



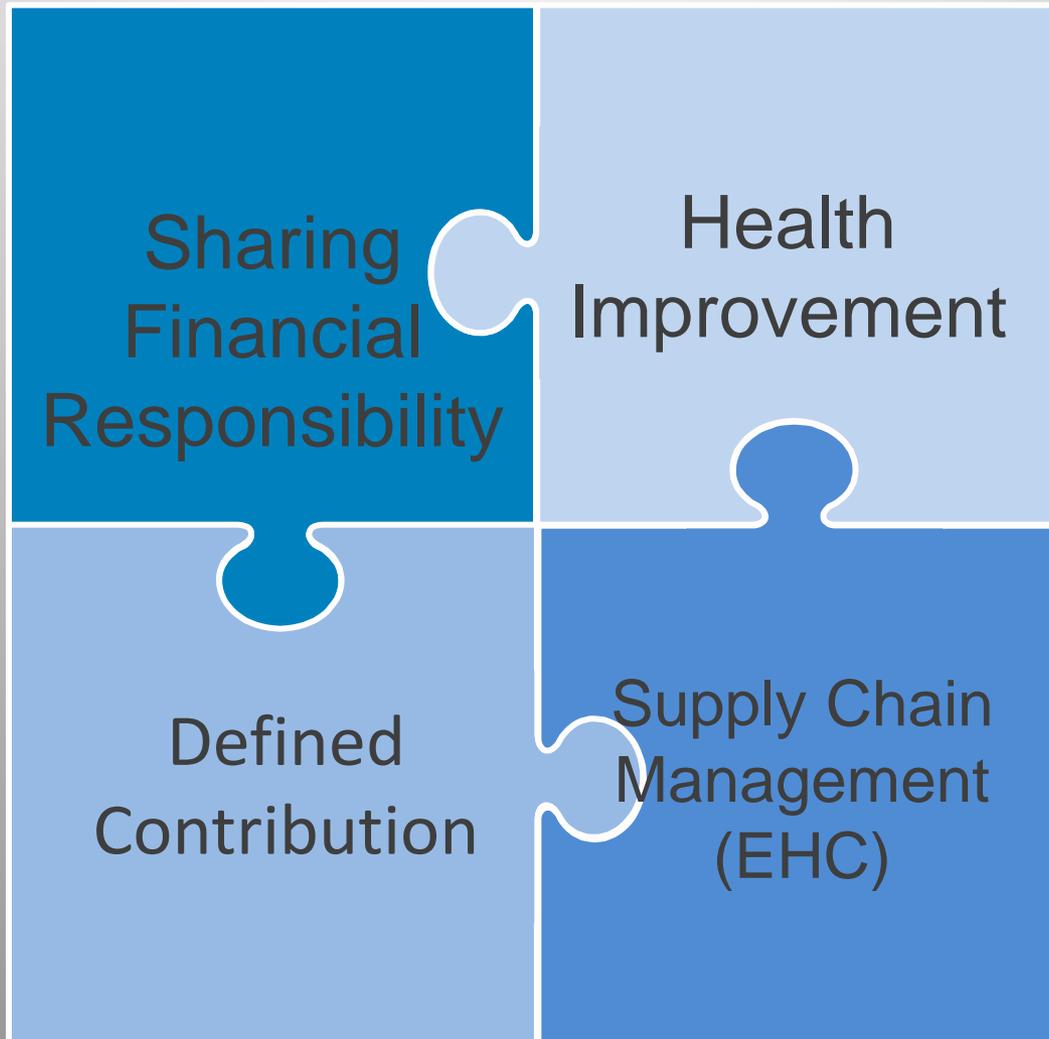
# Employee Health Center – Benefits Overview

