

# Coordination of Efforts: On-site Medical Clinic & Pharmacy

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# Opportunities for Change



- Slow down trend (rising cost)
- Break cycle of cost shifting
- Engage members
- Increase accountability
- Increase transparency
- Increase value
  - Better healthcare outcomes
  - Mitigate patient safety risks

# Philosophy



Provide quality healthcare in a cost effective manner

Be the leader in offering innovative, cutting-edge benefits for our Employees, Retirees and Dependents to improve overall health and well-being through collaborative community partnerships

Price is what you pay.  
Value is what you get.  
-Warren Buffett

$$\text{VALUE} = \frac{\text{QUALITY}}{\text{COST}}$$

# Why On-Site Medical Clinic?



The On-Site Care model provides employer benefits that translate into real dollar savings:

- Improve health outcomes
- Reduce healthcare costs
- Increase productivity/reducing employee absenteeism
- Increase employee moral by ease of access to healthcare
- Quick & easy specialist referrals
- Access and referral to on-site health coaches
- Foster a Culture of Health

# Why On-Site Medical Clinic?



And when coupled with an on-site pharmacy:

- Prescriptions written on site, filled immediately
- Collaboration with on-site pharmacist
- Coordinated wellness programs & clinical initiatives

Members:

- Low cost/high quality service = High Value!
- Validated parking
- Voluntary
- Member convenience
- Trust and confidentiality

*Promotes  
Consumerism*

# In the beginning.....



2005:

- Developed partnership with local governmental employer for on-site medical & pharmacy services
  - Partner with UCCS for on-site medical clinic services
  - Partner with Maxor for on-site pharmacy/PBM services

2009:

- Built our own on-site medical & pharmacy facilities
- Partner with a different local governmental employer in 2010

# City Employee Medical Clinic



**Mon-Fri**

**7:30am – 4:30pm**

**Phone: 385-5841**

**Validate Parking**

**\$15 co-pay Office Visit**

**\$0 co-pay Wellness**

**\$15 co-pay – Lab**



*On-site  
phlebotomist*

*Kids:  
Acute Care – 3yrs+  
Wellness – 5yrs+*

*Same Day  
Appointments  
available!*

# CEMC Services Provided



Immunizations

School &  
Sports  
Physicals

Acute Illness  
Care

Wellness &  
Well Woman  
Exams

Wellness  
Coaching

Health  
Screens

Injections

Labs



# Utilization



## 2011-2015

- 23% increase in patient visits
- 43% increase in lab services
- 14% of visits are wellness related
- 7% of visits are chronic care related (DM, HTN, or elevated cholesterol)
- 14% of all scripts per month/top in volume

# How does an on-site clinic produce savings?



- No claims administration fees
- Encourage wellness and chronic disease management
- Higher use of generic medications
- Reduced time away from work
- Decrease in self-referrals and unnecessary referrals to specialists
- Low administrative overhead

# Why offer an On-Site Pharmacy?



- Cost savings to the City
- Cost savings to the Member
- Convenience
- Customer service – high satisfaction rate
- Coordinated wellness programs & clinical initiatives
- Benefits of a mail order program
- Inter-Office delivery available for select medications
- Worker's comp Rx fills
- Offer OTC medications & supplies

*Promotes  
Consumerism*

# City Employee Pharmacy



Mon-Fri  
8:30am – 5:30pm

Phone: 385-2261

Validate Parking

Interoffice & Home  
delivery

Mobile App for Refills &  
Text Alerts!



Diabetes and  
Cardiovascular disease  
management programs  
offered through  
pharmacy.

# Customer Satisfaction



- Average wait time = 5 minutes
- 99% of mail order filled in 24 hours
- 98% patient satisfaction rate
- 75% of Rx's filled in-house
- 84% generic utilization rate

# How does an on-site pharmacy produce savings?



- Drug manufacturer rebates - offset overhead
- Acquisition pricing rather than Average Wholesale Price
- Higher Mail Order Utilization – less dispense fees
- Better generic utilization and formulary compliance
- Coordinated wellness programs & clinical initiatives

Average of  
8% savings  
over  
traditional  
FFS models

15-20%  
savings over  
those  
without  
on-site  
pharmacy

# City Rx Savings



- \$9.1 Million in cumulative cost avoidance from 2011-2015 versus Rx trend.
- Average annual PMPM increase of 2.9% compared to average annual inflation of 5.6%.

# Diabetes Ten Cities Challenge and CardioRx Programs



- Patient Centered Care with on-site pharmacist- certified in Diabetic Education & Cardiovascular Disease Risk Management Program
  - Incentivized participation by waiving co-pays
  - Provides thorough diabetes education
  - Collaborative process of care with providers
  - Tracks participant's condition and compliance
  - Quarterly visits/A1c labs at no charge to participant
  - Medication Therapy Management
  - Participants identified at POS and quarterly reports of newly diagnosed patients through PBM.
  - Capture rate of 75%



# Diabetes Ten Cities Challenge and CardioRx Programs



## Impact:

- Participants learn how to properly manage their health condition
- Financial savings to employer
- Improved quality of life for members
- Increased productivity/reduced absenteeism
- Encourage members to take responsibility for their health
- Trust and confidence in relationship with pharmacist coach

# On-Site Medical & Pharmacy Clinics



Improved  
Clinical  
Outcomes

Decreased  
Medical  
Care Costs

Increased  
Patient  
Satisfaction

Good Health = Good Business  
Lower health care costs; more  
productive and healthy  
employees



Questions?