

Case Study:

How St. Jude delivered on its mission to provide equitable care for its people through comprehensive onsite care

St. Jude Children's Research Hospital, a world-renowned institution located in Memphis, TN, opened in 1962 with the mission to provide equitable care to all children who suffer from catastrophic disease, regardless of race, religion, or the family's ability to pay. This mission to focus first on care drives everything that St. Jude does – including how they approach health and wellness for their employee population, the caregivers who serve their young patients.

Beginning around 2018, the St. Jude benefits team asked the question:



What's our why?

How can we better align the benefits we offer with our mission?

Driven to deliver equitable healthcare to all St. Jude's employees, they started to outline a plan to bring an onsite wellness center to their campus. They partnered with Premise Health to build this center, which would become the cornerstone of their Living Well employee wellness program and help to continue positioning St. Jude as an employer of choice.

The Challenge

As a mission-driven organization, St. Jude holds themselves to a high standard for the benefits they deliver employees. This high standard means they need to think big to serve their diverse population, which includes over 6,000 employees, students, clinical fellows, postdoctoral trainees, and faculty members from over 65 countries on their health plan and a total population of approximately 13,000, with dependents. This population includes not only in-person positions on the Memphis campus, but hybrid and fully remote positions as well.

We all hear about health equity today and talk about the social drivers of health. But when we started thinking about ‘why’ those are important to us as an employer, we realized that we have the opportunity and responsibility to make a big difference in our communities.

– Melissa Carlton,
Director of Benefits, Wellness & Occupational Health, St. Jude

They wanted to design a solution that would:

- ✓ Provide a holistic approach in supporting St. Jude’s long-term goal of improving the overall health and wellbeing of employees
- ✓ Offer employees convenient access to high-quality healthcare
- ✓ Provide a range of services from prevention and screening to treatment of acute and episodic care
- ✓ Support employees in better managing chronic conditions, including increasing efforts to help members stay accountable in taking their medications
- ✓ Integrate all resources available to St. Jude employees in one place, including initiatives around wellness, coaching, prevention and condition management, and fitness
- ✓ Provide education and support to employees around how to best use their benefits, including where to go to receive care

St. Jude then began its partnership with Premise in 2018 to transform its existing Living Well employee health benefits, wellness program, and fitness center by adding an integrated and scalable healthcare solution that would provide a suite of high-quality services in one convenient location.



The grand opening of the St. Jude Children’s Research Hospital in Memphis, TN, on February 4, 1962



The Danny Thomas Research Center



Entrance to the St. Jude Living Well Health & Wellness Center



The St. Jude pharmacy

Two years later, the two organizations opened the *Living Well Health & Wellness Center and Pharmacy*, located in the plaza of the Danny Thomas Research Tower of St. Jude’s Memphis campus. The center was staffed by a dedicated care team trained to provide patient-centered primary care, full-service pharmacy, behavioral health, and chronic condition management, both digitally and in-person. In addition, the St. Jude benefits team revised their member benefits to lower barriers to care and provide unmatched value for their people by:

- > Optimizing health benefit offerings through low-cost health center visits and no-premium medical, dental, and vision insurance for employees
- > Supporting mental health through onsite appointments, a robust employee assistance program, and telehealth visits
- > Establishing the center as a central benefits education hub where members could find additional information and resources
- > Maximizing vendor partnerships through an integrated strategy that brought vendors to campus for in-person consultations within the center’s private wellness rooms
- > Promoting the space through member engagement campaigns and strategies to ensure the workforce knew what their healthcare benefits were and how to access them
- > Continuing to engage with members in providing feedback about the center and the organization’s approach to benefits

Examples of member engagement campaigns with integrated vendor partnerships:

Every day is a mental health day

Simple ways you can improve your mental health each day

Imagine what an ideal day would look like for you. Did you connect with a friend? Did you make time to laugh with a loved one? Or maybe you carved out some time to read a book or walked at a park. Often times the things that make us feel better are available. We just have to make time for them.

