



The Ultimate Guide to Choosing the Right Worksite Clinic Vendor for Your Business



Introduction

Driven by rising cost of healthcare, more employers across the country are turning to worksite clinics to offer their employees primary healthcare. Worksite clinics, when structured properly, can drive far better health outcomes (even in the first 3 years), should return the sponsor’s investment, and lower health plan costs by 20% or more¹.

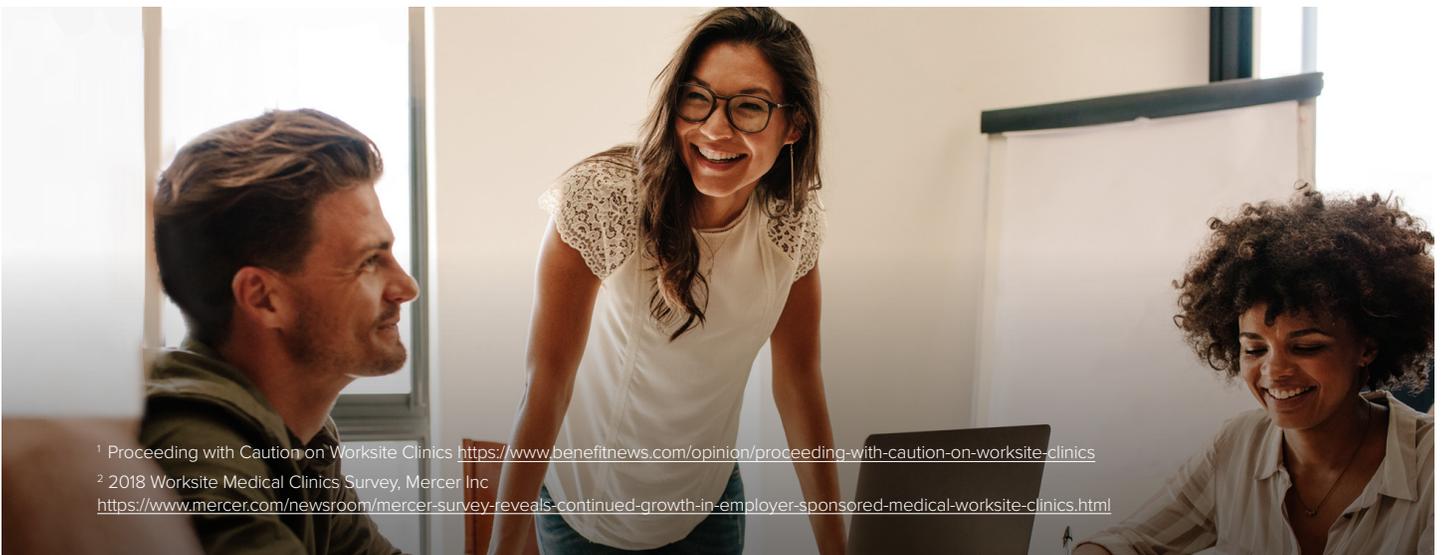
To a large extent, that explains why a full one-third (33%) of US employers with 5,000 or more employees offer general medical worksite clinics². As impressive as they are, those numbers only account for the single-employer worksite clinics. There are countless more organizations who participate in shared clinic plans that offer primary care on a shared-cost basis.

But worksite clinics are definitely not a one-size-fits-all model. Poorly executed clinics can present potential risks and liability issues, especially if the medical staff, clinic facilities, pharmacy, and quality of care are not up to standard. The clinic may become under-utilized and cost the employer more to keep it running. Or worse, provide medical care that causes more ills than it cures.

Clearly, finding a suitable clinic vendor is not a simple or ordinary benefits purchase. Better guidance is needed in choosing the right worksite clinic vendor for your organization. That’s what we hope this whitepaper will provide -- an employer’s guide to choosing the right worksite vendor for the business.

This whitepaper will:

- Highlight the dimensions of a best-in-class worksite clinic to help vendor selection committees build their initial consideration set.
- Explain what are the top issues to consider when choosing a clinic vendor to ensure financial and healthcare success.
- Demonstrate how the CareATC model is ideally-suited to create the convergence of cost-effectiveness and long-term quality of care that will meet your financial and wellness goals.