City of Columbia – City Council Work Session– October 15, 2013



We Are Columbia

# Strategies to Control Costs



- **Opened September 4, 2012**

Conveniently located next to Drew Wellness Center

Open from 7:00 am until 5:00 pm

- **Overview of services provided**

Services provided to active employees and covered dependents and pre-65 retirees

- Preventive care and immunizations
- Comprehensive physical exams
- Diagnosis and treatment of acute and chronic conditions, such as diabetes and high blood pressure
- Diagnosis and treatment of minor illnesses and non-emergency injuries
- Prescription drugs administered or refilled
- Occupational health needs

- **Overview of staff**

1 physician, 1 mid-level practitioner, 1 medical assistant and 1 patient services representative

# Benefits/Goals of EHC

## Employee Benefits

- 1
  - Save with no office co-pay
  - Save with no co-pay on pharmacy
  - Improves health and quality of life through regular preventative and immediate care
  - Visit the provider to develop an open and consultative relationship
  - Increase employee retention and acts like recruitment tool for employees
  - Gain time and convenience for employee and covered dependents

## Organizational Benefits

- 2
  - Save on primary care per visit
  - Save on pharmacy per prescription
  - Demonstrates a high value benefit to employees as a recruiting and retention tool
  - Ability to better control health care utilization by directly controlling care delivery
  - Reduce absenteeism
  - Coordinate occupational medicine savings
  - Conduct on-site chronic disease management and referral control

## Citizen Benefits

- 3
  - Healthier and more productive employees provide more effective service to citizens.
  - Lower health care cost impacts the City's budget and ultimately impacts taxpayers
  - A city that offers a healthy, productive, stable workforce is a more attractive place for families to live and for businesses to locate.



# EHC Model

## City

- Savings with primary care and pharmacy are based on on-site pharmacy formulary, utilization control, and per-visit savings
- Savings estimated for City employees based on co-pay elimination
- Office visits per year are effectively transferred to EHC at an increased length of time per visit which should improve health decisions

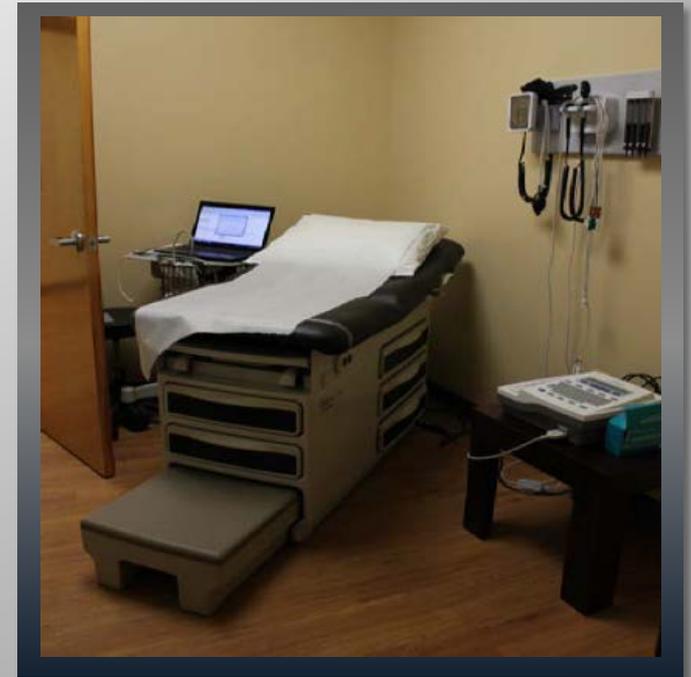
## UCI / Doctor's Care

- Services are provided to covered employees, covered dependents and pre-65 retirees and billed as \$0 claims to BCBS
- Staffing is based on 25 minute visit or an estimated 4,300 hours of provider time
- City is buying time and service of medical team. The price is based on the amount of provider time required to deliver the number of estimated appointments plus consumables (supplies, etc)

# EHC Highlights

A year in review...

