

HEALTH WEALTH CAREER

**STATUS AND FUTURE OF  
WORKSITE CLINICS:**  
2018 NAWHC-MERCER  
BENCHMARKING SURVEY

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## ABOUT THE SURVEY

This survey was sent to employers identified through Mercer's *National Survey of Employer-Sponsored Health Plans*, which uses a national probability sample of public and private employers with 10 or more employees, and to other employers known to have worksite clinics, in collaboration with the National Association of Worksite Health Centers. The survey asks if the employer offers an onsite or near-site medical clinic. Those that responded affirmatively were invited to participate in this follow-up survey, along with clients and other employers known to offer clinics. The survey was fielded from March-April 2018, and 121 employers with clinics provided information, typically the benefits director or HR director. These organizations ranged in size from 55 to over 300,000 employees.

# GROWTH IN GENERAL MEDICAL WORKSITE CLINICS

	EMPLOYERS WITH 500-4,999 EMPLOYEES			EMPLOYERS WITH 5,000+ EMPLOYEES		
	OFFERED IN 2007	OFFERED IN 2017	CONSIDERING OFFERING BY 2019	OFFERED IN 2007	OFFERED IN 2017	CONSIDERING OFFERING BY 2019
Clinic for occupational health services	32%	18%	7%	31%	38%	6%
Clinic for general medical services	14%	16%	8%	17%	33%	11%

