



Consulting

Case study



On-site clinic planning

Our client wanted to maximize the effectiveness of its on-site clinic strategy and better integrate the clinics into its overall culture of health.

We recommended a strategic plan to streamline operations and improve care — and save the company \$7 million a year in health care costs.

A leading global manufacturer with nearly 70,000 employees worldwide was operating eight independently managed on-site clinics across the United States. While the clinics offered a similar range of services, clinical intervention strategies were different and costs were significant: the total cost for on-site clinic operations was \$38 million annually. The company was committed to investing in the infrastructure and operations of their on-site clinics to maximize their effectiveness in support of its overall culture of health. The company engaged our national clinical practice because of our experience and clinical expertise with both on-site clinics and healthcare strategies for large employers.

An insightful solution

After confirming the data and resources that were available, we got to work. To best assess overall performance, quality of care, and impact on health and financial outcomes, we performed a comprehensive data analysis and on-site assessment of each clinic to:

- Confirm whether clinic services and operations were appropriate and performing as they should be
- Determine if the clinics were providing quality care to the populations they served
- Review policies and procedures, clinical guidelines, staffing qualifications and training, reporting, outcomes, and estimated ROI
- Identify weaknesses or enhancements to ensure the clinics were meeting the company's objectives
- Uncover integration opportunities with other wellbeing programs in support of the company's culture of health

Consulting



“Your team had the resources and diversity of expertise needed to get the job done. Nurses were used to evaluate the clinics and the delivery of care, the team was flexible and they managed to get the job done within an extremely short time period.”

– HR Benefits Sourcing Lead

Based on our findings, we developed a strategic plan for the company’s eight on-site clinics, including integration with its other health and wellbeing programs, and recommended that the company:

- Hire a full time Medical Director with occupational health experience and a wellbeing program manager to coordinate and oversee both the clinics and the corporate wellbeing programs
- Purchase and implement a standard electronic medical record system to standardize documentation and reporting capabilities across all clinics
- Outsource clinic staffing and management to local health care organizations to expand relationships with the community and provide qualified staffing that employees trusted
- Expand clinic eligibility to family members to assure adequate utilization and improve health and financial outcomes
- Coordinate data exchanges with the health plans and other wellbeing programs/vendors to better integrate programs and document results

Real-world results

We estimated these recommendations could save the company over \$7 million per year in health care costs. Not accounted for in our projected savings: the ancillary benefits of reduced absenteeism and improved productivity through greater convenience and access to care.

Let’s talk

For more information about this project, contact us at **1 866 355 6647** or **talktous@buck.com**.

www.buck.com

