



Sanden International (USA)

A subsidiary of Tokyo-based Sanden Corporation, Sanden International (USA) manufactures automobile air-conditioning compressors sold in North, Central, and South America.

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

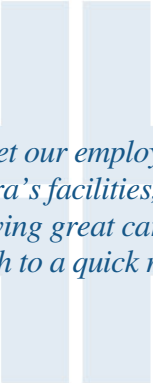
Sanden International (USA), Inc., a manufacturer of automotive air conditioning compressors, is a leader in the auto industry in advanced mobile air conditioning systems and related components. Its corporate headquarters is located in Wylie, TX, a suburb of Dallas, and employs nearly 500 people.

To protect its future, its long-standing relationships with customers, and the health of its workers, the company elected to implement a workplace health and wellness center. By introducing an on-site health care facility that is centralized and geared toward providing on-site basic medical services, Sanden felt strongly about the need to improve the health and productivity of its employees.

Table 1.

Sanden Objectives for On-site Clinic

1. Improve access to quality health and wellness services
Provide convenient means for employees to receive preventive and urgent care services
2. Improve the overall health of employees
Promote the company’s commitment to wellness through its current health plan
3. Reduce absenteeism and increase employee productivity
Maintain an ROI in the face of staff reductions and a slow economic environment
4. Reduce the overall health care costs



“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

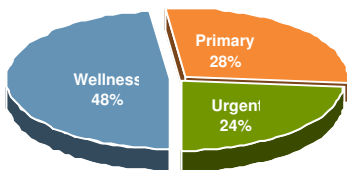
To operate the clinic, Sanden selected Concentra – which assumed management of the clinic from a previous organization – due to its proven ability to bring quality medical care to the worksite and its 15 community-based medical centers throughout the area. The new workplace center is part of Sanden’s larger strategy for the company to engage employees in their own health, with an emphasis on education, prevention, wellness, exercise, nutrition, and disease management. Additional objectives are listed below in Table 1.

“The health and wellness center at [Sanden’s corporate office] is an integral and highly-valued part of our corporate wellness program, and has proven to pay for itself year-after-year, through significant reductions in medical expenses that would have been incurred through our company medical plan at a dramatically higher rate.”

Jim Phaup,
Sanden Senior Vice President,

Our Results

In the first year of the program, the clinic expanded from offering simple preventive and wellness-based services to include primary and acute care. With nearly 500 employees company-wide, the clinic saw more than 1,300 patient visits during its first year. About 48 percent of patient visits were for wellness services, 28 percent for primary care, and 24 percent for urgent care (non-occ. Med). This resulted in 2,365 procedures provided to patients. Sanden found that the clinic helped the company save money on overall health care costs, and saved approximately \$69,000 in productivity costs. Additionally, employees saved \$16,000 in co-pay costs.



In its second year in operation, Sanden officials wanted a stronger focus on wellness, education, and personal health measurements for employees. This increased focus helped create a breakdown of patient visits as follows: 46 percent of patient visits for wellness services, 18 percent for primary care, and 36 percent for urgent care (non-occ. Med). With wellness services taking a more prominent role in the second year, visits and procedures were reduced to 1,272 and 1,849, respectively. The clinic saw an increase of 7.4 percent of encounters from 2009, while cost avoidance savings increased 29 percent. As a result, more than \$100,000 in savings were realized, and \$318,000 in cost avoidance as a result of the clinic. The company also saw a 28 percent return on investment in year two, based upon an initial clinic investment of \$300K.

“Concentra has shown its ability to save companies money from their health plan, all while providing quality health care services to employees.”

Brent Vickery
Wells Fargo Benefits Consulting

What’s Next

In the coming year, Concentra will work with Sanden officials to increase employee engagement in corporate support for a larger, more focused wellness effort. Concentra will coordinate these efforts alongside Sanden’s benefit consultant group and its health plan provider. Sanden and Concentra believe by increasing employees’ health awareness, it will increase employee use of the on-site clinic and affordable health care services that are currently available.