# WORKSITE CLINIC MANAGEMENT

Third-party management company



Managed in-house



Hospital system



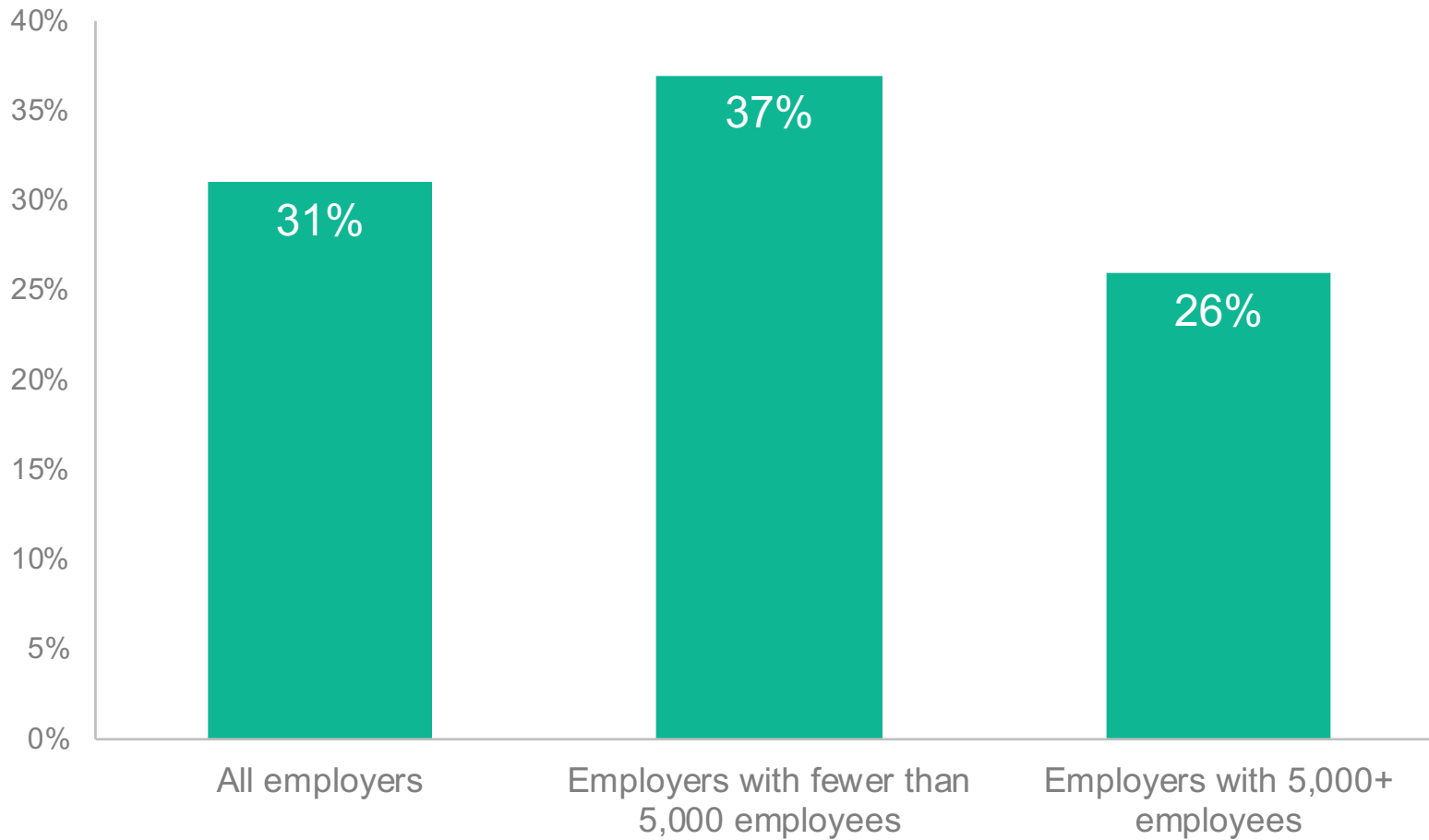
Provider group



Other

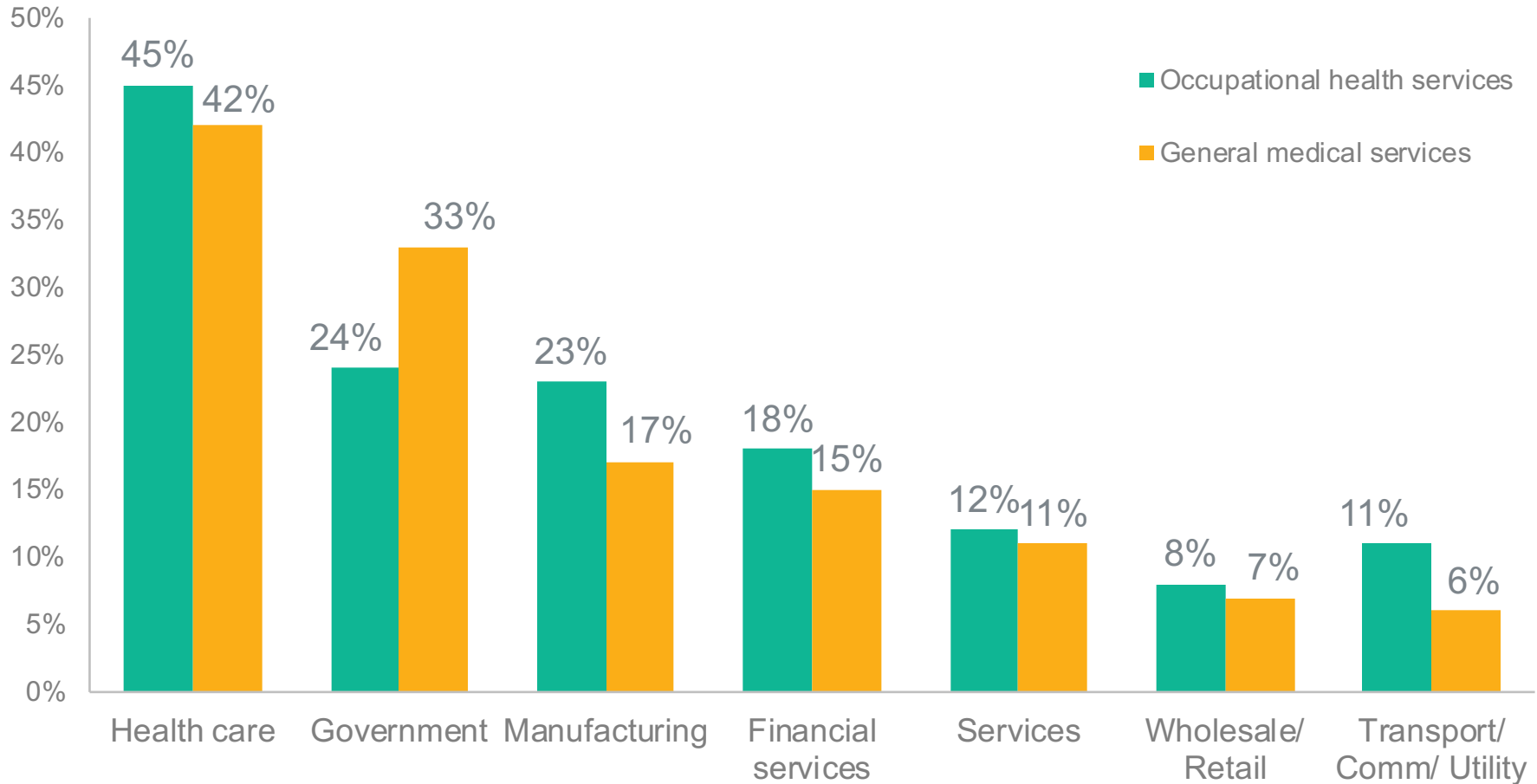


