Collaborative Onsite Medical Care in the Workplace

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Objectives

- Identify key drivers for onsite primary care services for Employers
- Describe typical on-site services available to employees
- Discuss the impact of collaborative practice on population health management
- Describe the implications for Occupational Health Nurses based on a Chapter member experience

Aspirus Triple Aim of Healthcare

- Improve the health of populations
- Improve the patient experience
- Reduce the cost of health care
Key Drivers for Onsite Clinics for Employers

Environment: Healthcare Costs

- Health care cost increases remain at twice the rate of inflation
- Financial burden to both employers and their employees
- Best Health Plan Performers:
  - Have a 2-year trend of 2.5% compared with 11% for poor performers
  - Appropriate financial incentives to influence behavior
  - Effective cost and quality information for smarter decisions
  - Use metrics and evidence such as health outcomes and lost workdays to drive decisions
  - Integrate health management programs into health plans

2007 Survey by Watson Wyatt Worldwide and National Business Group on Health

Employer Perspective

- Control cost:
  - Absenteeism/Productivity
  - Workers compensation $
  - Improve Employee Health
- Employers seeking integrated, cost effective population health management solutions (referrals to high quality, low cost care)
- Solutions to engage employees in personal health behavior changes
- Reduced health care claims
Evidence Based Wellness

- A large number of diseases and disorders are preventable. Modifiable health risk factors are precursors to a large number of diseases, disorders and premature death.

- Many modifiable health risks are associated with increased health care costs and diminished performance within relatively short time window

- Modifiable health risk can be improved through workplace sponsored health promotion and disease prevention programs

- Improvements in the health risk profile of a population can lead to reductions in health costs.

- Worksite health promotion and disease prevention programs save companies money in health care expenditures and produce positive ROI.

Majority of Chronic Disease Can Be Prevented

The Center for Disease Control and Prevention (CDC) estimate:

- 80% of heart disease
- 80% of type two diabetes
- 40% of cancer

Could be prevented if Americans were to only do three things.......  
- STOP smoking 
- START eating healthy 
- GET in shape

Considerations in  
DESIGNING AN ONSITE CLINIC
Employee Total Health Management Model

- **WHAT**: Comprehensive solution affecting workers both on and off the job
- **HOW**: Assess health and productivity data, select programs and services, and then guide people to the right care, right time, right price
- **RESULTS**: Improved health, productivity and ultimately, financial performance

Health Knowledge — Listening

- Claims data and Health Risk Assessment (HRA) results are gathered
- Assess health and productivity needs, establish baselines, and determine targeted interventions

**Dashboard Measures**
- Baseline Average HRA Score
- Total Claims Trend
- Per Employee Plan Per Year Costs

Health Knowledge — Listening

- 70%+ of health care costs are lifestyle related – preventable.
  - Health Risk Assessments (HRA)
    - **Tobacco Use**: excess health and productivity claims
    - **Cholesterol**: leading indicator of heart disease
    - **Glucose**: diabetes resulting from poor diet and lack of exercise
    - **Body Mass Index (BMI)**: obesity
    - **Blood Pressure**: silent killer causing heart attack, stroke, kidney failure

70%+ of health care costs are lifestyle related – preventable.
Health Advancement & Productivity Enhancement — Designing

- Health Advancement and Productivity Enhancement work in conjunction with each other
- Products and services which have the biggest impact on health and productivity costs are chosen

Health Advancement — Designing

- Knowledge without action won’t affect your health claims costs
- Health Advancement is designed to allow people to take steps to improve their health
  - Health Education
  - Health Coaching
  - Disease Management
  - Fitness Management

Dashboard Measures
- Average HRA Score
- Readiness to Change
- Program Engagement

Productivity Enhancement — Designing

- Productivity Enhancement affects Workers’ Compensation issues
- Assists with reducing lost work time claims
  - Work Injury Treatment/Management
  - Rehabilitation & Ergonomics
  - Drug Test Management
  - Physicals & Compliance
- Services available at:
  - Aspirus Wausau, Weston, Stevens Point and Rhinelander Occupational Health Clinics
  - Select Aspirus Medical Group Clinics
  - Onsite at employer’s location

Dashboard Measures
- Experience Mod
- DART Rate
Healthcare Navigation — Delivering

- Customized access platform built to guide people to the right care, at the right time, at the right price
- Designed with lowest cost of quality care at the bottom leading to the highest cost at the top

Dashboard Measures
- Nurse Line Volume
- FastCare (where available), Aspirus Clinic & ED Utilization

Healthcare Navigation cont.