¹ Proceeding with Caution on Worksite Clinics <https://www.benefitnews.com/opinion/proceeding-with-caution-on-worksite-clinics>

² 2018 Worksite Medical Clinics Survey, Mercer Inc <https://www.mercer.com/newsroom/mercer-survey-reveals-continued-growth-in-employer-sponsored-medical-worksite-clinics.html>

Features of the Best Worksite Clinics

In the last few years, worksite clinics have advanced greatly in their adoption of technology as the industry trends toward creating holistic healthcare ecosystems and wellness cultures. Here are some of the most advanced features found in worksite clinics.



Operational Analytics

To make their worksite clinics more cost-efficient and effective, some top clinic vendors offer analytics platforms to optimize utilization of the clinic, address gaps in medication, and offer actionable data to improve quality of care.



Patient Analytics

Top clinic vendors also offer analytics to predict each employee's future wellness and risks of chronic conditions as well as give recommendations on activities and strategies to achieve healthier outcomes.



Patient Engagement Teams

The best clinic vendors deploy dedicated outreach teams to connect and follow up on appointments and treatments over the phone, direct mail, email and various other channels to encourage clinic utilization, especially by at-risk employees.



Wellness Coaching

The highest claims come from chronic diseases like obesity and diabetes. As such, it's not unusual to see top clinic vendors with personalized wellness coaching to produce the most positive lifelong health changes and reduce healthcare costs.



Resource Centers

Some of the best vendors provide access to huge resource centers full of articles and videos to supplement employee health education, reinforce positive behavior, provide ideas and motivate employees to adopt healthier lifestyles.



Online Patient Portals

Top clinic vendors also offer user-friendly online portals for employees to access their personal health information, record their physical activity, and keep track of how their health has changed. This means, empowering employees to take control of their health, make better choices, and adopt positive lifestyle changes to improve their overall health status.



Mobile App Technology

The best clinic vendors now have mobile apps that allows scheduling of clinic appointments, reminders, automatic check-ins, medical information reviews, and even messaging their care providers for quick consultations.



Top 6 Capabilities to Consider When Choosing a Vendor

Now that you know the features of top worksite clinics, what are the things you need to consider when choosing an onsite clinic vendor?

Here is a list of key considerations to help you field vendors, and questions you should ask during the vendor evaluation process. This will help you determine which vendor will provide the best quality service and cost savings for your organization.

01 Data Analysis & Reporting

Every clinic vendor should be able to propose *how to review clinic operations and its effectiveness*. This should include standards and measurement criteria for clinic healthcare activities, costs, health outcomes, and clinic staff and services.

- What is your review and reporting process and scheduling?
- What measurements do you collect?
- What are your criteria for determining the success of a clinic?
- How do you evaluate the effectiveness of primary care case management?
- What predictive modelling tools do you incorporate into your data analysis?
- Can you provide samples of your standard management reports and what are your custom reporting capabilities?
- Do you track and analyze changes in health outcomes, clinic utilization, and cost of care?

02 Identification of High-Risk Individuals

According to the CDC, *6 out of 10 adults* in the US will be affected by chronic diseases like obesity and diabetes. These high-risk individuals account for 86% of healthcare costs. So it is critical for the clinic vendor to have the ability to identify them and ensure they receive proper treatment.

- How do you define high-risk individuals?
- What methods and processes do you use to identify them?
- What are your targeted intervention processes for high-risk individuals?
- How do you track the progress of the intervention?
- Do you stratify the individuals by severity of risk for complications?
- What incentives do you recommend for participation by high-risk individuals?

03 Clinic Model

The type of clinic recommended by the vendor and its operational philosophy will be a key determinant of its success. *Essential questions to ask include:*

- What type of clinicians will lead the clinic and what will their qualifications be?
- Who will use the clinic, and will there be co-pays or out-of-pocket expenses?
- How are appointments scheduled and is scheduling available online or on a mobile app?
- What types of medical issues will the clinic address and what are the procedures when a disease escalates?
- Will medications be dispensed on-site and if so, what types of medication and how will they be selected?
- What auxiliary clinic staffing is recommended and what will their qualifications be?
- What training will the clinic staff receive once the clinic is operational?
- What are the procedures if healthcare is required after hours?