# OFFER A MULTI-EMPLOYER SHARED CLINIC



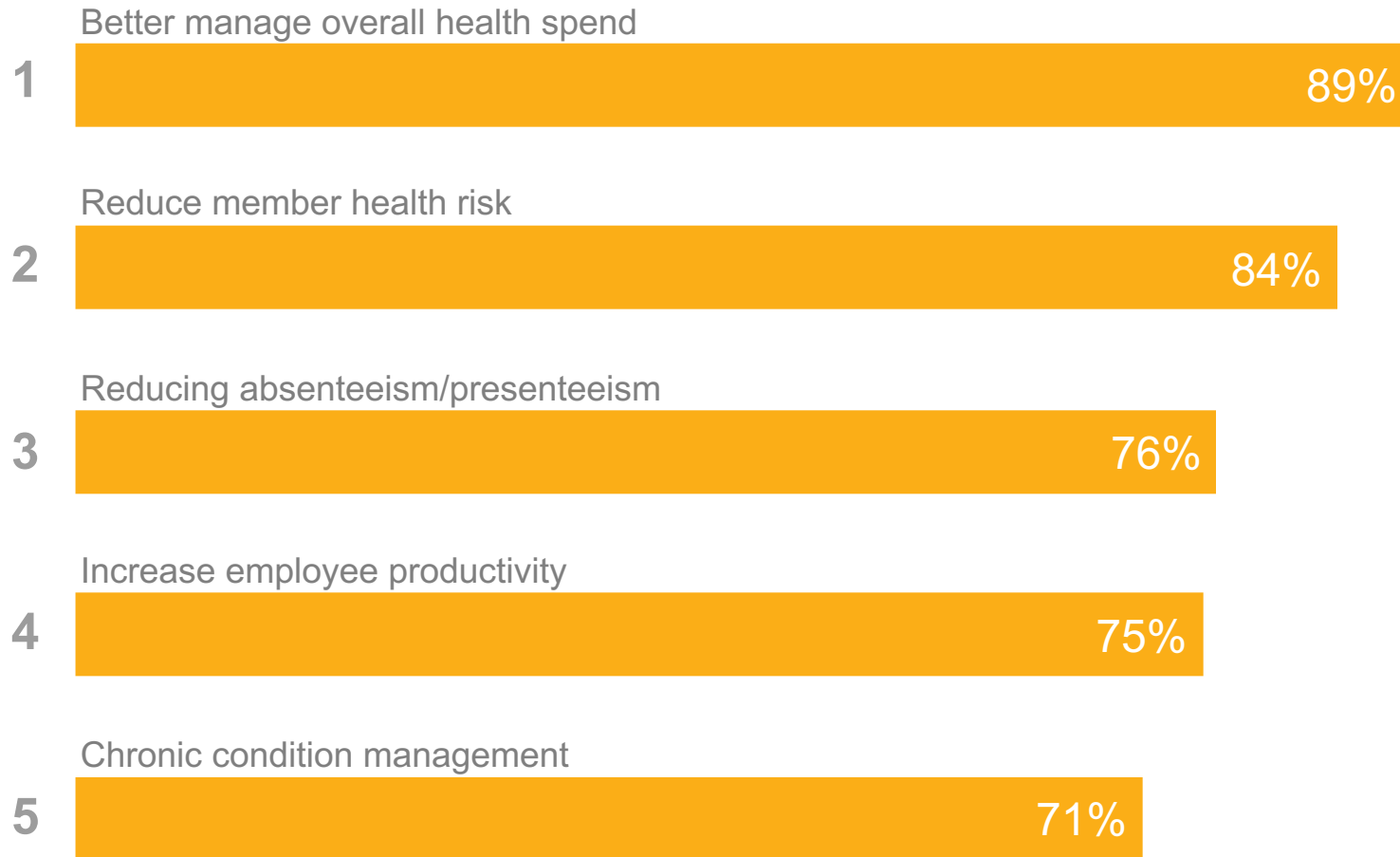
# PROVIDE WORKSITE OR NEAR-SITE MEDICAL CLINIC, BY INDUSTRY

Employers with 500 or more employees