Challenge yourself to do one thing each day that brings you happiness. Daily habits like this can help transform your mental health for the better. Check out the resources below to help boost your daily mental well-being:

- Know the signs someone could need support with their mental health
- Download a mental well-being activities calendar

[View this week's resources](#)

Resources for Living

Member engagement campaign to increase awareness of mental health resources

Living Well Lifestyle Program

- **Eligibility:**
 - BMI >25.99 and/or
 - Co-Morbid Conditions: Prediabetes, Prehypertension, Dyslipidemia, Diabetes, & Hypertension
- Eight-week virtual course starting on **May 15, 2023**
- One hour-long session per week every Wednesday from 11 to Noon
- Ongoing, guided support to manage your health when and where you need it
- Sessions will include education, tips and tricks, and goal setting for exercise, nutrition and an overall healthy lifestyle
- Collaboration in creating a personalized plan to empower you in reaching your health and wellness goal
- Free giveaway items at each session

Promotion for a Living Well lifestyle program that provides guided support for members with co-morbid conditions

“The Living Well Health & Wellness Center is life-altering in the greatest ways! Since I've been at St. Jude AND for the first time in my adult life, I have been able to prioritize self-care with the supportive medical services provided at the onsite clinic. The short walk to the clinic and the less than five-minute wait time eliminate barriers that previously kept me putting myself last. It is with great relief that I can say that as I care for others, I finally feel like I am cared for. This is only one benefit amongst many others that supports being well.

An employee testimonial gathered by the St. Jude benefits team



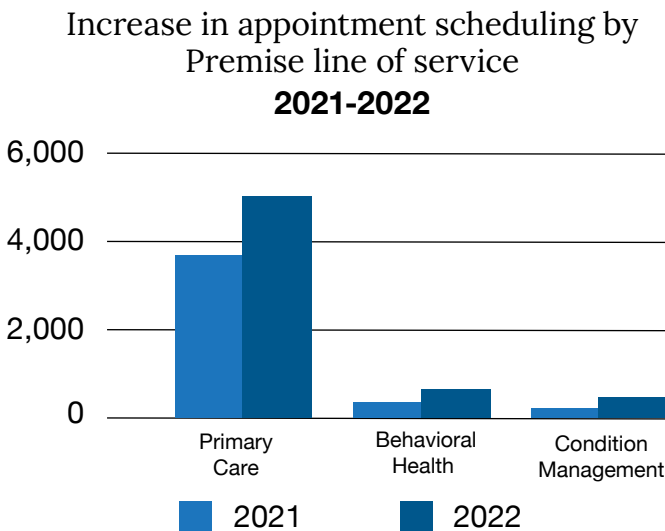
The Outcome

Over the course of the next couple of years, the St. Jude team started to see how centering benefits around their mission made a difference for employees and health outcomes.

Increased Engagement with Primary Care

The Living Well Health & Wellness Center, providing convenient virtual and in-person care options, allowed St. Jude to expand healthcare accessibility for its busy workforce. Members who utilized the Living Well Health & Wellness Center were able to schedule same or next day appointments, compared to the national average of 26 days, and waited only 3.2 minutes to be seen on average.

As a result, utilization of the center grew exponentially, with 56% of the employee population having engaged with the health center since its opening.



Once members started receiving care from Premise providers, they continued to return. In 2022, just over 1,250 members scheduled two or more appointments through the My Premise Health application.

Improved Chronic Condition Management

For people with chronic and co-morbid conditions, convenient care is essential to keeping up with their health. From 2021 to 2022, the St. Jude wellness center saw a 46% increase in members who chose Premise for their chronic condition management, totaling over 1,000 members. As a result, Premise-attributed members with chronic conditions were more engaged in their care and saw increased adherence to testing guidelines.

More Affordable Medications and High-Touch Pharmacy Support

The Living Well pharmacy also saw increased utilization as attributed members returned to the center for their appointments. In 2021, over 2,000 members took advantage of pharmacy services. The following year, utilization increased by roughly 30% with an additional 500 members filling their prescriptions with the pharmacy. To date, the pharmacy has filled over 40,000 member prescriptions, eighty-five percent of which are cost-effective generic medications, which save money for both members and their employer.