04 Biometric Screenings

Biometric screenings are measurements of physical characteristics and used to benchmark and evaluate changes in employee health status over time. They are the starting point for any employer seeking to reduce healthcare costs and subsequently design a suitable wellness strategy. Here are some *fundamental things you need to find out from the vendor*:

- What biometric screenings do you provide and what is the process?
- Do you provide the screenings directly or through a subcontractor?
- How are the results reported to the participant and what is the turnaround time?
- Do you report aggregate result summaries for the employer?
- Do you provide follow-up consultations and interventions with high-risk individuals?
- How do you involve new employees in the biometric screening process?
- What level of participation can we expect in the first 3 years of this program?
- Do you conduct biometric screenings and reports annually?
- Do you have a patient portal that tracks the results of biometric screenings?

05 Communication and Engagement

The ability of a clinic vendor to engage with employees through regular marketing and educational materials is critical to the peak utilization of the worksite clinic. Here are some questions we *recommend you put to the vendor*:

- What is your communication plan to introduce the clinic to the employees and their dependents?
- What materials and content have you developed for other clients and what were the outcomes?
- What frequency and type of communications will eligible persons receive throughout the program period?
- Will there be communications to support other wellness and health education activities at the clinic?
- How will you measure the effectiveness of the communication and engagement plan?
- Do you have an online resource center for health education content?
- Do you provide patient support and engagement team for clinic, IT, and health questions?

06 Identification of High-Risk Individuals

Wellness coaching and lifestyle management have proven to be critical for behavioral change in employees who are at *high-risk of developing chronic diseases*. Check with the clinic vendor if they are able to provide such services by asking the following questions:

- What wellness coaching and lifestyle management services have you provided?
- What about health education services and activities?
- Can you describe your coaching model and the science-based behavior-changing principles used in your model?
- What is your coaching engagement process and program protocols? What qualifications do the coaches have?
- Do you provide health improvement coaching for low-risk as well as high-risk individuals?
- Do you offer a health education portal? Can it be customized to our needs?
- What results have been achieved in your past coaching and education activities?





Why Partner with CareATC

Now that you are acquainted with the key considerations for evaluating clinic vendors, it's time to learn why CareATC often appears on the top of vendor shortlists.

For over 20 years, this technology-driven healthcare company has been growing a network of 80+ onsite and nearsite clinics that has taken care of over 150 client organizations, helping thousands of patients manage life-threatening chronic diseases, and directly saving millions of dollars in healthcare cost for businesses and organizations of all sizes.

Choosing CareATC means choosing to invest in the health and well-being of your people by removing the most common barriers to care -- cost, access, and quality.

Its success comes from applying data analysis, innovative smart tools, and their unique strategic healthcare process called the CareATC® Methodology that aims to create a holistic culture of wellness. Their methodology comes in five steps:

The CareATC® Methodology





Assess

The process starts with Personal Health Assessments and biometric screenings that provides physicians with the right information about the health risk of individuals. Assessments also empower employers with the “aggregate organizational risk” to develop a healthier population and culture, resulting in a more productive workforce.



Stratify

CareATC risk-stratifies the population with data analysis and risk-segmentation, effectively identifying highrisk individuals. CareATC then provides a detailed plan for treatment and wellness coaching to each individual and to the organization, informing each party of its own best interest.



Engage

CareATC regularly engages with the population directly inside its clinics through physicians and wellness coaches as well as a dedicated Care Outreach Team that follows up with appointments and patient satisfaction surveys. CareATC also conducts engagement through traditional marketing materials and with advanced digital patient engagement strategies including a Patient Portal and a mobile appointment and, telemedicine app.



Manage

CareATC emphasizes a team-based approach to care delivery that offers chronic disease and lifestyle management to make a positive long-term impact on their health outcomes. CareATC also provides continuous engagement and support with feedback, reporting, and an online resource center to inspire participation and partnership with patients.



Measure

The CareATC Analytics Platform provides next generation insights into productivity, clinical effectiveness, and financial performance of all primary care initiatives. This brings clarity to risk, cost, and health outcomes. It also identifies opportunities for improvement and specific action plans.

Switch your healthcare program to CareATC as a partner and you can better understand and manage the health risks of your employee population and significantly increase the value of your entire health plan and create a healthier, happier workforce.

Learn more about CareATC at
[CareATC.com/PopulationHealthManagement](https://www.careatc.com/PopulationHealthManagement)

Their approach to healthcare is innovative, it's different, and the best part is, it works!

Paul Ross,

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