# IMPORTANT OBJECTIVES IN ESTABLISHING A WORKSITE CLINIC

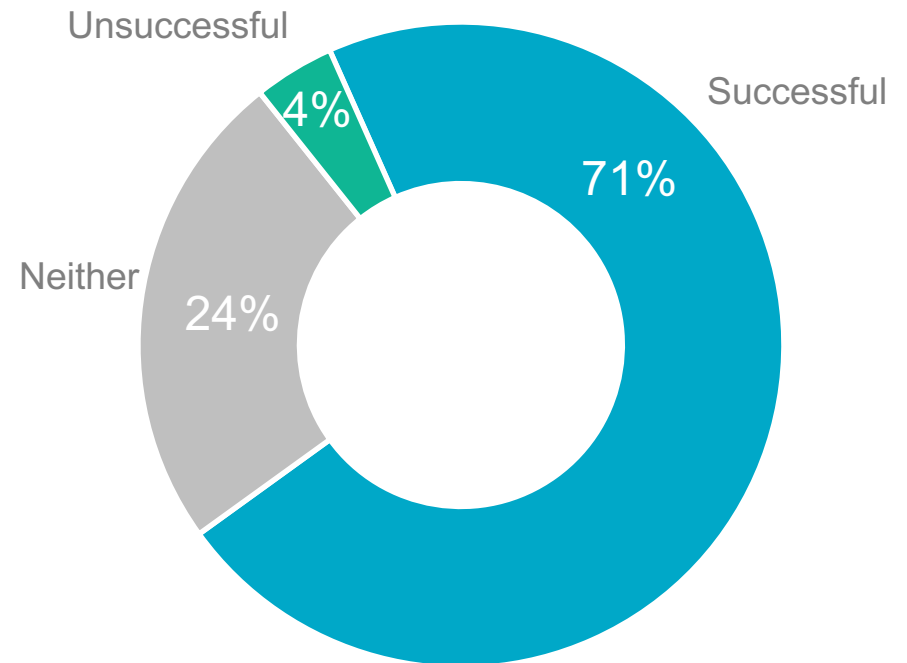
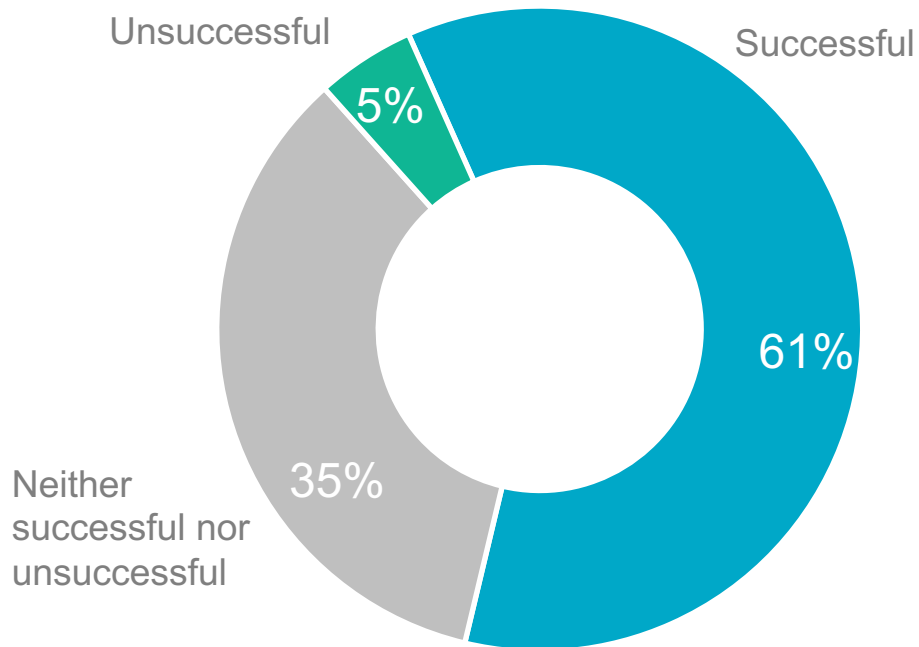
Percentage of respondents rating objective “Important” or “Very important” on a five-point scale



