



City of Dallas

Dallas is the third-largest city in Texas and the ninth-largest city in the U.S., and provides community services for approximately 1.3 million residents.

Business Needs

- + Quality medical care for employees
- + Cost-effective, on-site medical services for all employees
- + Reduction of workforce health care costs
- + Develop company culture around better health practices

Business Problem


The City of Dallas oversees transportation services, economic development, police, fire and rescue services, code enforcement, public utility services, and much more. As one of the fastest growing cities in the nation, and the epicenter for multiple national and international businesses, managing all the needs of Dallas, TX requires a large workforce. With more than 12,500 employees, covering the health of the workforce while managing the tight constraints of a city budget meant looking for more innovative ways to maintain coverage while reducing costs.

Leaders at the City of Dallas decided upon an on-site health care facility that is centrally-located and geared toward providing basic medical services, as well as health programs that would help improve the overall health and productivity of employees. City leaders identified a series of objectives for its on-site health clinic, as shown in Table 1.

Table 1.

City of Dallas Objectives for On-site Clinic

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|----|---|
| 1. | Improve access to quality health and wellness services
Provide convenient means to get preventive and urgent care services |
| 2. | Improve the overall health of participants |
| 3. | Promote the City of Dallas' wellness program
Provide health care to employees not currently enrolled under the City's current plan |
| 4. | Reduce employee absenteeism |
| 5. | Support the City's mission to promote a caring culture |
| 6. | Reduce the City's overall health care spending |
| 7. | |
| 8. | |



“Once we get our employees into one of Concentra’s facilities, we know they are receiving great care and are on the path to a quick recovery.”

Our Solution

To help bring this center to reality, City officials selected Concentra to build, operate and staff the worksite center. Concentra’s 15 community-based medical centers located throughout the Dallas-Fort Worth area offer additional resources to care for the city’s employees, dependents, and retirees.

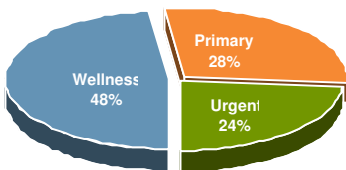
Implemented in 2009, the Health and Wellness center at Dallas City Hall offers a variety of acute and urgent injury and illness care, health screening services, diagnostic testing, and preventive health services to improve the health and well-being of employees. Wellness services include disease prevention programs, health promotion and counseling, and employee health education. As part of the City’s total plan design to reduce costs, providers at the center also write generic prescriptions for patients, as needed.

“Concentra has been an excellent provider and valued partner in helping the City of Dallas improve the health of its employees, and lowering the cost of the City of Dallas’ health care expenses.”

— David Gibson
Buck Consulting

Our Results

Utilization numbers for the clinic have shown fairly consistent growth during the first year, including utilization of primary care, wellness, and urgent care services. On average, the clinic averages 25 patient visits per day, with the majority of services provided at a reduced rate for non-covered employees and no cost to employees enrolled in the City’s health plan. Nearly 55 percent of visits are primary care, with wellness programs accounting for 20 percent of visits, and 12 percent for urgent care. The City’s health plan, which is designed to increase the use of generic prescriptions, saw utilization of close to 63 percent. In comparison, 75 percent of prescriptions written through the clinic were for generics – creating an increase in the use of generic drugs by 12 percent.



For two years prior to the implementation of the clinic, the City had seen its group health costs remain flat due to strategic cost reduction measures. Following the implementation of the clinic, total group health costs per plan members were reduced by nearly seven percent. Through various cost saving elements, including the Concentra Health and Wellness Center, the City saved \$7.5M on against original plan estimates. First year cost savings related to the clinic alone, including additional gains in productivity as a result of the center, were \$128,000. Additionally, first year co-pay savings for employees were more than \$87,000.

What’s Next

Given these first year trends, projected second year savings are estimated at \$415,000.

Based on the first-year savings, high utilization of services by employees, and enhancement of services, the City of Dallas and Concentra will be developing a clinic-based pharmacy benefit for employees in the second year. In addition Concentra will continue to provide wellness seminars to promote both individual educational needs, as well as increase clinic use.