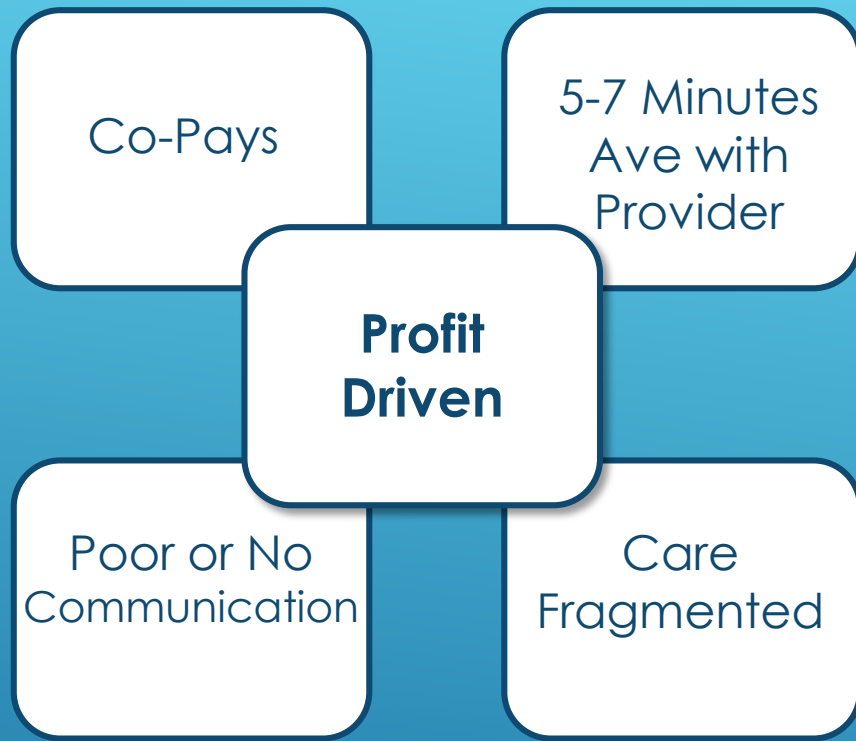


THE IN'S & OUT'S OF ONSITE CLINICS

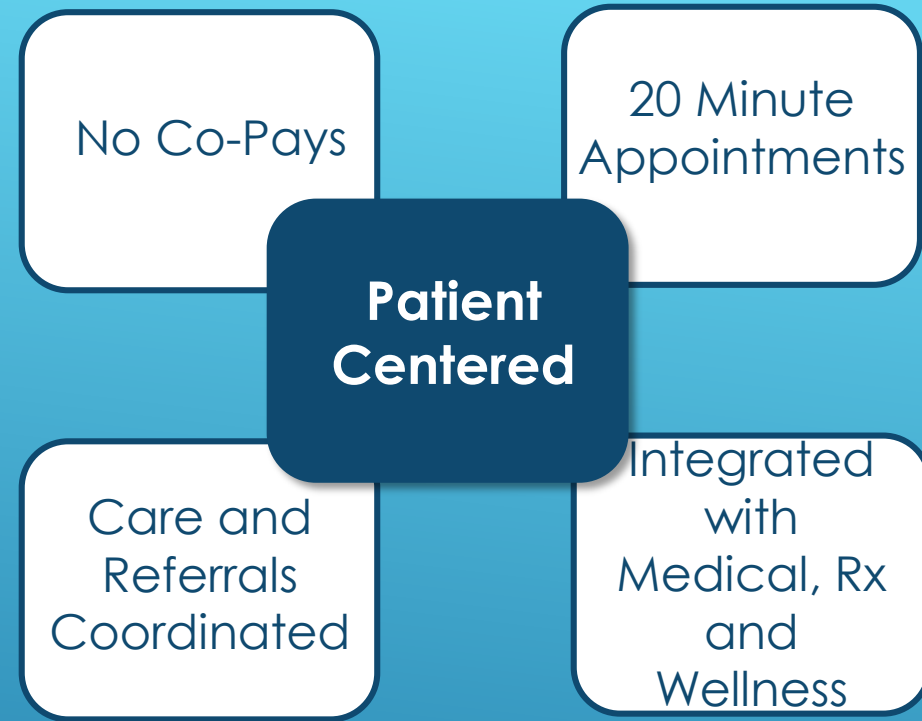


- ▶ **The “Why’s” for Employer Sponsored Clinics**
- ▶ **Employer Sponsored Clinic Insights**
- ▶ **Operational & Financial Models**
- ▶ **Driving Success**
- ▶ **Consideration Elements**

