Enhancing a culture of wellness through onsite health care

Located along twenty-five miles of Lake Michigan shoreline in southeastern Wisconsin. Full of natural beauty, cultural heritage, small town charm, and historic main streets.

Our roughly 750 county employees do their jobs with the people who live, work and play here in mind.

For them, Oz Health, a health and wellness center exclusively for the 1,000 eligible county employees, spouses and dependents, opened in 2015, relaunched in 2017, and has been proving its worth since.
WHY WE IMPLEMENTED ONSITE HEALTH CARE

- Take health care out of health insurance system
- Placing a proper focus on employee wellness
- Better control health care costs
- Be an employer of choice

WHY WE SELECTED THIS ONSITE VENDOR

Since 2015, Oz Health has been serving the employees, spouses and dependents of Ozaukee County. Stakeholders saw benefits to this, but also room to improve. In early 2017, Oz Health transitioned to QuadMed management, with encouraging results thus far.

- Positive reputation in onsite centers
- Local presence
- Quality care and environment
WHAT WE’RE TRYING TO ACHIEVE

- A culture of wellness
- Employee engagement in both their personal and family health
- Greater cost control
- Easier access for employees
- Better employee health

HOW ONSITE HEALTH CARE REFLECTS IN COST SAVINGS

$72,179 year to date!
HEALTH IMPROVEMENTS SINCE BRINGING HEALTH CARE ONSITE

- Since 2014, the county’s health insurance premium increased only 0.3 percent
- Since 2014, the county’s claim experience has increased less than 1%

THE KEYS TO ENGAGEMENT ARE PLAN DESIGN AND INCENTIVIZING

Wellness Incentive Program
- Onsite Biometric Screenings
- Health Risk Assessment
- Tobacco Affidavit
- Health Coaching
- Quarterly Program Requirements
- Online/Mobile Health Management Portal
- Cash Incentive: $500/Single; $1,000 EE + Spouse
PROVING ENGAGEMENT VIA UTILIZATION

Total Eligible Utilization
37%
employees 45%
spouses 49%
dependents 18%

Total Adoption of Health Center as PCP
4%
employees 4.6%
spouses 2.6%
dependents 4.6%

Total Unique Patients
374
employees 197
spouses 115
dependents 62

Total Visits
866
provider 365
nurse 228
lab 273

HOW HEALTH ENGAGEMENT LEADS TO HEALTH IMPROVEMENTS

Wellness markers improve
• Asthma: 14 new cases diagnosed and managed
• High blood pressure: 79 new cases diagnosed and managed
• High cholesterol: 74 new cases diagnosed and managed
• Diabetes: 20 new cases diagnosed and managed
Blood pressure
• Pre-hypertension over threshold: 216 to 159
• Hypertension over threshold: 43 to 21
• From pre-hypertension to within normal limits: 123 to 169
• From hypertension to within normal limits: 296 to 307

Cholesterol
• HDL (good) within normal limits: 179 to 238
• LDL (bad) within normal limits: 263 to 277

Jessica Harding, PA
Family Practice

“I believe the key to success is forming a good patient-provider relationship. My goal is to listen, educate and provide options so patients can make the best health care decisions for themselves. It’s important that they understand acute or chronic disease processes so they can take control and live their lives to the fullest.”
WHAT OZ HEALTH OFFERS

- Physicals
- Immunizations
- Lab services
- Treatment for illnesses and injuries
- Weight and/or blood pressure checks
- Minor procedures
- Care for chronic conditions

THE REALITY OF ONSITE HEALTH CARE

- High-quality care
- Lower costs than other providers in the community
- Exceptional patient satisfaction
- Positive health risk changes and outcomes
WHAT OUR EMPLOYEES ARE SAYING

Patient Satisfaction Speaks Volumes

<table>
<thead>
<tr>
<th>Patients satisfied with the quality of care received</th>
<th>96%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients who would recommend the provider</td>
<td>99%</td>
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“Wow! Never had such a pleasant experience with a doctor.”

“Very thorough. I have never had such good advice before and I am in my 40s.”

“Jessica and the staff at Oz Health have exceptional patient care skills. The holistic approach to seeing all levels of body health is at each visit. We are blessed to have such a dedicated team for our county employees. I am grateful.”

“PA Jessica Harding is very proactive in my health care. She is very knowledgeable, caring and has a commonsense approach to my medical care.”

HEALTH CENTER HIGHLIGHTS

Additional service with QuadMed as health care vendor

- Marketing strategies to drive engagement
- Utilization increase since introduction of QuadMed management
- Biometrics well utilized
- Health information gathered for every patient via Care Manager
- Compiled health data to set a baseline for year one
- Population health improvement
Considering a Partnership?
Sharing Our Knowledge

TOP THREE MOST COMMON REASONS FOR ONSITE HEALTH CARE

- Cost Management
- Convenience
- Employee Attraction

**IMPORTANT OBJECTIVES IN ESTABLISHING A WORKSITE OR NEAR-SITE CENTER**

- Controlling total health spend: 91%
- Reducing lost employee productivity: 77%
- Enhancing health/wellness leadership image: 74%
- Managing employee health risk and chronic conditions: 72%
- Improving member access to health care: 68%
- Better quality/consistency of health care: 61%
- Attracting and retaining valued employees: 59%
- Managing workplace injuries: 47%

Source: 2015 Mercer Survey on Worksite Clinics

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**MEASURES OF CENTER SUCCESS**

- 85% say their organization generally perceives the center as a success

- Reducing modifiable health risks: 54%
- Successfully reducing lost work days: 63%
- Helping members control chronic conditions: 58%
- Employee satisfaction: 73%
- Clinical utilization rate: 87%

Source: 2015 Mercer Survey on Worksite Clinics
WHAT’S NEXT?

- **Patient engagement:** continue to drive new patients to the center; strategic planning and goals
- **Set population health improvement targets:** cardiovascular risk reduction; diabetes; preventive health screenings
- **Value of investment:** population health improvement; realize a positive ROI

Stay tuned to find out what we achieved.

FINAL THOUGHTS

- Health insurance costs drive municipal budgets
- The control of these costs require engaging your employees in their wellness
- Think creatively and provide incentives to drive participation
- Select a vendor who’s a partner in this with you
- Have the long view on ROI — it’s a 2 to 5 year return
We turn avoidance into engagement. Well-being into productivity. Success into longevity.

Oz Health
Family Health & Wellness Center
OzMed

Experience. Solutions. Results.