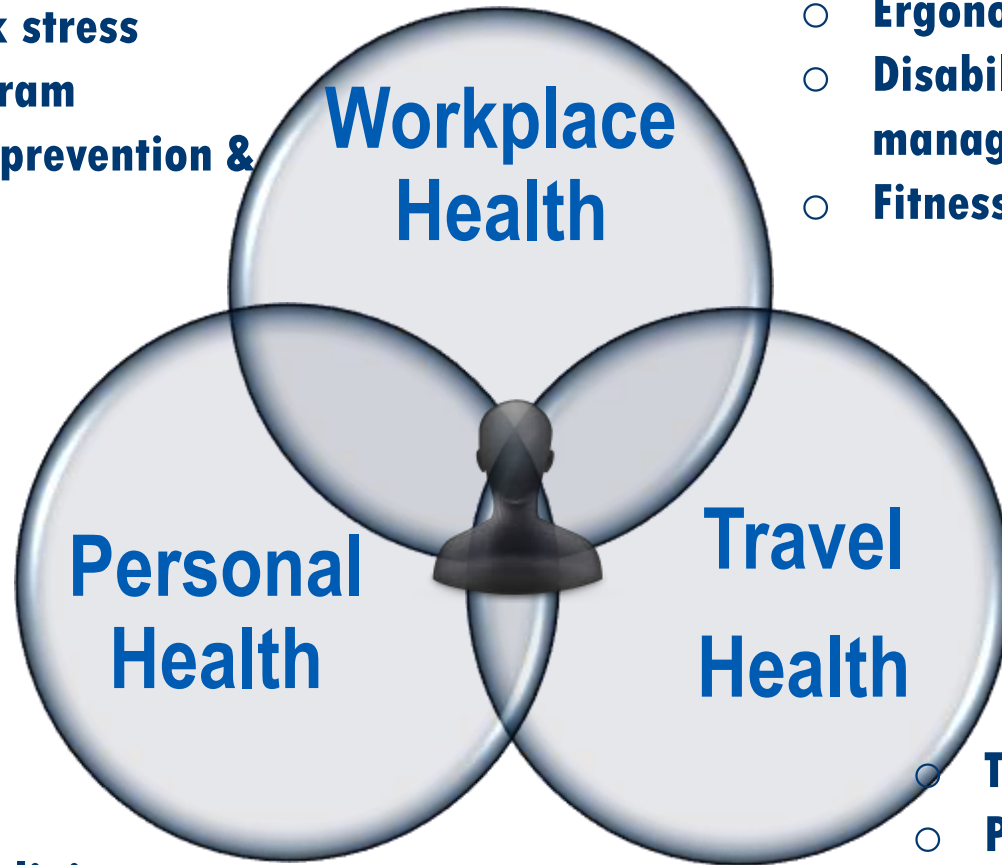
World Bank Group (WBG)

Created in 1945, the WBG is a family of five international organizations based in Washington, DC, providing vital financial and technical assistance to developing countries around the world

- Largest and most well known global development bank
- Provides ~\$46 billion (2016) in loans and assistance to developing and transition countries annually
- Mission is to achieve the twin goals of ending extreme poverty and building shared prosperity



- **Personal & work stress counseling program**
- **Domestic abuse prevention & support**



- **Ergonomics program**
- **Disability accommodation & management**
- **Fitness for duty support**

