



County
Government
Advances
Employee Care
with CareATC
On-Site Health
and Wellness
Center



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As county governments aggressively seek innovative ways to control rising healthcare costs and better manage taxpayer dollars, they are turning to on-site or near-site employee health clinics. A survey by the nonprofit National Association of Worksite Health Centers (NAWHC) found that the financial objectives of on-site clinics are being met, with employers realizing:

- ▼ • a 64% reduction in medical care costs
- ▼ • an almost 70% reduction in time lost by employees leaving work to see outside medical providers
- ▼ • a 63% reduction in the use of the emergency room

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On-site clinics are a successful strategy for controlling healthcare costs, enabling easy access to medical services, improving employee health, enhancing engagement in worksite programs—and ultimately increasing employee productivity.

“The Health Center itself, the way they built it and designed it, it’s beautiful. It’s welcoming. It’s warm. It’s inviting.”

—Doris Cupeles, Administrative Assistant, Utilities



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A proactive, collaborative approach to on-site clinic success

Hernando County is located in a rural area of central Florida north of Tampa, on the west side of the state. Before the county established its own CareATC On-Site Health and Wellness Center, many employees—and their spouses and dependents—relied on an outside primary care clinic. As a result, employees and their families either disregarded seeking preventive care, settled for care they didn't feel confident receiving or had to travel to gain access to the quality care they wanted.

To remove the quality care barrier, reduce absenteeism, increase productivity and realize medical cost savings, the county sought the expertise of a consultant to help it find an on-site healthcare clinic partner.

Because employees were scattered throughout the county, the Health and Wellness Center was centrally located in the city of Brooksville, the county seat.

To engage employees in the process of creating a Health and Wellness Center just for them, the county asked employees to fill out a survey and answer questions about what they felt was important to include in their new center.

The CareATC Health and Wellness Center was built around employees' needs using our evidence-based design concept. During construction, periodic preview meetings were held for employees.



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When weather delayed the opening of the Health and Wellness Center, physicians and auxiliary providers who staffed the center traveled throughout the county to meet employees and discuss what to expect from the care they would provide.

“The doctor or the nurse practitioner, I actually feel like they have a vested interest in your health. They actually took the time—in some cases thirty, forty-five and an hour or more—to really get to know those individuals and patients and what their medical concerns and their goals were. And that happened with CareATC. I’ve heard nothing but good things. I have yet to hear a bad comment from anybody.”

—Kevin Carroll, Deputy Fire Chief

In Hernando County’s request for proposal to CareATC, the county asked for two full-time providers (or 80 hours of clinic time) per week. We ran population data and recommended a total of 66 center hours per week. We also recommended early and late day hours to create convenient times for employees and families to access the Health and Wellness Center.

Throughout CareATC’s partnership with Hernando County, the county has looked to us to consistently provide it with the most advanced care for its employees. They have taken full advantage of our video biometric Personal Health Assessments (PHAs), our health app, our real-time health and savings outcome tracking, and HealthPassport, our coaching and wellness platform.



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*“ One of my favorite programs that we have on **HealthPassport** incorporates one-on-one health coaching, group coaching and competitions. It makes it really fun for employees to go in and compete with their fellow co-workers, as well as get together once a month and learn something new about health and wellness and just keep it top of mind. Some people, it just comes naturally to them. And some people just need that extra push to get excited about wellness.”*

—Lindsey Bullard, Product Manager for Health and Wellness



In 2018, a total of 945 individuals visited the CareATC Health and Wellness Center, including:

Employees: 621
 Spouses: 144
 Dependents: 180

Return on investment 2018:

Total cost of Health Center = **\$1,015,678**
 Total value of Health Center = **\$1,074,728**
 ROI = 1.1

Total health plan savings:

\$857,361

2018 health outcomes:

- **Diabetes:** 62% of those with diabetes saw improvement in their A1C numbers
- **BMI:** 49% realized a reduction in weight improving their BMI numbers
- **Blood Pressure:** 31% realized improvement in blood pressure numbers
- **Cholesterol:** 47% improved their cholesterol levels



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About CareATC

CareATC Inc. is a leading innovator in the health technology sector providing on-site and shared-site primary care. By leveraging groundbreaking technology, CareATC offers customized population health management solutions for employers that reduce healthcare costs by promoting health, preventing disease, and providing a shorter path to care. CareATC manages more than 150 clients in 35 states, serving more than 300,000 members. Headquartered in Tulsa, OK, CareATC is the first provider of on-site clinics to achieve 100% network accreditation from Accreditation Association of Ambulatory Health Care, Inc., earn the Evidence-Based Design Accreditation from the EDAC™ Advisory Council and be Net Promoter® Certified.