TODAY'S AGENDA

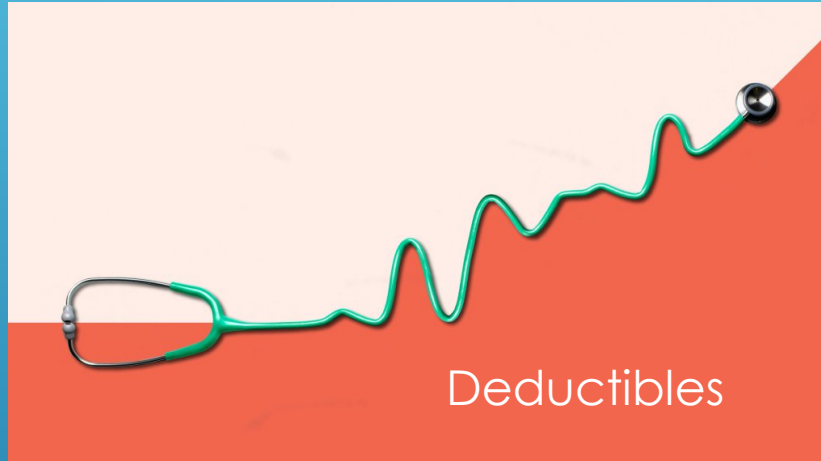


Traditional Healthcare



Clinic Based Healthcare

HEALTH INSURANCE \neq HEALTHCARE



Over half of the American workforce has a **deductible** of at least \$1,000 and less than \$1,000 in **savings**.