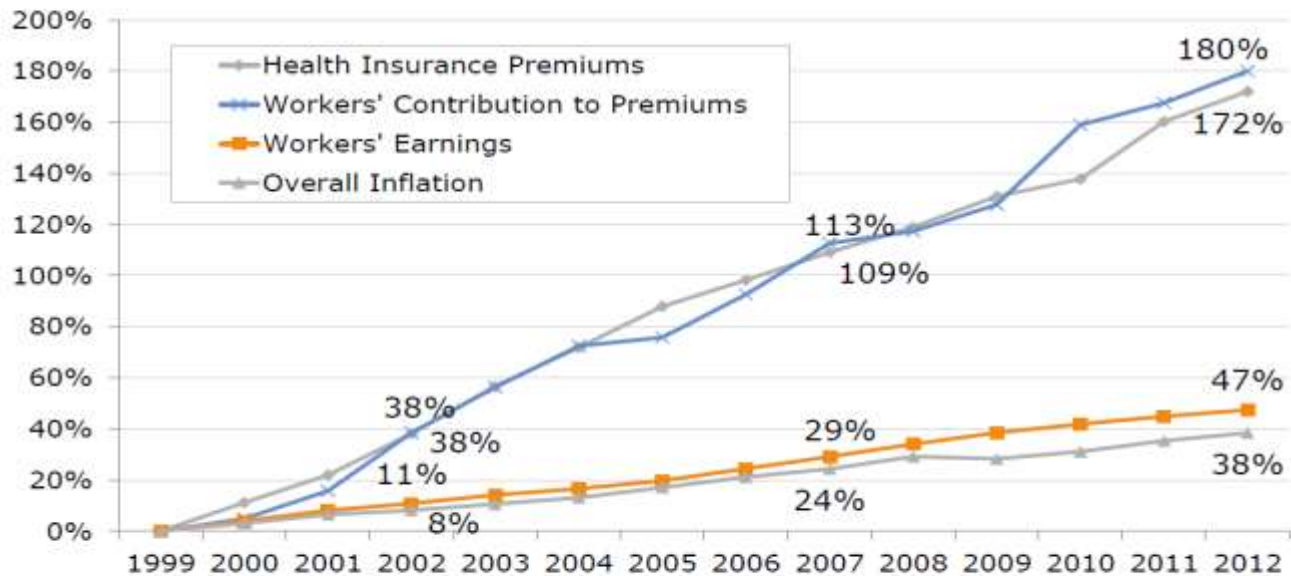
- **Health insurance**
- **Access to care**
 - **Urgent care clinic**
 - **Medical evacuation / OCCC**
- **Health promotion events**

- **Travel clinic**
- **Pre-travel briefing**
- **Travel vaccinations**
- **Malaria prevention**
- **Medical evacuation**

Healthcare cost inflation (US)

One chart tells the story

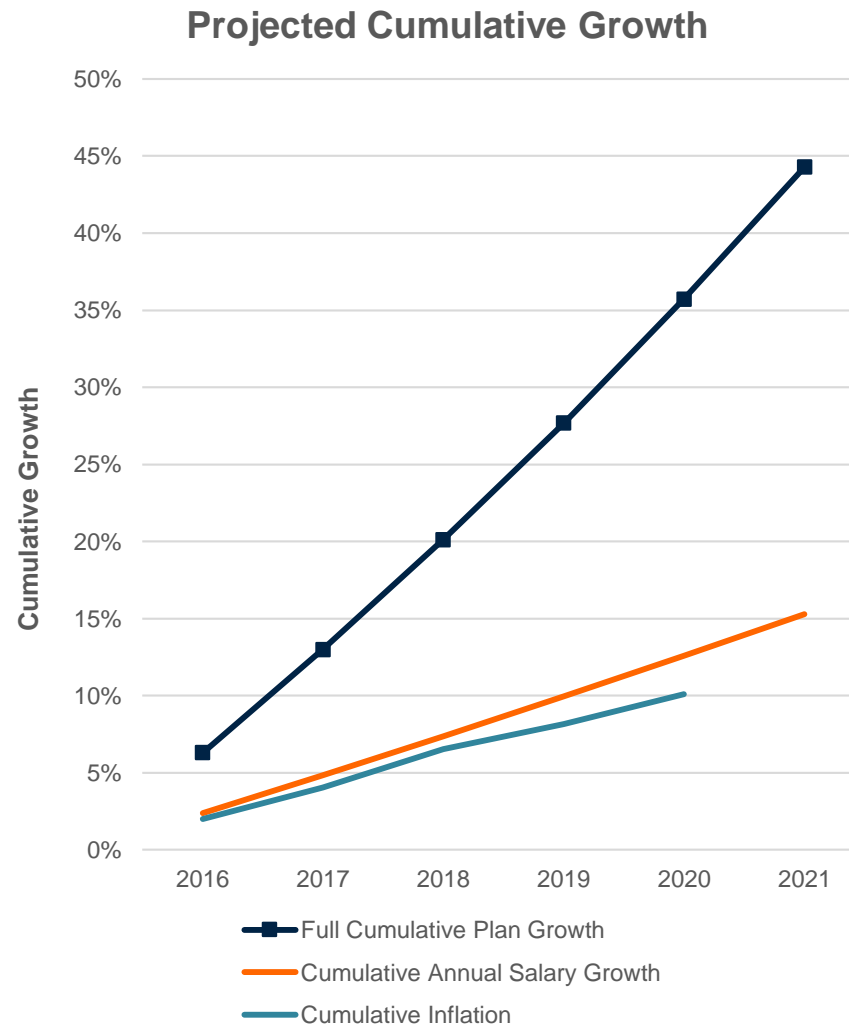
Cumulative Increases in Health Insurance Premiums, Workers' Contributions to Premiums, Inflation, and Workers' Earnings, 1999-2012