- ✓ 4,656 patient encounters have been seen at the Employee Health Center.
- ✓ Average of 19 patients per day visiting the Employee Health Center for the first twelve months.
- ✓ \$1,094,716 worth of total health charges completed in the Employee Health Center.
- ✓ Over \$93,120 in co-pay savings to employees and dependents for office visits (estimated at \$20 co-pay per visit).
- ✓ 3,498 prescriptions dispensed by the doctor at the Employee Health Center.
- ✓ Saved almost \$177,000 on Annual Firefighter Physicals



# EHC First Year Savings

<b>Estimated First Year Health Charges</b>	<b>\$1,094,716*</b>
<b>First Year Operations Cost</b>	<b>- <u>\$854,665</u></b>
<b>Savings</b>	<b>\$240,051</b>
<b>Savings on prescriptions dispensed</b>	<b>+ \$237,864**</b>
<b>Total</b>	<b><u>\$477,915</u></b>

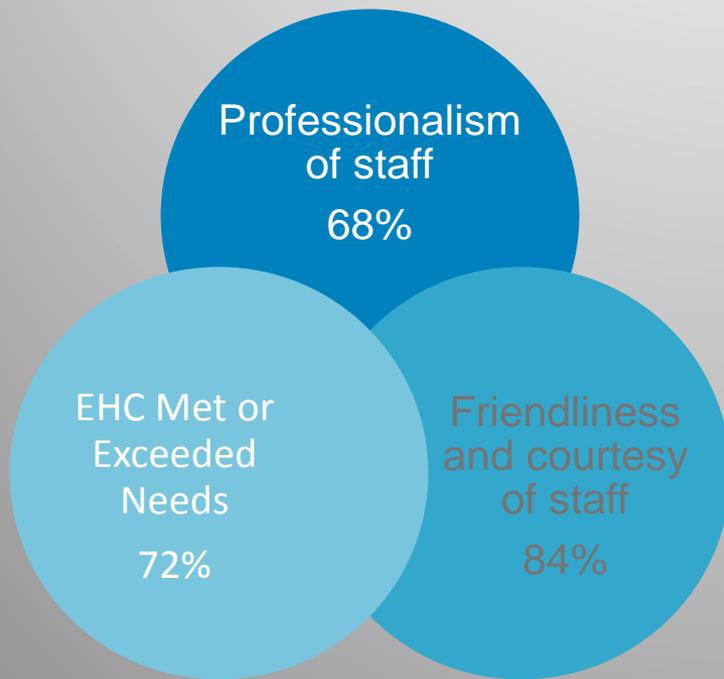
Estimated based purely on health charges, prescription charges minus operational cost.

\*Charges based on costs for similar services if provided by outside medical providers.

\*\*Average spent for City was \$20 at the EHC, while the average spent on claims was \$88. Saving almost \$68 per script dispensed at the EHC.



# How did EHC meet expectations?



- 95% of patients surveyed rated the professionalism of staff as “very good” or “good”
- 72% of patients surveyed said the EHC met or exceeded their health needs
- 84% of patients surveyed said that EHC medical providers were friendly and courteous during their visit.

# Patient Feedback



“Thank you City of Columbia for adding this health center. This is a great benefit for city employees”.

**“Great job City of Columbia”.**

“I am very pleased with the quality care I receive and appreciate the savings! Thank YOU”!

**“ONE OF THE BEST IDEAS THE CITY HAS COME UP WITH, HAVING A CITY HEALTH CLINIC”.**

“I feel that city is heading in the right direction with this employee clinic. Good idea”!

*“I’m happy to have this service. Thanks for looking out for the City employees and retirees”.*

“The best thing the city has done in YEARS”.





# Opportunities

Increase usage of EHC by covered employees and dependents

Increase usage of EHC by pre-65 retirees

Utilize available resources for referrals for additional treatment/service

Increase health education and wellness initiatives



Increased utilization = Greater ROI

Increase in wellness and chronic disease management = Lower health care cost long term



# Questions?