FUNCTIONALLY UNINSURED

January 2019

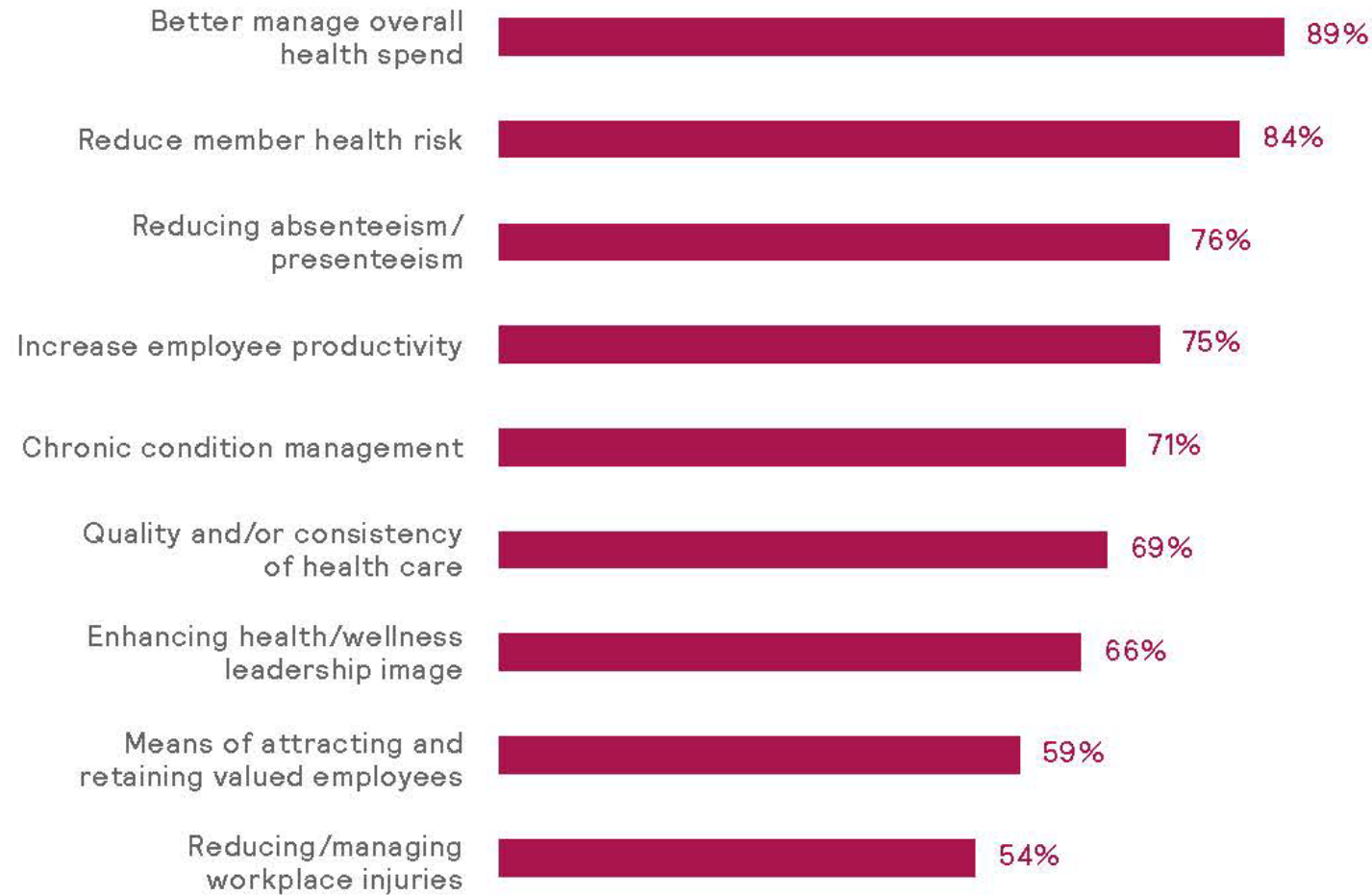
54%



**More than half of Americans have
delayed medical care in the past 12
months because they could not afford it.**

IMPORTANT OBJECTIVES IN ESTABLISHING A WORKSITE CLINIC

Percentage of respondents rating objective "Important" or "Very important" on a five-point scale



January 2019

- ▶ Do you want to make decisions about operation elements or take an “off the shelf” option?
- ▶ Do you want to share clinic space/hours with another company?
- ▶ Do you want to be responsible for clinic facility needs & issues?
- ▶ Do we have space?
- ▶ What services do we want?

CLINIC OPERATION MODEL CONSIDERATIONS

- ▶ On-Site
- ▶ Near-Site
- ▶ Shared
- ▶ Multi-Site Shared

CLINIC OPERATIONAL MODELS

- ▶ Large number of employees in one location
- ▶ Space that can be dedicated for use
- ▶ Space reasonably located for remodel needs (i.e. plumbing)
- ▶ External entrance for family members or other companies (if sharing)
- ▶ Being “on-site” not viewed too “big brother” by employees

“ON-SITE” CLINICS

- ▶ Large number of employees near a suitable location
- ▶ No available space on-site
- ▶ “Beta test” concept – no long term commitment
- ▶ Eliminates “on-site” security concerns

“NEAR-SITE” CLINICS

▶ CONSIDERATIONS

- ▶ Would your clinic management vendor take responsibility for the lease?
- ▶ Remodel expenses – how handled
- ▶ Adequate parking
- ▶ Safety of location – traffic, entrance, lighting, security

- ▶ When 2 or more companies share dedicated space and operating hours
- ▶ Can be on-site or near-site
- ▶ Many ways a sharing structure can be designed both operationally and financially

“SHARED” CLINICS

- ▶ Emerging model where clinic vendors provide access to multiple clinic locations
- ▶ Hours are shared by all companies that purchase this model
- ▶ Could provide more hours than a smaller company could offer on their own
- ▶ Employees LOVE more access
- ▶ Typically minimal customization options
- ▶ Are locations convenient to your population?

MULTI-SITE SHARED CLINICS

- ▶ **Fixed Fee**
- ▶ **Fee-For-Service**

FINANCIAL MODELS

- ▶ **Per Employee or Per Member
Per Month Fee – “All Inclusive”**

▶ **CONSIDERATIONS**

- ▶ **Covers defined set of services**
- ▶ **Can be easily budgeted**
- ▶ **May limit savings potential**
- ▶ **Can you get and pay for additional services?**

FIXED FEE FINANCIAL MODEL

- ▶ Fixed management fee
- ▶ Variable fees for expenses

▶ CONSIDERATIONS

- ▶ While should be predictable, not fixed each month
- ▶ Provides opportunity for service customization and ongoing modification
- ▶ Provides opportunity for additional savings
- ▶ Understanding needed about basis of variable fees