Source: Kaiser/HRET Survey of Employer-Sponsored Health Benefits, 1999-2012. Bureau of Labor Statistics, Consumer Price Index, U.S. City Average of Annual Inflation (April to April), 1999-2012; Bureau of Labor Statistics, Seasonally Adjusted Data from the Current Employment Statistics Survey, 1999-2012 (April to April), accessed on January 28, 2013, available at <http://ehbs.kff.org>.

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Healthcare cost inflation (WBG)



Chronic diseases account for 75% of US health care costs

Of the \$3 trillion spent on U.S. health care

Of every dollar spent...



...75 cents went towards treating patients with one or more chronic diseases

In public programs, treatment of chronic diseases constitutes an even higher portion of spending:

More than **96 cents** in **Medicare...**

...and 83 cents in **Medicaid**

"The United States cannot effectively address escalating health care costs without addressing the problem of chronic diseases."

-- Centers for Disease Control and Prevention

WBG pharmacy benefits plan & chronic disease

Patient Care Needs

Well

Wrinkles, Baldness, Impotence,
Contraception, Vitamins

Acute

Colds & Flu, Strep Throat, Ear
Infection, Headache, Sprains

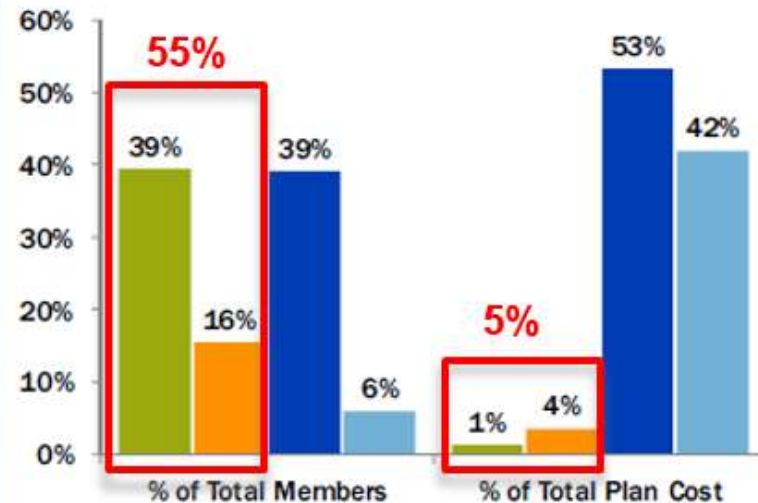
Chronic

Heart Disease, Diabetes, Arthritis, High
Blood Pressure, High Cholesterol,
Dementia, Back Pain

Complex

Multiple Chronic Conditions such as
Heart Failure & Diabetes, Cancer, AIDS,
Multiple Sclerosis, Metabolic Syndrome