1. 24/7 Nurse Line
   - Answers to health questions, appropriate referrals, same day appointments

2. Community Screenings and Complimentary Medicine
   - Community Calendar

3. Customized Employer Services
   - Health Advancement
   - Productivity Enhancement

Healthcare Navigation - Primary Care

4. Primary Care
   - 30% of people don’t have a Primary Care Physician
     - Lack of time
     - Feel fine
     - Don’t have insurance
     - Don’t want to know if something is wrong
   - Two-thirds of premature deaths in the U.S. are due to lifestyle related diseases
     - Poor nutrition, physical inactivity and tobacco use
   - Solution: Remove the barriers to care

Source: National Alliance for Nutrition and Activity (NANA)
Moving Forward

1. WE LISTEN
2. WE DESIGN
3. WE DELIVER

Customized for the needs and goals of employer

CLINIC MENU AND MODEL

Removing Barriers to Promote Health & Wellness

Onsite Medical Access:

- Encourages participation in improving health outcomes
- Reduces time away from work
- Saves both the employee and the employer health care cost
- Provides accessible, quality, cost effective health care
Onsite Models are Customized to Support Employer Goals

### Comprehensive Primary Care
- Nurse Practitioner (NP), Physician Assistant (PA), Registered Nurse (RN), and other professionals provide a full spectrum of onsite care from primary care, wellness and prevention, condition management, physical therapy and occupational health.

### Basic Primary Care
- Nurse Practitioner (NP) or Physician Assistant (PA) develops partnership with employees and their families to actively engage in preventative health care and lifestyle choices.

### Occupational Health
- Registered Nurse (RN) manages employee health per regulatory standards ensuring workplace injury and illness, providing health screenings, flu shots, promotes health awareness and education.

### Additional Services

### Primary Care
A focus on primary care and preventive medicine keeps healthy people healthy and allows a partnership with those who need help managing their health. The provider is a dedicated partner whose goal is to become a trusted health team member for the patients being served. The following are provided conveniently onsite:
- Annual physical exams
- Immunizations (e.g., influenza, pneumonia, tetanus, Hep B)
- Health screenings, including:
  - Blood pressure
  - Cholesterol
  - Diabetes
  - General fitness assessment
  - Depression
- Allergy shots
- Management of chronic conditions like diabetes, thyroid disorders, asthma, high blood pressure, high cholesterol and heart disease
- Laboratory services
- Same day appointments

### Wellness
Risk reduction and behavior change are two of the best strategies to create healthier lifestyles, leading to healthier people.

Wellness programs complement onsite clinics or company initiatives by working together to create the best overall health culture. Optimal results are achieved by identifying health risks and implementing easily accessible action plans.

The RN and provider work collaboratively along with the wellness team to provide individual and group programs to assist people in reaching their goals through:
- Annual biometric screening
- Utilizing available wellness data for targeted outreach to assist individuals with wellness goals to improve and maintain healthy lifestyles
- Wellness Coaching
- Health and wellness education and programs
Occupational Health

On-site occupational health services provide quick and convenient access to care, focus on prevention, early intervention and reduce the time spent traveling to and from treatment. The RN and provider collaborate on the total person in providing optimal care.

- Regulatory medical surveillance and assessment support
- Early injury treatment, preventing OSHA recordables and DAFW
- Stay at work, or return to work program assistance
- Work injury case management for continuity of care and cost containment
- On-the-job rehabilitation services
- Injury prevention, ergonomic and work method analysis and education
- Post offer and return to work assessments
- Drug screens to support company Substance Abuse Policy

Additional Services

- Industrial Rehabilitation
  - Promoting workplace health and productivity with programs designed to provide individual services focused on prevention, job station layout, work method utilization, job safety analysis, and worker fitness.

