

EMPLOYER PANEL

# Care Navigation Paradox: Improved Benefits Experience and Lower Costs



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and Physician Services*  
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*Vice President of Health Systems*  
Quantum Health

# Today's panelists



## About the organizations



- Serves **Ohio, Kentucky** and **Indiana**
- **19,000** employees
- **32,000** covered members
- **Ranked #1** in US News and World Report's 2023-2024 list of best children's hospitals in the nation



- Serves southeast **Texas**
- **32,000** total employees
- **49,000** covered members
- Opening **8th** acute care hospital this year
- **Ranked Texas' #1 hospital** in US News and World Report for patient care and safety

# What has changed?

## Addressing burnout and post-pandemic hospital culture



- Developed a new quality excellence domain: Clinician wellbeing
- Expanded access to behavioral health care and resources through enhanced EAP offerings
- Expanded a peer-to-peer support program



- Opened an on-site and virtual emotional health and wellbeing clinic
- Changed EAP to better align with company values
- Provided an out-of-network benefits reimbursement
- Began concepting a BMI reduction program

# The impact of Quantum Health



## Benefits of having a healthcare navigation partner



- Managing catalog of employee benefits
- One-on-one conversations with employees for personalized support
- Technology-driven approach



- Enhanced behavioral health services
- Regular preventive screenings and increased health awareness
- Network steerage to providers
- Reduced HR burden

# Hospital and health systems

## Quantum Health differentiators

Reduces high healthcare costs and increases ROI



Drives domestic utilization and leverages more in-house resources



Supports employees with high-touch engagement to help combat clinician burnout



Provides personalized guidance to help meet the unique needs of this industry



# Proven results



## Creating meaningful outcomes



- Net Promoter Score® of **81**
- **16%** of members had no claims in FY23
- **46%** of members had a preventive service in FY23
- **72 inpatient days saved** in FY23



- Net Promoter Score® of **78**
- **80%** of members use in-network providers
- **9%** member utilization for EAPs
- **~\$15M in avoided cost** due to Real-Time Intercept®

# Key takeaways



## Recommendations for the future



Prioritize holistic wellbeing for healthcare professionals



Consider not only cost, but also the member experience in all benefits offerings

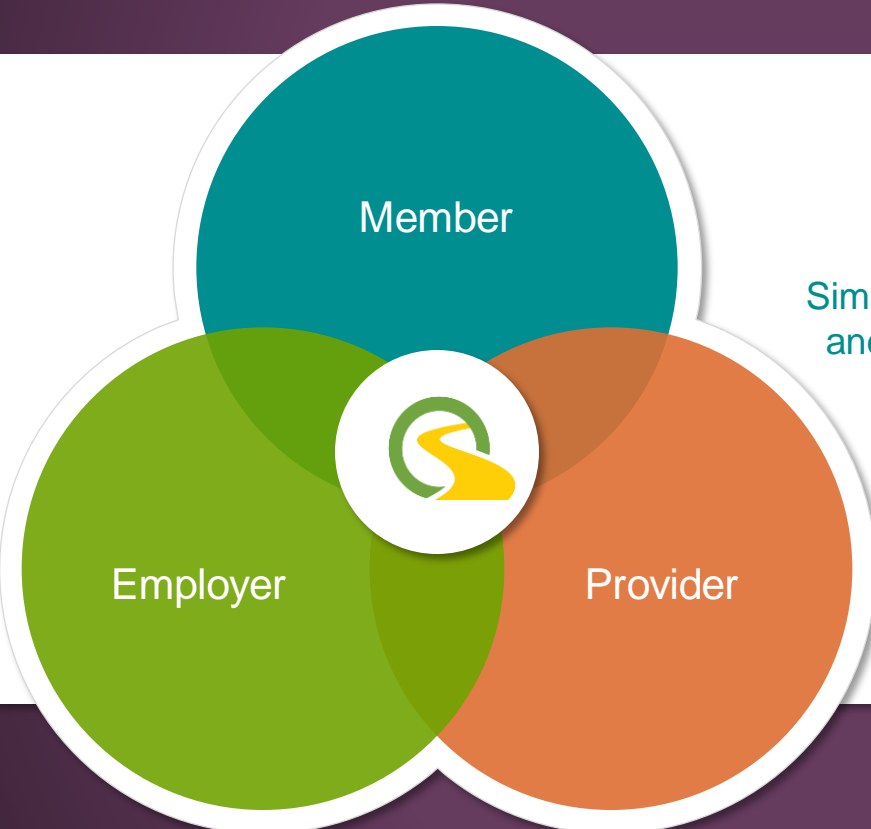


Until fully necessary, avoid health plan changes that negatively impact members



Utilize data as a road map to build a strategy that will serve the organization long term

# Our unique, industry-leading solution delivers proven value



Simplify user experience and increase member engagement



Improve clinical outcomes



Reduce claims costs to provide significant ROI



Enhance employee productivity and support HR teams by freeing up valuable time

Our holistic solution reduces healthcare-related costs and improves employee productivity, delivering significant overall value on your investment.



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Ready to learn more? | [connect@quantum-health.com](mailto:connect@quantum-health.com)