Current



WBG pharmacy benefits plan & chronic disease

Patient Care Needs

Well

Wrinkles, Baldness, Impotence, Contraception, Vitamins

Acute

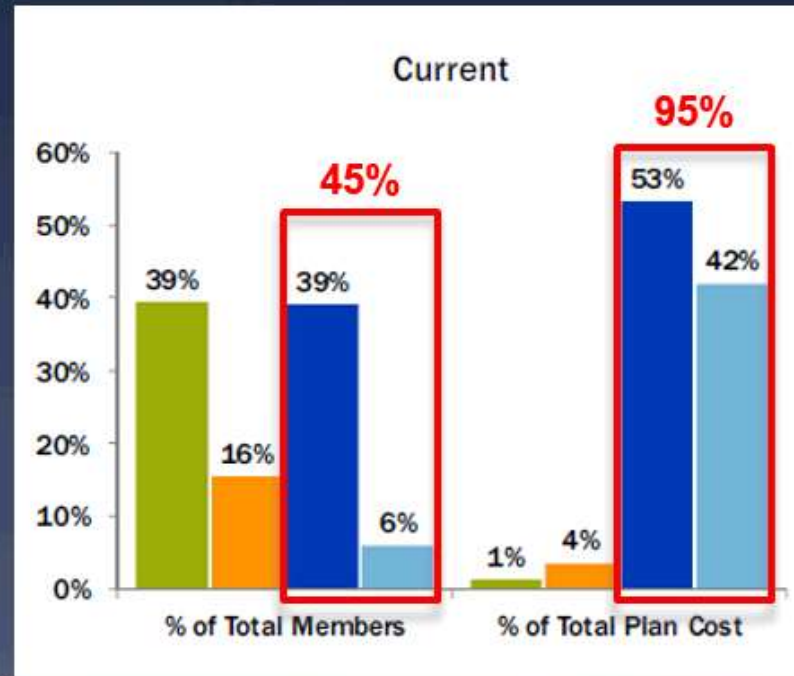
Colds & Flu, Strep Throat, Ear Infection, Headache, Sprains

Chronic

Heart Disease, Diabetes, Arthritis, High Blood Pressure, High Cholesterol, Dementia, Back Pain

Complex

Multiple Chronic Conditions such as Heart Failure & Diabetes, Cancer, AIDS, Multiple Sclerosis, Metabolic Syndrome



15 Key Individual Health Risks (Dee Edington)

Health Risk Measure

High Risk Criteria

Alcohol	More than 14 drinks/week or binge drinking once or more in past month
Blood pressure	Systolic >139 mm Hg or Diastolic >89 mm Hg
Body mass index	27.8 (men) 27.3 (women)
Cholesterol	>239 mg/dl
Existing medical problems	Heart problems, cancer, diabetes, or stroke
Fasting blood sugar	Fasting Sugar Borderline High (≥ 100 and < 126 mg/dL), or High (≥ 126 mg/dL)
Fatty diet	High fat foods consumed once a day, several times a day, or several times a week
HDL cholesterol	< 35 mg/dL
Illness days	≥ 4 days last year
Perception of health	Fair or poor
Physical activity	Never
Safety belt usage	Safety belt never or sometimes used
Smoking	Current smoker/tobacco user
Stress	High
Use of meds for relaxation	Weekly or almost every day

