
Corporate Health Services

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Director, Corporate Health Services

The Lilly logo is written in a red, cursive script font. The word "Lilly" is written in a fluid, handwritten style with a slight upward curve at the end of the word.

Answers That Matter.

Eli Lilly and Company

Lilly, a leading innovation-driven corporation, is developing a growing portfolio of best-in-class pharmaceutical products by applying the latest research from its own worldwide laboratories and from collaborations with eminent scientific organizations. Headquartered in Indianapolis, Indiana., Lilly provides answers – through medicines and information – for some of the world's most urgent medical needs.

36,000 employees, 18,000 located in the United States

Lilly Culture

Non-unionized, self-insured, voluntarily offer comprehensive benefits

Senior management support for aggressive development of medical benefits and services that enhance productivity and the quality of the work/life environment

High employee confidence, utilization and acceptance of the professional services of the Corporate Health Service component

On Site Physical Therapy

Care for employees regardless of etiology of need at no cost to the employee

For on site access:

- reduced fees per procedure
- streamlined claim submission
- enhanced referral base for provider
- decreased time away from work for PT needs

Four Years of PT Experience

1456 employees seen for a total of 9816 visits

Average cost per on site visit \$79 vs. community based visit of \$120

Average number of visits per case at Lilly was 6.7 vs. community cases at 8.6

Outcome Metrics

\$392,505 (50%) savings for on-site care

2705 LESS visits (22%) for on-site cases

If all treated employees experienced the average cost and visit number of off site facilities, total costs:

\$1,502,520

With on site frequency and cost, savings are \$719,106

Outcome Metrics (continued)

72% of off site PT visits for employees occurred during 'working hours'

- 1 hour travel plus visit length
- \$35/hour average total wage
 - 72% X 9816 visits X \$35= \$247,363

Total savings: \$247,363 + \$719,106
\$966,469

Summary for PT

Leveraging access to on-site access for PT services renders:

- Quicker care delivery leading to better recovery
- Lower cost per procedure
- Lesser number of visits per case
- High user satisfaction

Other Lilly Programs

StEP & One Care Street (<http://www.haelan.net/ocs/>)

On-site Mammography

- Over 4,000 screens annually, 70% employees
- Reynolds H, Larkin G, Jackson V, Hawes D, “Fixed-Facility Workplace Screening Mammography”, American Journal of Roentgenology:168, February, 1997

On-site Gynecology

On-site personal lab services

Off-site screening colonoscopy program

- 5,300 studies, 20 established cancers removed, 2,800 polyps excised, no complications
- Imperiale T, , Wagoner D, Larkin G, “Risk of Advanced Proximal Neoplasms in Asymptomatic Adults According to Distal Colorectal Findings”, NEJM/Vol 343 No 3/ July 2000

On-site personal medical and psychological care resources

- Larkin, G, “On-Site Clinical Services in the Era of Managed Health Care”, Occ Med SOTA Reviews, Vol 12, No. 1, Jan-March 1997

Lilly's Mental Health Programs

Dr. Cindy Allen
Clinical Psychologist

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Answers That Matter.

Mental Health Support Services

Employee Assistance Program

On-site professional care

Targeted mental health status evaluations (StEP, One Care Street)

Absence Management

Corporate Health Services

Employee Health Services

- On-site medical expertise

Corporate Health Services and Lilly Health Plan

- Employee Assistance Program (EAP)
- Health benefit design & administration
- Special preventative health programs

Employee Health Services

Professional Staffing:

- Medical Director
- Two clinical psychologists
- Five physicians
- Twenty Three Registered Nurses

Lilly Mental Health Support Advantages

Generous MH benefits reflect overall commitment to employee wellness

Increased MH coverage positive impact on work force

-attract & retain high-quality employees

Sound business strategy-good long term cost savings

Advantages continued

Offer easy access to both internal and external MH services

- multiple points of entry

EHS has high credibility, good reputation and highly sought after services

On-site Professional Care

Two full-time clinical psychologists

Provide individual assessments, counseling, referral to appropriate level of care

Consultation with Line Management

Consultation with Human Resources

Management of psychiatric medical leaves

Training and Group Education

Mental Health/Substance Abuse Benefits

MH inpatient days have no limit, either calendar year or lifetime

MH/SA outpatient = 60 visits per calendar year

Substance Abuse inpatient days = two admissions per lifetime, 30 days per admission, separated by 24 months

No limits on medical detox under Lilly Health Plan

Employee Assistance Program

United Behavioral Health (UBH)

- 3 free visits per family per year
- 24/7 access at 1-800-90-LILLY

Coordinate **access** not restrict services

Goal is seamless continuum of care

Targeted Mental Health Tools

StEP program

One Care Street

Ambulatory care sessions with RNs and MDs

Absence Management

- Mental health leaves-2001 data
 - ~2,400 employee contact hours
 - -number of leaves per year = 226
- On-site mental health visits: 1,166

Absence Management cont.

- **Process of Review:**
- FMLA guidelines
- illness pay based on medical necessity
- ensure appropriate level of care
- consult with specialty provider or treatment program as needed
- facilitate transition back to work-e.g.accommodations or restrictions

Treatment Outcomes