# ORGANIZATION'S GENERAL PERCEPTION OF THE SUCCESS OF THE CLINIC

Financial success:  
reducing cost trend

Health and wellness success:  
improving the health and  
wellness objectives





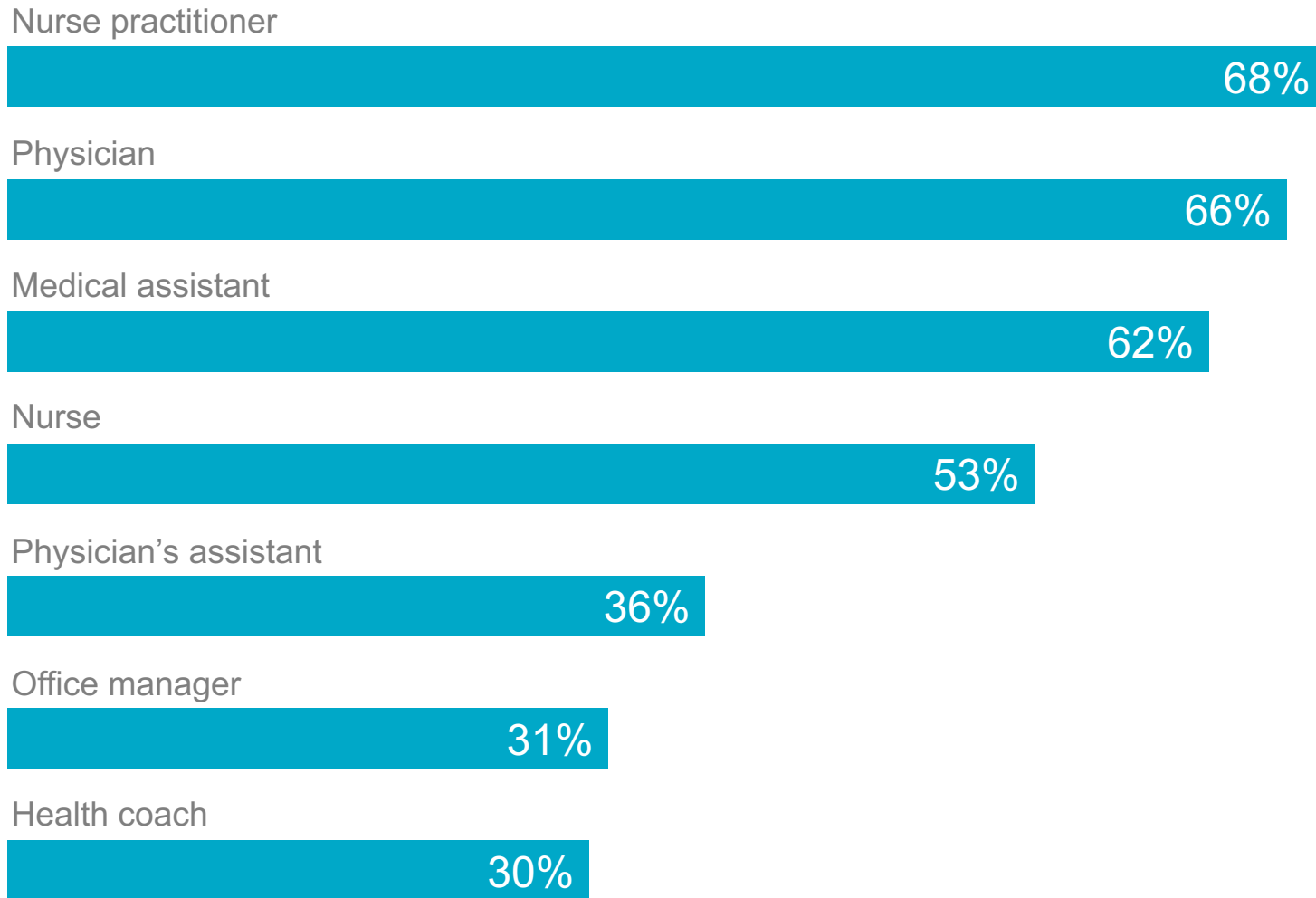
# RETURN ON INVESTMENT (ROI) FOR THE WORKSITE CLINIC IN THE MOST RECENT REPORTING PERIOD

Majority of respondents (54%) haven't attempted to measure ROI

RETURN	PERCENT OF RESPONDENTS
Less than 1.00	7%
1.00-1.49	11%
1.50-1.99	13%
2.00-2.49	8%
2.50-2.99	3%
3.00-3.99	3%
4.00 or more	3%