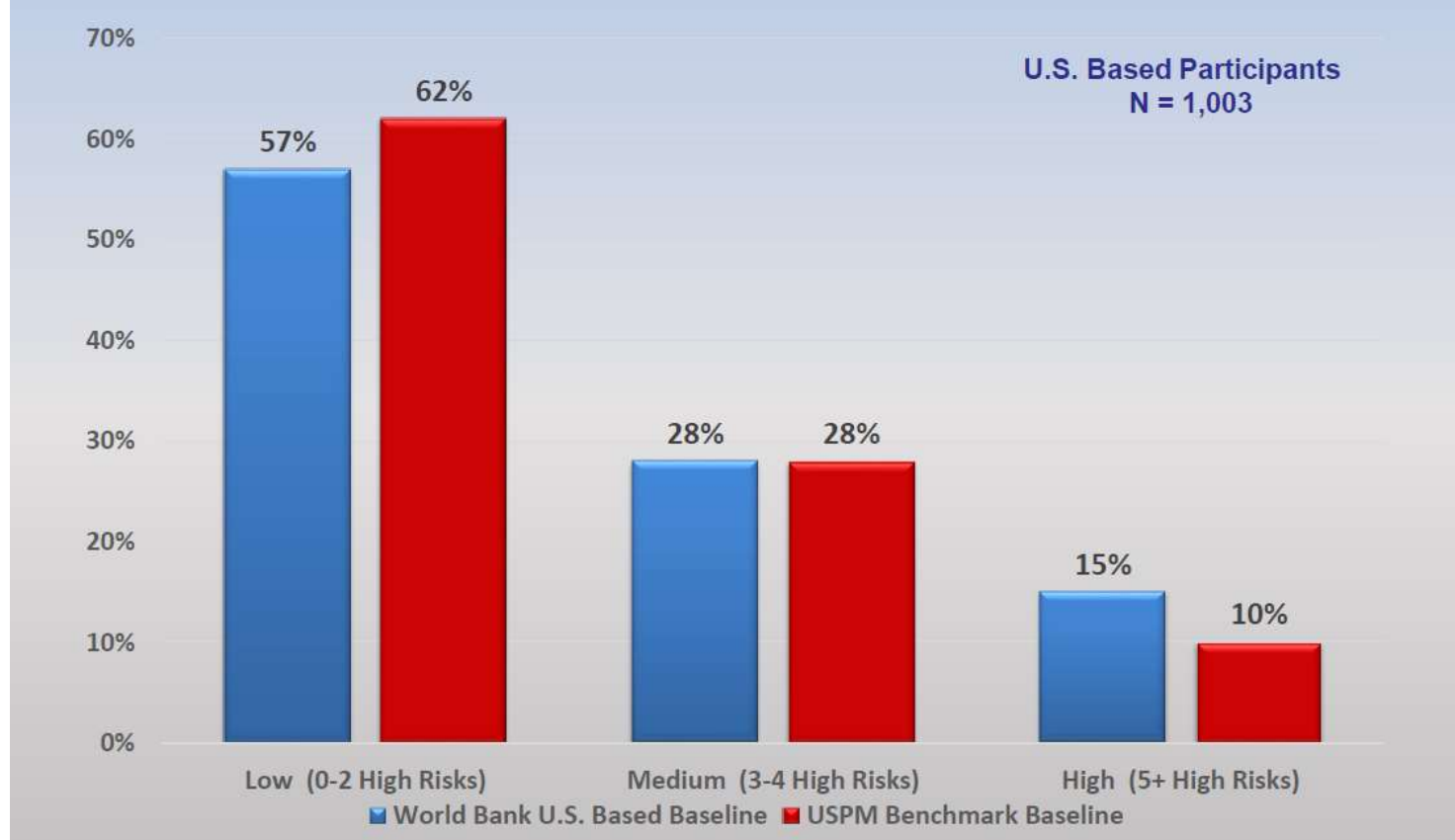
Total Risks Assessed 15

Overall risk levels

Low risk	0-2 high risks
Moderate risk	3-4 high risks
High risk	5 or more high risks

The WBG staff health risk profile

**Baseline Overall Health Risk Categories of World Bank Employees
U.S. Based Only Compared to USPM's Benchmark**



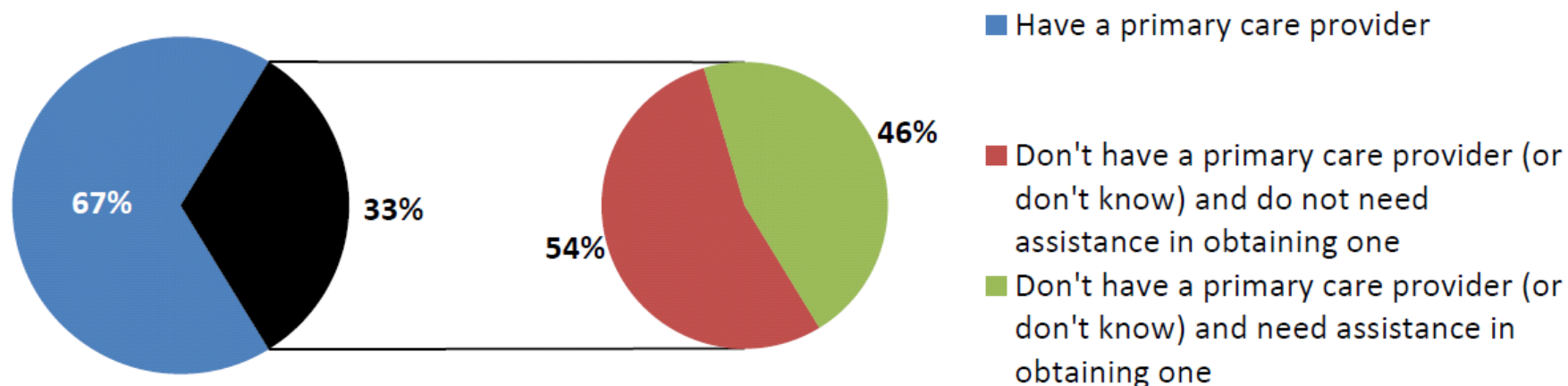
Health Survey observations:

33% of staff report that they do not have a Primary Healthcare Provider.

60% of staff report that they would participate in Health Promotion programs if they were available

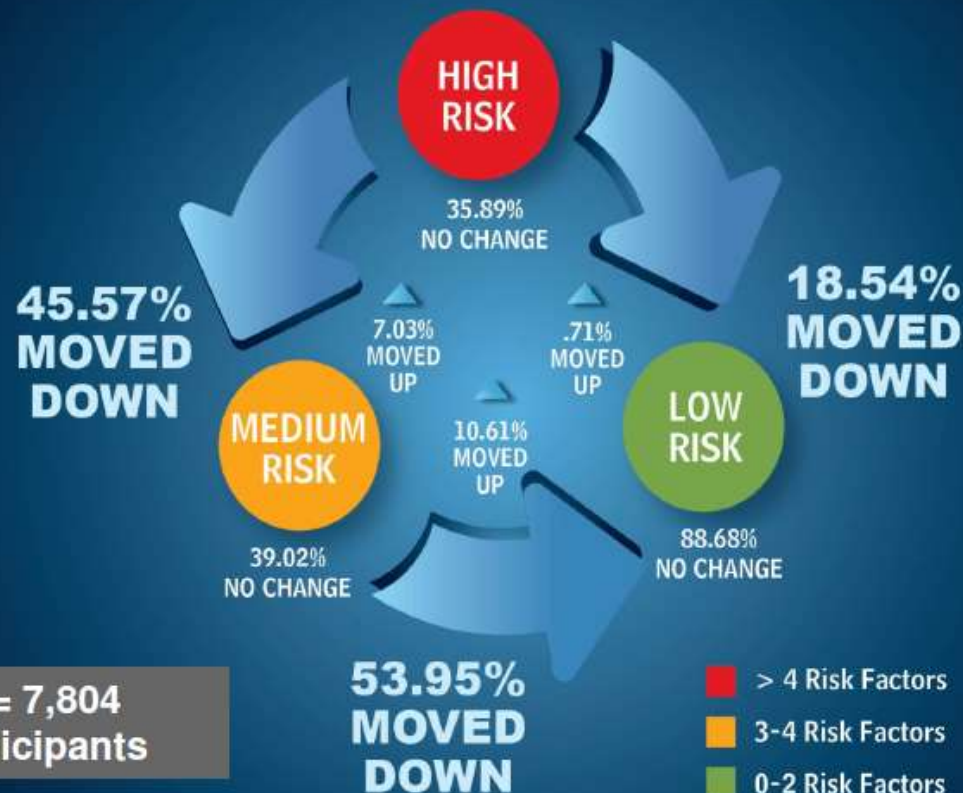
WBG staff- Primary Care Provider

Figure 5a. Proportion of survey respondents without a primary care provider who need assistance in obtaining one



37.5% of the respondents without a primary care provider underwent at least once primary care exams during the last year, compared to **80.2%** among those with a primary care provider.

Population Health Risk Transitions in Markov Chain Analysis After 2 Years on a Personalized Preventive Plan



Loeppke R, Edington D, Bender J, Reynolds A. The association of technology in a workplace wellness program with health risk factor reduction. *Journal of Occupational and Environmental Medicine*: March, 2013; Volume 55, Number 3: pp 259–264.