FEE-FOR-SERVICE MODEL



Primary Care

- Minor illness & injuries
- Annual physical exams
- Vaccines
- Allergy shots
- Flu shots
- Lab testing
- Specialist referrals
- Rx dispensing



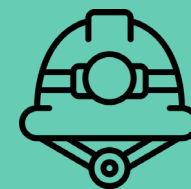
Health Promotion

- Health risk screenings
- Annual health fairs
- On-site health advocate
- Lunch & learns
- Health challenges
- Classes



Lifestyle Modification

- Health coaching
- Tobacco cessation
- Stress management
- Weight loss
- Educational programs



Occupational Health

- Work related injury/illness eval
- Substance abuse testing
- Physical exam
- Ergonomic eval
- Travel needs

CLINIC SCOPE OF SERVICES

HOW DO YOU MEASURE SUCCESS?



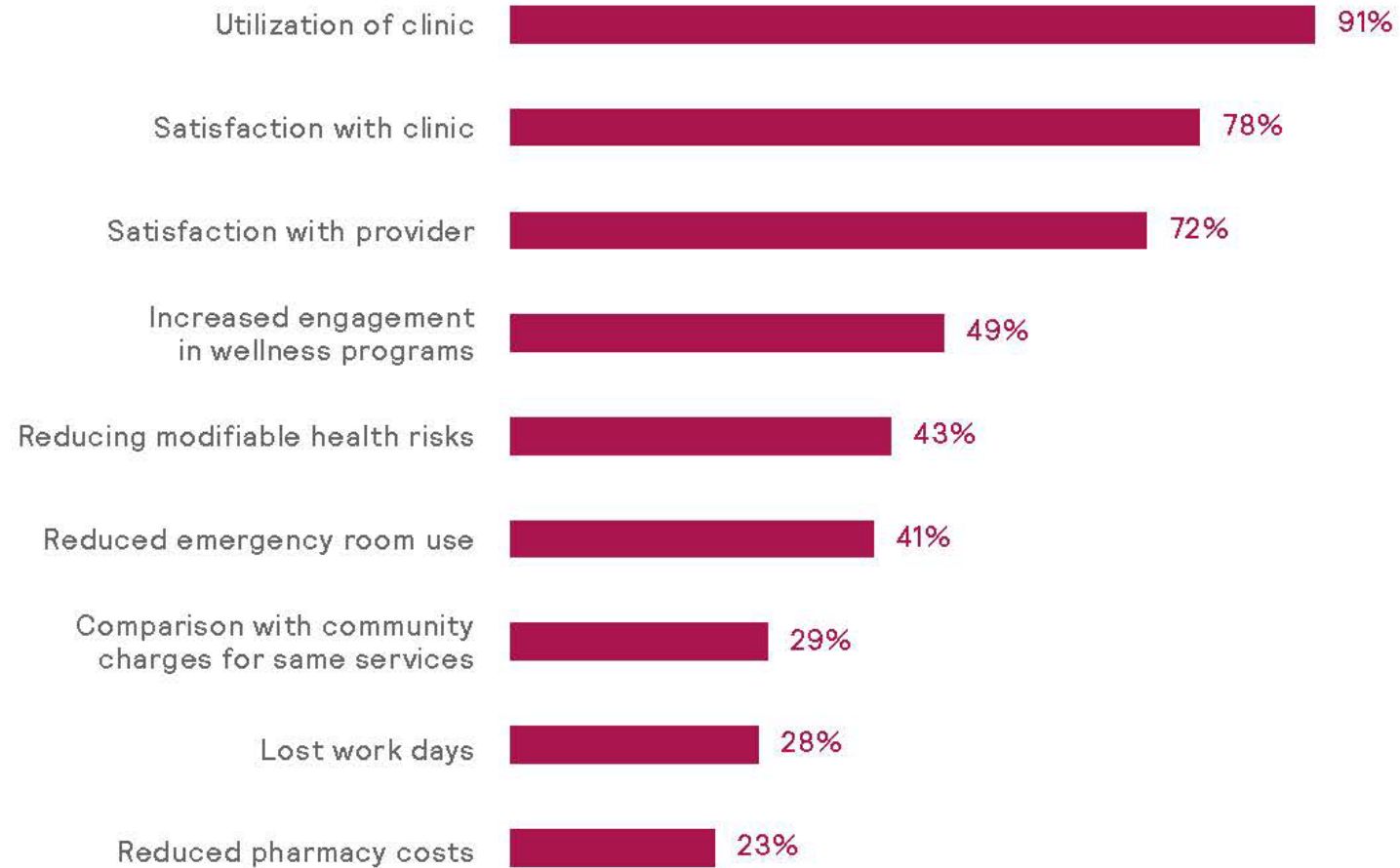
RETURN ON INVESTMENT (ROI) FOR THE WORKSITE CLINIC IN THE MOST RECENT REPORTING PERIOD

