

Onsite Health Care Services



Reducing health care costs and improving workforce health with onsite health care services

Exploring benefits and savings

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As health care costs continue to rise, businesses are searching for ways to keep spending under control while maintaining a healthy workforce. This goal has come under even more intense interest as companies seek ways to avoid penalties imposed through the Cadillac Tax, created as part of the Affordable Care Act, which could enforce a 40 percent tax on health plan costs that are above \$10,200 per individual and \$27,500 for family coverage.

To address these challenges, many employers are turning to onsite health care services. In fact, 29 percent of companies with 5,000 or more employees currently have onsite or near-site clinics offering some type of primary care.¹

We anticipate that percentage will increase as companies try to reduce overall health care costs, shifting their focus from measuring return-on-investment (ROI) in direct health care costs to long-term cost reductions related to indirect expenses such as lost productivity and employee turnover. Companies today are recognizing the value derived from getting employees healthier faster — and keeping them healthy for the long term.

This paper describes ways that onsite health care clinics can help employers reduce health care costs in the face of a volatile health care climate and improve the health of their workforce.



5,400+

Concentra's onsite health care center in Louisville, KY, serves over 5,400 employees.

Cost savings for Louisville Metro Government

Concentra operates an onsite health care center in Louisville, Kentucky, that serves 5,400+ employees who work for Louisville Metro Government. When compared to employees who did not use the center in the first nine months, those employees who did generated lower costs, including:

- 11% for urgent care
- 45% for inpatient medical claims
- 20% for outpatient medical claims
- 28% for pharmacy
- 19% for total claims

Reaping the benefits of onsite care

Providing employees with faster accessibility to health care can help employers reduce the costs related to ill and injured employees — many of whom might not otherwise seek medical care. In fact, 40 to 60 percent of employees who use onsite health services do not have a personal physician.² In our experience, an early intervention approach to injuries helps to get employees healthier and back to work faster. This not only impacts employers' costs due to lost productivity, but onsite health care has also proven to deliver overall cost savings related to better employee health.

For example, Winooski, Vt.-based Marathon Health, and its fitness and nutrition center, run by LifeStart Wellness Network, saw multiple cost-savings and health benefits by offering onsite health care. Employee visits to hospital emergency rooms have dropped 26 percent since 2010, and nearly eight in 10 workers have seen improvement in at least one measure of health, such as blood pressure, cholesterol, or body fat percentage. The company's health benefit costs were flat between 2012 and 2014, though they increased about 5 percent in 2015.³

Less time off work for the City of Dallas

When the City of Dallas, with 12,500 employees, tracked the time that employees spent at their Concentra-operated health center, they found the average wait time was two minutes, and the average visit was only 20 minutes, whereas average off-site visits take employees off the job for four hours.

Customized onsite health offerings

Not all onsite health clinics are created equal. Employers should evaluate the various models available and select an option that works best with their workforce's needs, which can depend on industry, workforce size, and any regulations surrounding workforce health, such as Department of Transportation (DOT) regulations for commercial drivers. Available models include primary care, urgent care, or a combination of both, the latter of which is increasingly the model-of-choice.

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Two-thirds of large employers say they plan to expand such facilities.



20 minutes

Average visit time with Concentra was 20 minutes.

Staffing models can also vary. While a large company typically would have an onsite clinician and two registered nurses, others may be best suited to have nurse practitioners on staff, who can treat most non-emergent conditions and prescribe medicine. It's important to choose the models and levels of care that are right for each employer's unique needs.



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Improved ergonomics also key to better workforce health

"Advocates of workplace clinics say they can be useful in improving occupational health and safety for a company's workforce. If a significant number of workers are reporting back and neck pain, the company can conduct an ergonomics assessment of employees' desk and seating arrangements and make modifications."⁵ Concentra's services include thorough ergonomics assessments.

Success is contingent on engagement

Achieving ROI from an onsite health care program requires heavy involvement from the management team and employees. It's important to understand that employers should not expect the vendor to take care of everything, though selecting a partner that is focused on helping them achieve desired goals for usage is crucial for long-term success. Success, in short, requires involvement and dedication from the top down.

Employers should take an active role to identify and share health and wellness goals companywide, and once the program is underway, track and share results, and reward positive outcomes with employee incentives. Before an onsite health program gets underway, be sure to understand the company's goals as well as its challenges. Is the corporate culture open to active participation in improved health and wellness? Does the management team support those goals? It's critical that a company be open to internal and external analysis to determine what elements to achieve.