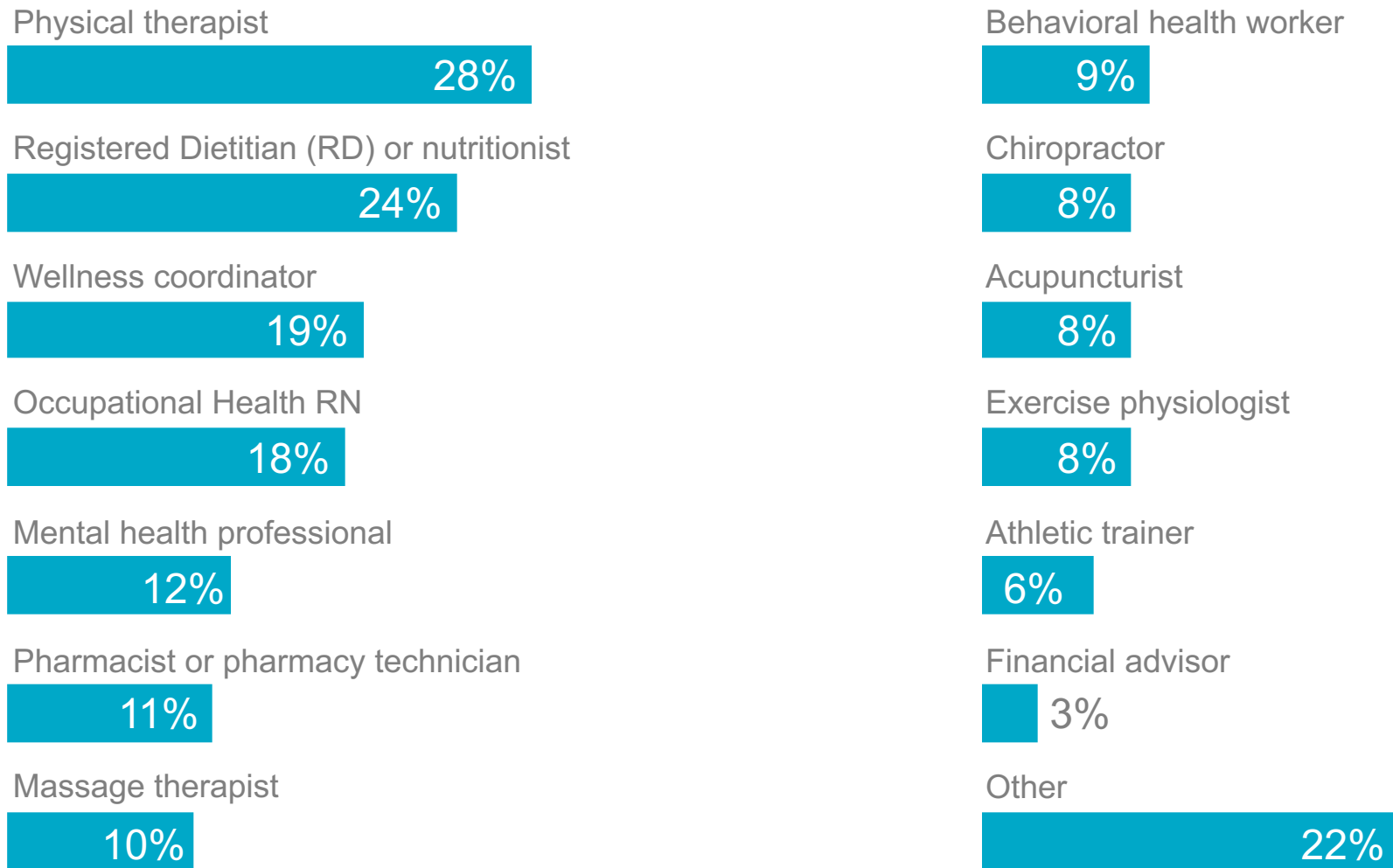
# CREDENTIALS OF CLINIC STAFF

Percentage of respondents



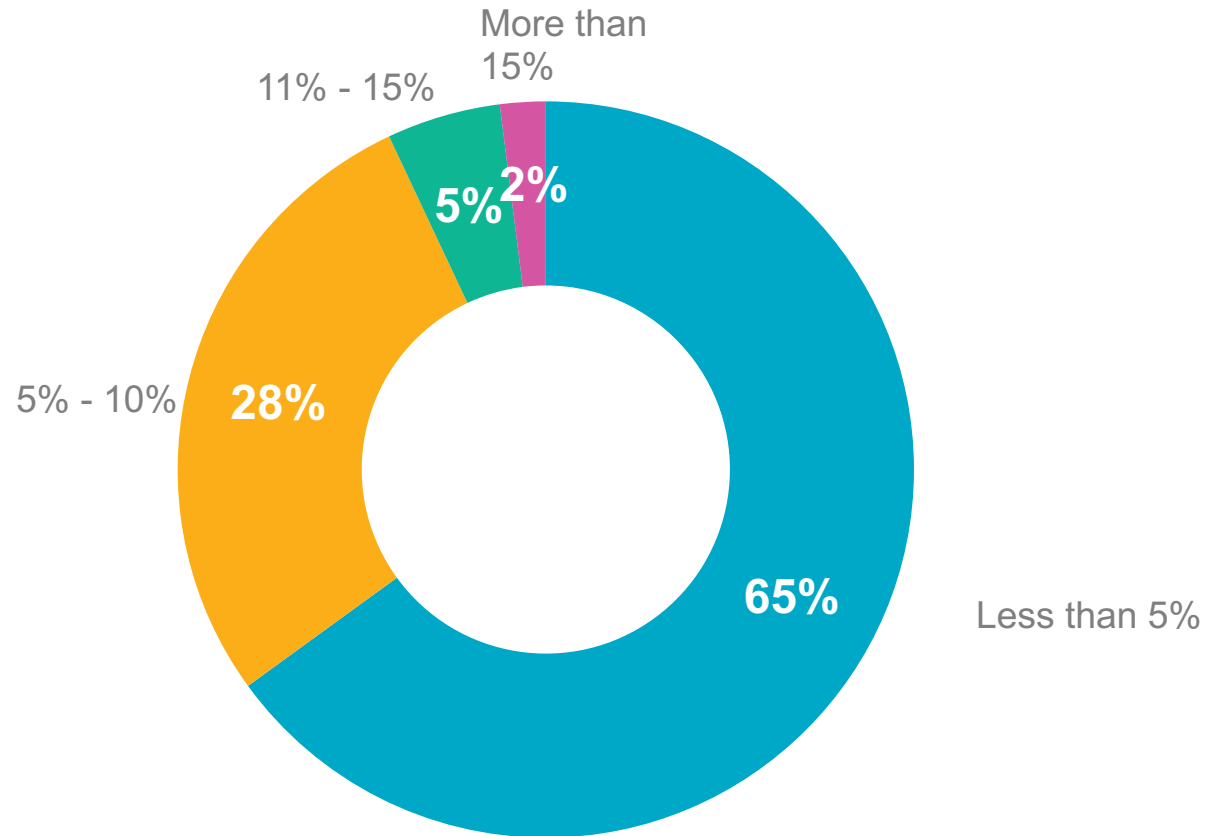
# CREDENTIALS OF CLINIC STAFF, CONTINUED