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Key background points

The burden of poor health is mostly due to chronic conditions

Chronic conditions account for the bulk of healthcare costs

Healthcare costs, driven by risk, are increasing faster than general inflation

Risks can be managed – wellness and disease management programs can improve health, and lower costs if evidence based programs are used

Healthcare costs can be further lowered through enhanced consumerism, and insurance plan design

Studies of WBG healthcare data validate all of the above, and signal potential for significant staff health improvement, and savings

Elements of a Health Risk Management Program

Accessible, incentivized Health Risk Assessment tool

- user friendly, interactive, instructive

Individualized Risk Management support for:

- keeping low risk individuals at low risk (preventing natural flow);
- preventing those with risks from becoming ill;
- disease management for those who already have chronic conditions:
 - combining high tech / high touch approach.

Expanded on-site clinic – Patient Centered Medical Home model

- takes on a primary care role, acting as a hub for care and risk management;
- open to all staff members / dependents / retirees;
- actively coordinates with risk management program, and HSD's occupational health / travel support functions.

- Personal & work stress counseling program
- Domestic abuse prevention & support
- **Global outreach / FCV**



- Ergonomics program
- Disability accommodation & management
- Fitness for duty support
- **WBG Health & Safety program**

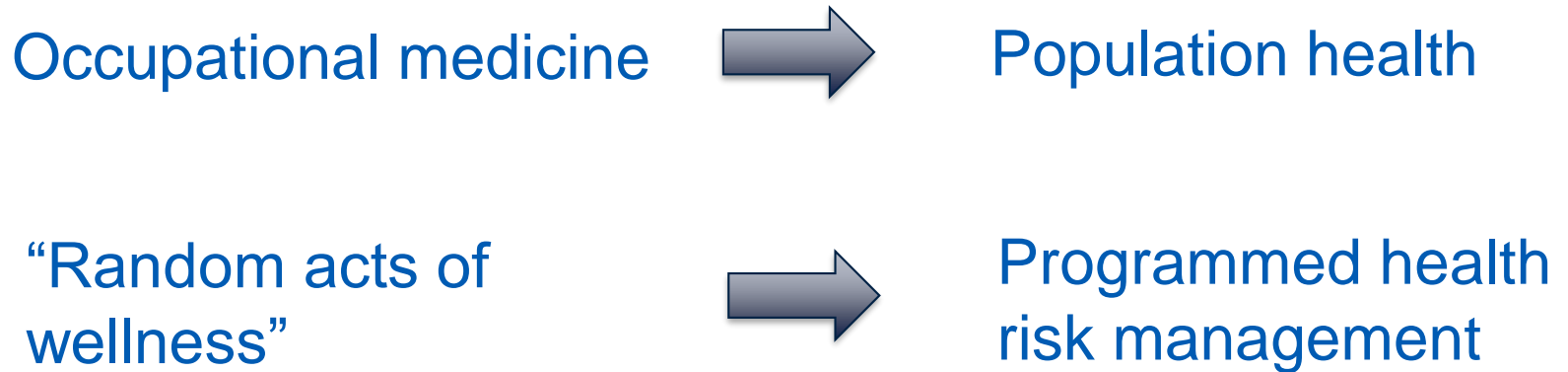
- **Health insurance**
- **Access to care**
 - Urgent care clinic
 - Medical evacuation / OCCC
- Health promotion events
- **Preventive Plan (personal risk management)**
- **Patient Centered Medical Home (expanded clinic)**

- **Travel clinic**
- Pre-travel briefing
- Travel vaccinations
- Malaria prevention
- Medical evacuation
- **Greater global cover**

Integrated Health and Safety Program

Health Services	Health & Safety Committee	Health Benefits Plans	Health & Safety Culture
Clinical support	Health protection	Sustainable best in class benefits	Supportive policies
Occupational Health	Environmental risk management	Premier network access	Good management practice
Travel medicine	H&S policies	Enhanced international cover	Flexible work options
Population Health Management (PHM) Risk assessment tools Health promotion Disease management	H&S program oversight	Improved consumerism Supports PHM strategy	Staff welfare & assistance programs

To protect and promote staff
health wherever they may be



Healthier people live longer and better, with lower costs, and can engage better with life and work

Occupational Health / Global Health