Equally important is to build a program that is well-suited to the needs of the workforce. Perhaps a full range of onsite health services isn't necessary. Some employers overestimate what they need, so an informed provider can offer better guidance to build a well-utilized program. For instance, a company may just need cost containment in certain areas, such as injury reduction.

Direct and indirect cost reductions for global fashion and home retailer

At the global headquarters for one retailer, Concentra operates an onsite health center for its 2,000 employees. After implementation, they discovered cost reductions in multiple areas:

- 7% savings in total group health costs
- \$128,000 in gains through increased productivity
- \$87,000 savings in first-year copays

Successful onsite health care delivers multiple rewards

With the right provider and companywide engagement, onsite health services can result in a variety of benefits for your company, including:

- More productivity and less time away from work
- Reduced spending on health care services by using a proactive approach to ongoing wellness and preventive care
- Increased employee engagement and job performance resulting from a healthier workforce
- Improved job satisfaction and worker retention by offering enhanced benefits, which also helps to reduce the added costs of hiring and training new employees

Delivering a great experience

When contemplating the addition of onsite health care services, employers should also take into consideration the experience their employees will receive. Providing a great patient experience is an important component to caring for patients and helps to ensure employees have trust in the care they receive and the services made available by their employer.

Concentra has made exceptional patient experiences part of its corporate culture, and we define it in our customer service guidebook called the Orange Book. We take pride in delivering welcoming, respectful, and skillful care to more than 7 million patients a year — and in the fact that patient satisfaction scores average 96.7 percent, and member satisfaction scores average 92.5 percentage.



600+

Concentra recommends an onsite health care program for companies with over 600 employees.



400+

Additional health access available through Concentra's 400+ clinics.



Health and wellness payoffs for casino

Concentra operates the onsite health clinic for Hollywood Casino at Charlestown Races, which serves more than 1,800 employees. By delivering health and wellness services directly to employees, the casino saved more than 12% in employee health care costs.

The Concentra Difference

Comprehensive Services

Concentra offers an array of health and wellness services to address immediate and long-term health issues, including initial screenings and assessments, primary care, urgent care, occupational health, physical therapy, pharmacy dispensing, wellness services, lab services, X-ray, specialist care, telemedicine for remote employees, and an enterprise-wide electronic health record system for seamless information transfer to support the continuum of care.

Holistic Care

We know that an employee's chronic conditions don't just impact their health, but also how often they're injured and how well they recover. That's why our industry-leading clinicians take a holistic approach to injury care by treating the whole person, rather than just their injury. Through Concentra, employees have access to expert health coaching, online patient portal tools, 24/7 phone support, and needs-focused guidance, as well as rewards and incentives to encourage their active participation in your onsite health program.

Work Health Experts

Simply put, Concentra helped to create the occupational health industry, and we understand that health at work is about more than treating injuries. We've built, staffed, and operated medical centers of all shapes and sizes for employers across the United States, and we've pioneered advancements in workforce and population health. You can count on us to consistently deliver skilled medical staff, positive results, and well-run clinics at your workplace. We know that convenience and access to quality care for routine and long-term health leads to healthier employees.

Partnership

We find that our clients appreciate that we take a true partnership approach to their company, to understand the workforce's overall health and the company's health and wellness goals and provide recommendations on ways to achieve those goals within each company's unique culture. We also make it a priority to engage both management teams and employees — without this engagement, an onsite health program cannot be successful.

Accountability

Provider accountability is also essential, which is why Concentra also has an oversight team in place to support your program and recommend adjustments as needed.

Broker Experience

If your company has engaged a broker to manage the RFP process for selecting an onsite health care provider, you have the assurance of knowing that we have extensive experience in partnering with brokers to better identify your unique onsite health care needs, including staffing requirements and clinic hours.

Choose the leader in onsite health

As our case studies demonstrate, offering onsite health care services to your employees can help you reap a multitude of benefits around cost savings and increasing the overall health of your workforce. Concentra is the expert in providing health care for diverse workforce needs. If you are considering implementing an onsite health and wellness program, we can help you build a program that aligns with your budget and your health and wellness goals, and we can demonstrate the cost savings that you will achieve.

1 "More Employers Turn To On-Site Clinics Despite Obamacare's Cadillac Tax," Forbes, September 2015.

2 "Company doctoring: More employers offer on-site clinics," Modern Healthcare, December 2015.

3 Ibid.

4 Ibid.

5 Ibid.