## Percentage of respondents



# “NO-SHOW” RATE FOR CLINIC

Percent of respondents reporting rate



# ELIGIBLE POPULATION FOR GENERAL MEDICAL SERVICES (IN ADDITION TO EMPLOYEES WORKING AT THE SITE)

Based on respondents that have a general medical clinic

Employees from other locations

67%

Covered dependent adults

63%

Covered dependent children

54%

Employees who waived medical coverage

49%

COBRA participants

47%

Retirees

27%

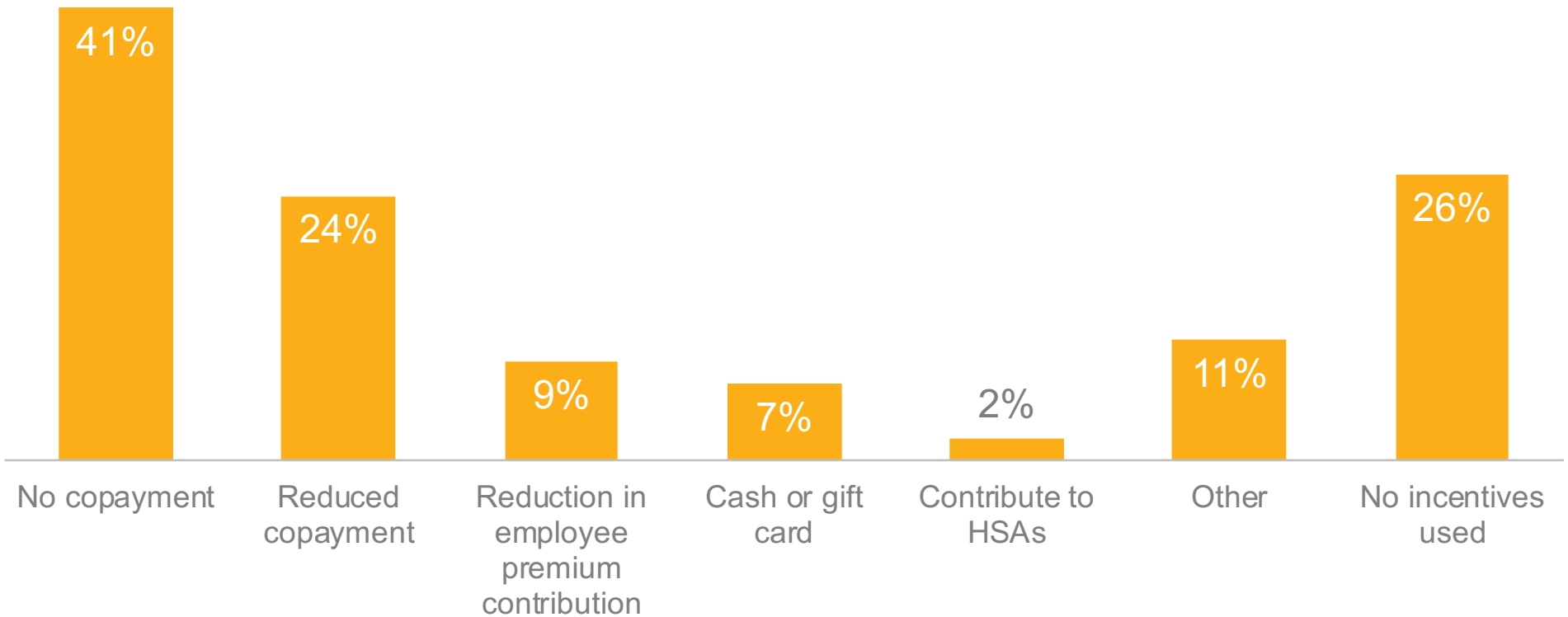
## UTILIZATION RATES

Percent of eligible employees/dependents using the clinic during the year at least once