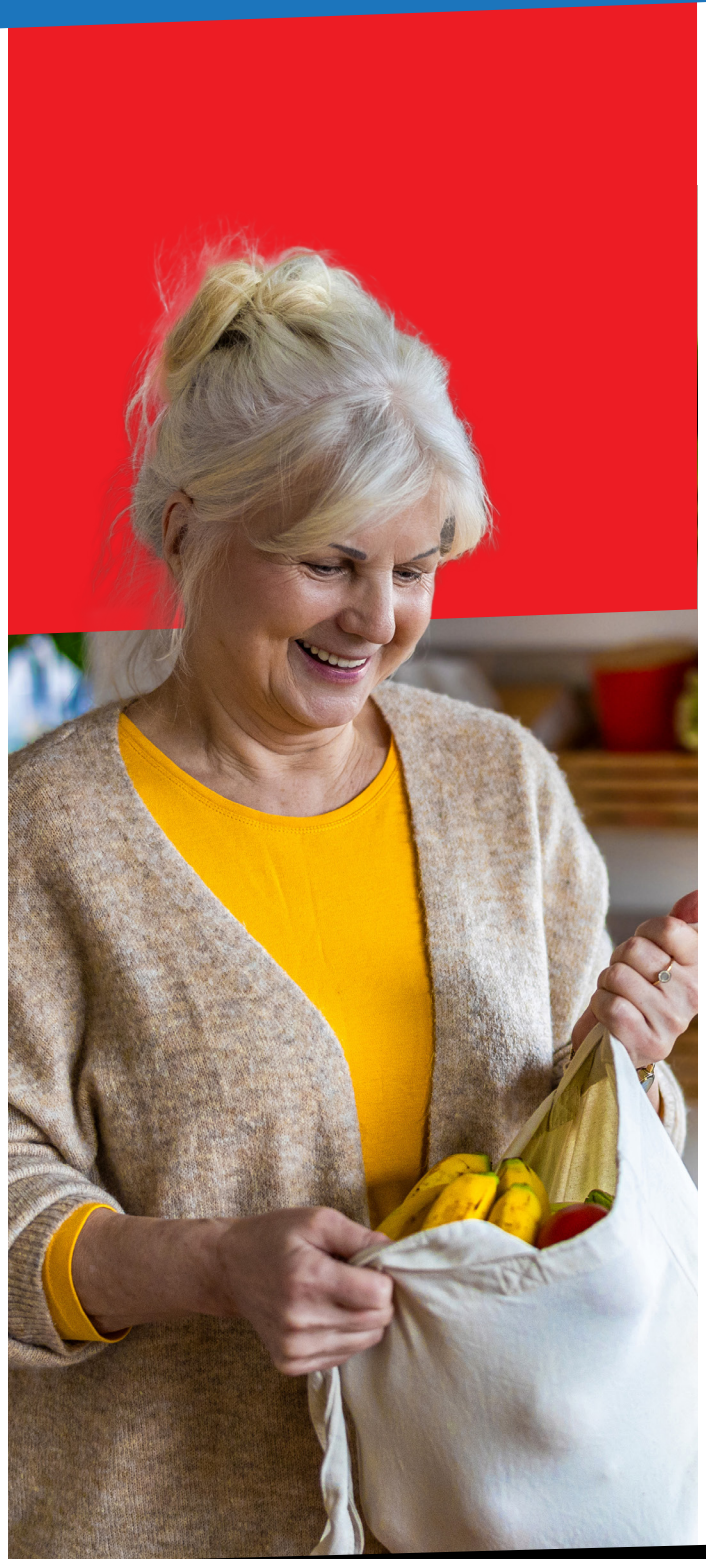
“I was delighted at how easy it was to schedule an appointment online and walk over to the clinic in 5 minutes during the workday. The doctor and staff were super nice, my prescriptions and referrals were taken care of the same day, and I had a wonderful experience overall. Very impressed and grateful!

– St. Jude Member in Memphis, TN

In 2020, the St. Jude benefits team delivered on their vision to build a world class benefits plan that closely aligned with their mission to provide equitable care for all. The Living Well Health & Wellness Center and Pharmacy brought whole-person care to St. Jude's population through increased access to high-quality care and integrated their comprehensive employee benefits offerings in one convenient, educational hub. Due in no small part to the benefits team's foresight regarding their approach to member benefits, St. Jude remains a top employer of choice in the Memphis area.

Today, St. Jude continues to pursue their "why" as they strive to serve their diverse employee population and help them understand and use their benefits.

As the organization grows in the future, the St. Jude benefits team has laid the groundwork needed to help it continue to thrive. This foresight allows its people to focus on what matters: taking care of themselves, as they care for children from across the country and across the world.



Let's talk about what you need, and how we can help.

premisehealth.com | 844.407.7557

