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Examining the Benefits and Logistics of Provider Integration for On-Site and Near-Site Medical Centers

A Journey towards Optimizing Employee Care, Wellness and
Satisfaction

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FireKeepers Casino Hotel

FireKeepers Casino Hotel
Battle Creek, MI



FIREKEEPERS
CASINO • HOTEL
BATTLE CREEK

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FireKeepers Casino Hotel Property

- ❖ Casino Opened 2009
- ❖ 24/7, 365 Operation
- ❖ 1850 Team Members
- ❖ Third largest employer in Battle Creek, MI
- ❖ On-Site Corporate Health Clinic 2010
- ❖ Quality Inn Motorlodge acquired 2010
- ❖ FKCH Hotel Opened 2012
- ❖ Self Insured Program 2016
- ❖ Transitioned to On-Site Tribal Health Clinic 2016
- ❖ Convenience Store/Gas Station 2017
- ❖ Fire Hub Restaurant & Food Pantry 2017
- ❖ Pine Creek Reservation – off site



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NHBP Health @ FireKeepers Indian Health Services (IHS) On-Site Clinic

- ❖ Staff – Medical Director, Physician, Nurse Practitioner, Medical Assistant
- ❖ Urgent Care & Occupational Services





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Benefits of On-Site Clinic

- ❖ Convenient for Team Members
- ❖ Removes financial barriers
 - ❖ No \$20 co-pay for office visits with FKCH benefits
 - ❖ \$18k+ paid since 10/2017
- ❖ Knows Property Policies & Procedures
- ❖ Better utilization of Company benefits
- ❖ Reduces lost productivity and time away from property/job duties
- ❖ Inspires a culture of Wellness
- ❖ 340-B Program
 - ❖ Medicare-Like Rates (MLR)
 - ❖ Pharmacy Program with 21k+ qualifying prescriptions
 - ❖ Allows Tribal Members and Non-Tribal Employees discounted rates
 - ❖ YTD MLR savings \$290,677



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Challenges to On-Site Clinic

- ❖ Limited dedicated space, no room for expansion
- ❖ Privacy Issues due to location of Clinic
 - ❖ Team Members do not like being seen entering/leaving
- ❖ Limited hours
 - ❖ Mon-Friday, 7:30am-4:30pm
 - ❖ Not open weekends or holidays
 - ❖ No late hour availability
- ❖ Limited appointment availability



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NHBP Health Clinic Non-Occupational Services

- ❖ Wellness
 - ❖ Mammogram on site
 - ❖ Smoking Cessation
 - ❖ Reviewing Acupuncture as a benefit
- ❖ Manages refills; cholesterol, high blood pressure, diabetes
- ❖ Referrals to Specialist
- ❖ Pre-employment physicals & drug screenings
- ❖ Assists with post accident drug screenings



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NHBP Health Clinic Minor Medical Visits 2017

- ❖ Flu Vaccine/Pneumovax – 105
- ❖ Refills – 69
- ❖ Blood Draws – 16
- ❖ Wellness Screening – 45
- ❖ Smoking Cessation -13
- ❖ Follow Up's – 90
- ❖ Minor Illness – 426
- ❖ Non Work Injury – 34
- ❖ Physical Ailment - 152



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FKCH

Snapshot Savings

- ❖ Average Off-Site PCP visit \$100-\$150
- ❖ FKCH PCP visit \$60

- ❖ Minor illness visits 426
 - ❖ Off-Site cost \$42,600
 - ❖ FKCH cost \$25,560
 - ❖ Savings of \$17,040



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On-Site Occupational Services NHBP Health Clinic

- ❖ Work Related Injuries
 - ❖ Team Member is paid during follow up appointments
- ❖ BAT/Saliva Screenings
- ❖ Job Safety Analyses
- ❖ Access to Job Descriptions
- ❖ Light Duty Program
- ❖ Stretching Program
- ❖ NCM & Referrals
- ❖ 13 EMT's – Assist's Risk Mgmt.
- ❖ Safety Wellness Committee



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NHBP Health Clinic Occupational Health Visits 2017

- ❖ Pre-employment Saliva – 763
- ❖ Medical Review Officer – 25
- ❖ Post Accidents – 8
- ❖ Workers' Compensation – 37
- ❖ DOT Physicals – 1
- ❖ Hep B Vaccine/Titer - 134



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Cost Savings for Workers Compensation Program due to Immediate Treatment Plans & Loss History

- ❖ 2016, 27 Claims Total
 - ❖ 2 Lost Time
 - ❖ 25 Medical Only
 - ❖ 12/2016 earned back \$52,986 from Profit Sharing Program
- ❖ 2017, 17 Claims Total
 - ❖ 1 Lost Time
 - ❖ 16 Medical Only
 - ❖ 12/2017 earned back \$75k+ from Profit Sharing Program
- ❖ 2018, 10 Claims YTD
 - ❖ 0 Lost Time
 - ❖ 10 Medical Only
 - ❖ 7/2018 expected \$59k from Profit Sharing Program
- ❖ Projected Profit Sharing from 2016-2020
 - ❖ \$344,441k



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Off -Site Clinic Bronson Urgent Care

- ❖ Convenient, walk-in care
- ❖ Occupational injury
- ❖ Acute illness
- ❖ On-site laboratory & diagnostic services
- ❖ Dedicated FKCH Patient Admissions
Profile for P&P and billing requirements
- ❖ 11 min. drive



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Off-Site Clinic Borgess Health Park

- ❖ Primary Care Services for entire family
- ❖ Diagnostics
- ❖ Physical Therapy
- ❖ Breast Health
- ❖ 12 min. drive



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Off-Site Occupational Services Borgess Immediate Medical Care & Emergency

- ❖ After Hours & Holiday Work Related Injuries
- ❖ Dedicated FKCH Patient Admissions Profile for P&P and billing requirements
- ❖ BAT/UD Screenings
- ❖ Team Member referred back to NHBP @ FireKeepers for all follow ups
- ❖ 34 min. drive



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Challenges with Current Off-Site Clinics

- ❖ Higher service charges
- ❖ Lose control of treatment plans
- ❖ Confusion for Team Members
- ❖ Time & Travel



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Shared Clinics

- ❖ Develop partnerships with other local businesses
- ❖ Share the expense of start up and ongoing overhead costs
- ❖ Better ability to medically manage larger volume of patients
- ❖ Allows for greater access for employees
- ❖ Ability to offer comprehensive benefits
- ❖ Easier Provider recruitment
- ❖ Remain a competitive choice in community



FireKeepers Casino Hotel

- ❖ June 2018 FKCH meet with local business to discuss Shared Clinics concept
- ❖ Working with our Group Health Broker to develop an RFP



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Q & A

Thank You and Safe Travels