	AVERAGE	MEDIAN
<b>Employees</b>		
2017	51%	50%
2016	48%	50%
2015	46%	48%
<b>Dependents</b>		
2017	29%	22%
2016	28%	24%
2015	27%	20%

# INCENTIVES USED TO ENCOURAGE EMPLOYEES TO VISIT THE CLINIC FOR NON-OCCUPATIONAL CARE

Based on respondents that have a general medical clinic



## SERVICES OFFERED

Based on respondents that have a general medical clinic

Physical  
Therapy **34%**

Health  
Advocacy **23%**

Financial  
Counseling **1%**

Comprehensive  
Pharmacy **13%**

Mini-Dispensary  
Rx **30%**

Vision **8%**

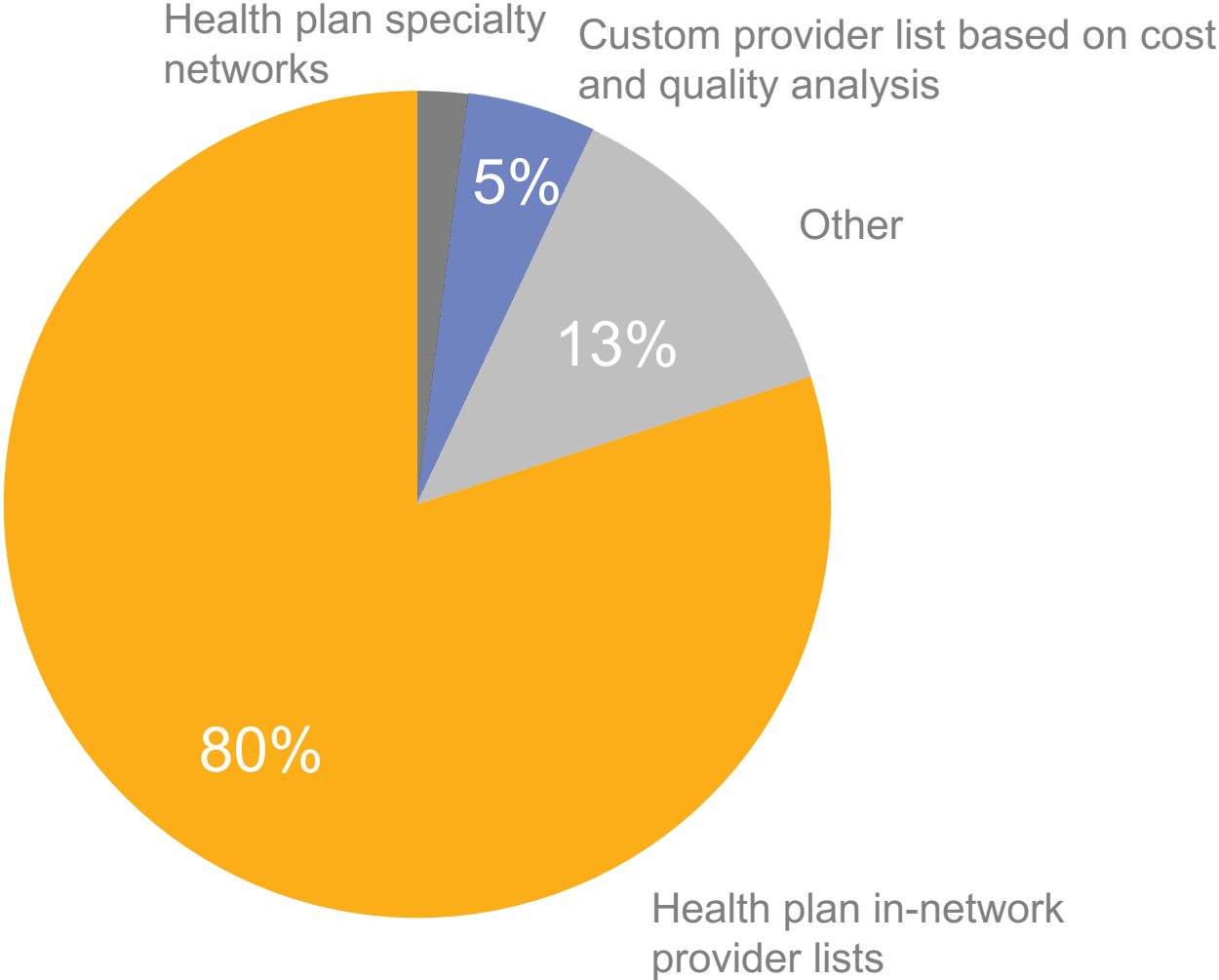
BH/EAP  
Counseling **34%**

Dental **6%**



# CLINIC REFERRALS

Based on respondents that have a general medical clinic





**MERCER**

**MAKE TOMORROW, TODAY**