- Employee Assistance Services
  - A healthy work-life balance is important to a productive workforce.
  - Improving employee well-being by providing support to workers and management teams with assistance in coping with personal issues at work and at home.

- Nutritional Services

- Women’s Health

- Diabetic Educators

Meeting the Needs of Employers/Employees

- Provide meaningful service to meet the individual need of the company
- Fit the culture of the workplace
- Integrate services with existing programs and services
  - Wellness programs internally provided by the health plan benefits
  - Wellness committee programs
  - Safety initiatives
  - Occupational health services or other services
- Primary Care Provider opportunity for employees, or follow up and acute care provided as needed if a PCP is established
- Non-duplication of services, treat the whole person not the “work life” only
- Advantage of working with a health care system
  - Non-profit health mission to serve the people of the community
  - EMR to provide continuity of care
  - Patient Centered Medical Home as example of “connecting the dots” for patients
  - Communicate patient information with providers outside of the healthcare system
  - Support total care of the individual
  - Health care system as a member of the community has a vested interest in the success of businesses and health of the population
Sentry Insurance Summary

Approximately 4200 Employees nationwide
-2000 employed locally between 5 locations

Aspirus Clinic and Health Services are located in the same physical department

Associates may utilize the Aspirus Clinic services or Health Services nursing time on company time.

Collaborative Practice: How it works at Sentry Insurance

Health Services Team
- 3 Registered Nurses
- Case manage medical leaves and approve FMLA and Disability Pay
- Develop appropriate medical accommodations under ADA
- Assess acute injuries/illness; file work comp claims as necessary
Sentry Insurance Summary, Cont’d

-Case manage work comp claims
-Train and manage First Aid Teams at home and field offices
-Coordinate ergonomic assessments and collaborate with ergonomist on appropriate workstation interventions
-Manage occupational injury and illness programs as required by OSHA such as Respiratory, Hearing, and Bloodborne Pathogens

The Collaborative Effort

- Health Services nurses are available 8am-4:30pm
- Aspirus hours: Monday: 8 am - 2 pm
  Tuesday: 8 am - 3 pm
  Wednesday: 12 pm - 4 pm
  Thursday: 8 am - 3 pm
  Friday: 8 am - 12 pm
  - An associate may visit Aspirus Urgent Care during these hours for the $15 charge if the practitioner is not available.

Sentry Health Services and Aspirus - A Winning Combination

- Immediate referral for an acute injury or illness that requires further assessment or treatment, including work comp claims
- Resource for information on chronic health management
- Efficient collaboration for ADA accommodations, temporary disability, FMLA certified health conditions for which the in-house practitioner is managing care
- Associates who are here for business (away from their established health care provider) have easy access to affordable care.
Sentry Health Services and Aspirus - A Winning Combination

• Immediate collaboration regarding associates who are returning to work with restricted hours or work restrictions
• Direct communication with Aspirus receptionist when an associate requests a referral to a specialist
• Consistent, reliable health care practitioners
• Immediate follow up when documentation for disability pay or an accommodation is needed.
• Collaborative team for disease prevention awareness campaigns - lunch and learns, Go Red for Women, colon cancer campaign, etc.

Any Reason NOT to partner?

• Competition- The OHN and the agency are competing for business
• Allegiance toward the contracting agency and avoiding discussion regarding other local health care agencies as options for care
• Many associates may have established care practitioners and will not utilize the service
• Our contract only benefits the associate; not the entire family. Dependents have a different provider for care.
• Upfront expense for contract may be a deterrent
  - Combined off site costs of $229,465 (health care) and $113,883 (lost productivity) were nearly twice as high as actual on-site operational costs ($171,332). Overall, it appears the organization’s worksite clinic provides employee health care services 2 to 3 times more cost-effectively than do off site health care services.

Thank You