Majority of respondents (54%) haven't attempted to measure ROI



RETURN	PERCENTAGE OF RESPONDENTS
Less than 1.00	7
1.00-1.49	11
1.50-1.99	13
2.00-2.49	8
2.50-2.99	3
3.00-3.99	3
4.00 or more	3

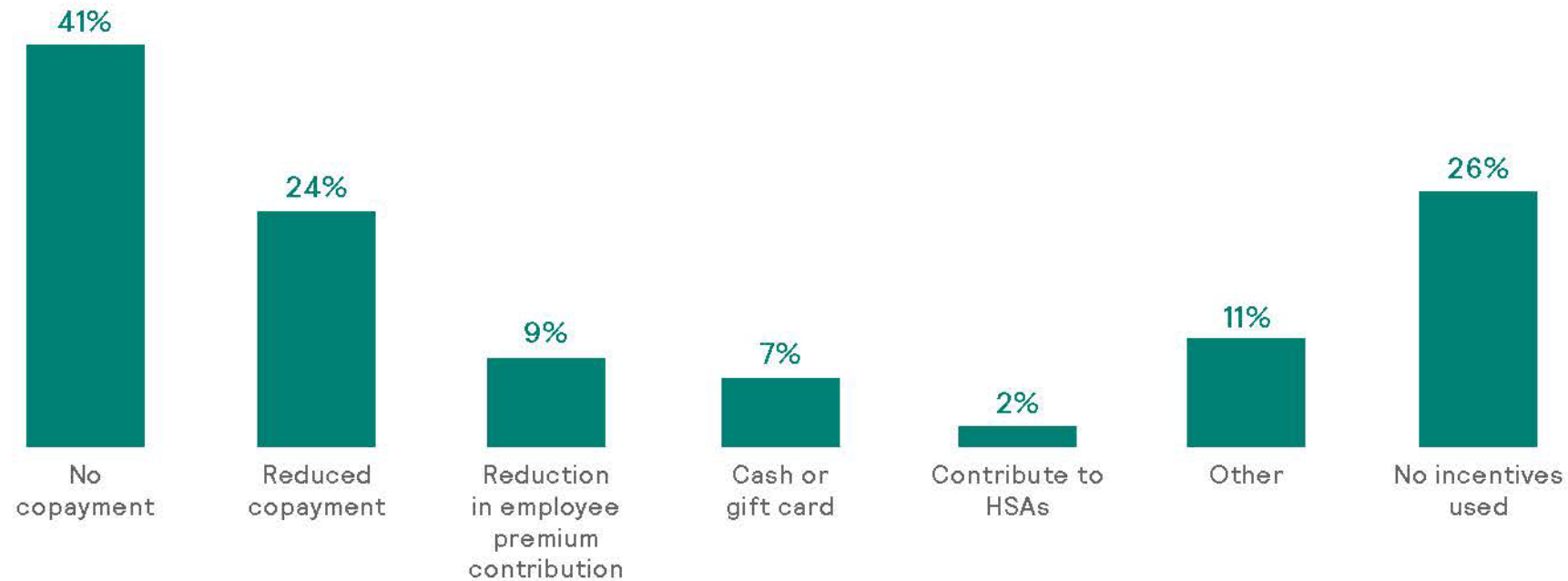
VALUE AREAS USED TO EVALUATE THE PERFORMANCE OF CLINIC



January 2019

INCENTIVES USED TO ENCOURAGE EMPLOYEES TO VISIT THE CLINIC FOR NON-OCCUPATIONAL CARE

Based on respondents that have a general medical clinic



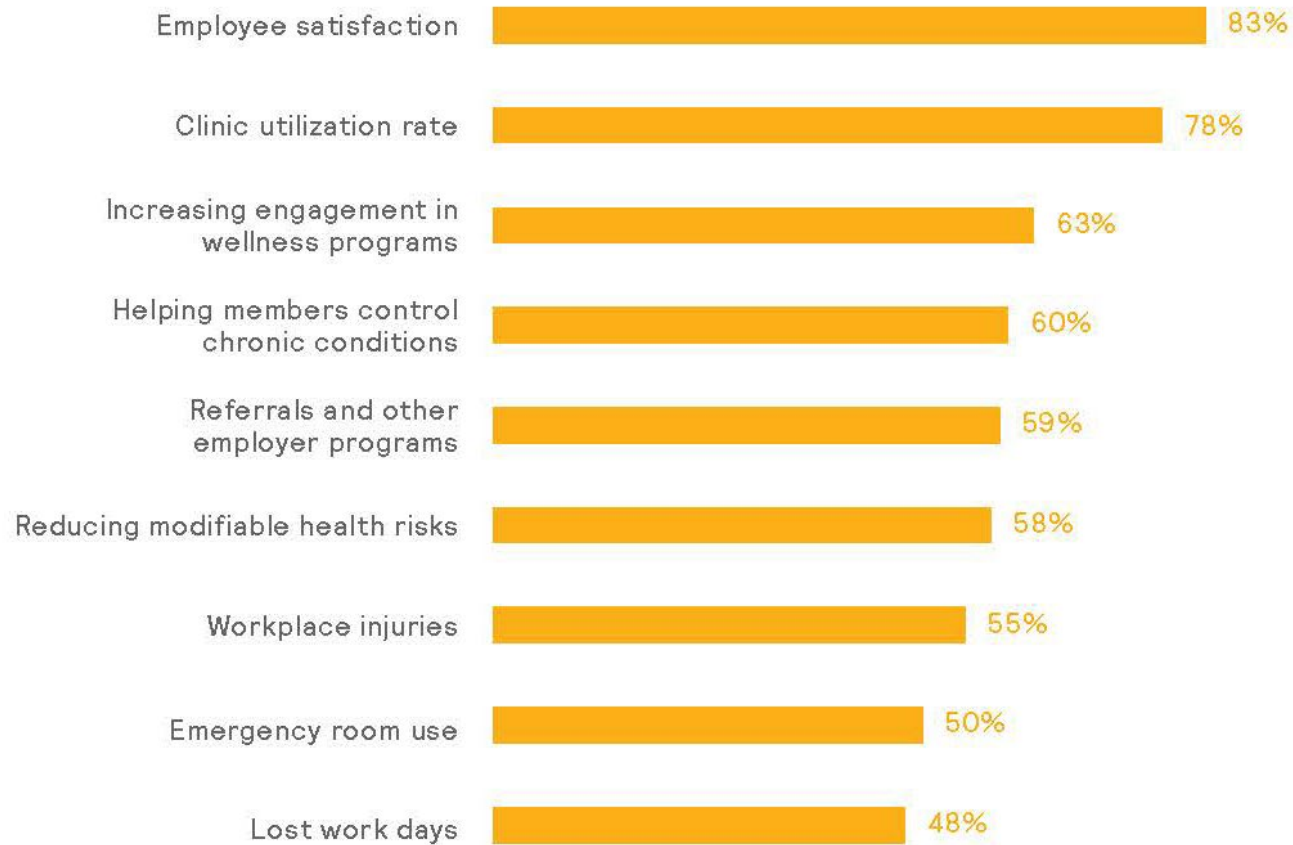
UTILIZATION RATES

Percentage of eligible employees/dependents using the clinic during the year at least once

	AVERAGE	MEDIAN
Employees		
2017	51%	50%
2016	48%	50%
2015	46%	48%
Dependents		
2017	29%	22%
2016	28%	24%
2015	27%	20%

MEASURES OF CLINIC SUCCESS

Percentage of respondents rating clinic performance as successful



January 2019

- ▶ Clinics aren't only for “large” companies
- ▶ A clinic doesn't have to be open “full-time”, employees will always want more, start small and grow
- ▶ Access for family members is critical for impacting health plan costs
- ▶ Think about what you would like then find an experienced vendor who can deliver on that vision
- ▶ New vendors emerging all the time – do your homework

THINGS TO KEEP IN MIND

QUESTIONS?