

# United Airlines Onsite Clinics

Implementing an onsite clinic that allows a company to ensure employee satisfaction, maintain competitive benefits and significantly reduce costs

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# Clinic Options

There are multiple types of clinic options that require a lot of introspect questioning:

- In-house clinic
  - Company location, company employees
- Off-site clinic (outsourced)
  - Contracted off-site clinics
  - Usually “fee for service”
- On-site / Near-site clinic(outsourced)
  - Contracted medical management group
  - Usually monthly/yearly flat fee

# United Airlines – Medical / Clinic Model History

In the last 15 years, we have had pretty much all of the “clinic” options:

- United Airlines (pre-merger)
  - **In-house** medical up until 2005
  - Move to **off-site clinics** (fee for service), 2005 - 2011
  
- Continental Airlines (pre-merger)
  - **On-site clinics** in Continental Hubs : Cleveland, Newark, Houston and Guam
  - Managed by outside medical provider
  
- United Airlines (post merger 2011)
  - **On-site clinics** in Chicago, Newark, Houston and Guam, managed by outside medical group
  - **Off-site clinics** - Nationwide contract

# Questions to ask yourself before setting up a clinic.....

- Where do you want to cut costs – Benefits or Workers' Comp?
- What type of services do you want to offer?
- Do you want it to be revenue generating or employee centered?
- What is your long term vision for the clinic?

# Where do you want to cut costs – Benefits or Workers' Compensation?

- Many companies secure financials for a clinic by justifying the reduced cost of company health benefits. When this justification is used, the clinics will fall under the HR department.
- At United, because of our labor intensive work force, our goal was to reduce workers' compensation costs. Workers' Compensation group falls under the Corporate Safety umbrella.

# What type of services do you want to offer?

Workers' Comp Savings



Health Benefit Savings



# Do you want it to be revenue generating or cost savings?

- When a clinic falls into the Health Benefits side, usually companies will have the employees still pay a co-pay for services. This co-pay then becomes a revenue generator.
  - Do you want to expand the clinic services to employee and eligibles?
  - Are clinic services just for the active employee?
- United's model is all services provided at the clinic are free of charge to all active employees.

# What is your long term vision for an onsite clinic?

- Develop an analysis model pulling in all the answers you've found from all the previous questions.
  - Where do you want to cut costs?
  - What types of services do you want to offer?
  - Do you want revenue generation or outside provider savings?
- What is your “End state desire”? Ours, at United, is:
  - We want to decrease our Workers' Compensation costs to outside providers
  - Services geared to treating / healing our injured workers and getting our sick employees healthy. We do not want to become our employees primary providers.
  - Getting our sick employees treated as quickly as possible while they are at work to reduce lost time due to offsite doctors visits.
  - Continuity of care across stations – we have such a “mobile” employee population



# Keys to a successful clinic launch

- Grand Opening “Open House”
  - Include day and evening hours
  - Invite employees
  - Invite community health care providers and physical therapy providers
  - Ribbon cutting ceremony, with “celebrities” and media
- Marketing Materials
  - Flyers/Posters EVERYWHERE!
  - Intranet communication
  - Give away items

# Ongoing Success of Clinic

The on-site clinic will only be as successful as you make it!

- Monthly Dashboards showing the value of the clinic
  - Reviewed with local management and Safety Teams
- Quarterly Reviews at a Corporate level reflecting clinic usage
- Summit meetings held – WC TPA, local mgmt from all divisions, safety team, clinic personnel
- Involving clinics in annual local events
  - Safety Fairs (Physical Therapy, Athletic Trainers)
  - Benefit Fairs (Biometric Testing, Flu Shots)
- Continually update Marketing Materials
  - Seasonality
  - “Crisis” of the day!

***Just do what is medically right for our employee!***

**Future ???**



A STAR ALLIANCE MEMBER 

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