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NATIONAL ASSOCIATION OF WORKSITE HEALTH CENTERS

Guidebook on Measuring
the Performance of
Worksite Health and Wellness Centers

Only by constantly measuring and assessing detailed clinical and administrative data can an onsite center truly identify its strengths and weaknesses. However, surveys and discussions with employers who sponsor onsite centers indicate that benchmarking and determining the "ROI" of a worksite center is difficult, as every consultant, vendor and provider has its own metrics, methodology and definitions.

In many cases, metrics are collected in a fashion that leaves them open for additional review, in that the data sources are not as well defined, available or as credible as one would like.

To address this problem, the National Association of Worksite Health Center (www.nawhc.org), the **nation's only non**-profit organization for employer and other sponsors of worksite clinics, has developed the *"Guidebook for Measuring the Performance of Worksite Health & Wellness Centers."* The *Guidebook* is intended to enable employers to understand the value of measurement, how it fits into their type of center and services, to identify and incorporate recognized metrics in their RFPs, and to evaluate the performance of their centers and the vendors or providers who manage them.

Chapters in the *Guidebook* cover the following topics:
- Overview of NAWHC and the Performance Measurement Initiative
- Performance Objectives of Worksite Health Centers
- Types of Worksite Centers
- Key Definitions to Enable Accurate Measurement
- **Return on Investment (ROI) and the Move to Value of Investment "VOI"**
- Metrics Being Used for Key Measurement Categories
- Data: Where to Find it and How to Use it for Performance Measurement
- Types and Frequency of Reports on Performance
- Case Studies/Dashboard Measures of Worksite Health Center Performance
- Accreditation and Certification

The *Guidebook* is free for NAWHC members and $125.00 for non-members. The purchase price can **be used toward's NAWHC membership.** Order it at www.nawhc.org.

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