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Worksite Clinics on Rise per New Employer Survey from National Association of Worksite Health Centers and Gallagher

CHICAGO – April 9, 2019 – Employers are increasingly using worksite health centers to support total organizational wellbeing and engagement. These are among the findings of a new survey conducted by the non-profit [National Association of Worksite Health Centers](#) (NAWHC) and [Benfield](#), a part of the Gallagher Human Resources & Compensation Consulting Practice. The study provides insights that support employers in leveraging an onsite clinic as part of an overall strategy that better meets the needs of a diverse and multigenerational workforce.

“This research shows the increasing interest of employers in an ‘employer-managed health care’ approach,” said Larry Boress, NAWHC Executive Director. “Employers of all industries find value in how a worksite clinic improves employee health and productivity, while reducing unnecessary care and costs.”

The [online survey](#) of primarily large employers was conducted in 2018. Of the 109 employers that participated, 80 indicated they offered a worksite clinic and 29 did not have a clinic. Almost 80% of the respondents have 5,000+ employees, with nearly 40% being manufacturers. Health care, retail, education and financial services firms were also represented.

“The results of this in-depth study provide employers with the ability to benchmark their worksite clinic operations and generate ideas for expanding clinic services and boosting engagement,” said Sarah Daley, Executive Research Director, Benfield, a part of Gallagher’s Human Resources & Compensation Consulting practice. “An emerging health care delivery channel, employers are using worksite health clinics to better manage individual and population health. The findings point to key considerations for ensuring clinic success such as effective employee communication, engaging high quality providers and measuring outcomes.”

Key findings:

- Adoption and growth of worksite clinics is expected to continue:
 - Among jumbo employers, 63% offer onsite; 16% offer near-site; 21% offer some combination to employees at multiple locations
 - Of employers with a worksite clinic, 51% plan to add an additional onsite or near-site clinic within two years, while 45% of those without a clinic plan to add one in two years
 - Just 12% of employers reported sharing an onsite clinic with other organizations, and 63% indicated they share a near-site clinic with others
- For many employers, offering a clinic closes a gap for the employees who don’t have a primary care provider, with 30% creating a medical home model

- Surprisingly, few employers (5%) were concerned about the liability issues or the potential of their clinic being counted toward the Cadillac tax, in their decisions about whether to offer a clinic
- Most (45%) use a clinic vendor to manage their clinic, while 29% run it internally and 26% use a community health provider such as a health system, hospital or medical group
- Employers with clinics uniformly allow all workers enrolled in their health plan to use their clinic, while over half allow spouses and dependents to have access to clinic services
- Telehealth, physical therapy, chronic disease management, and behavioral health are top growth areas for clinic services
- Over half of employers provide worksite pharmacy services
- A majority of employers are integrating their worksite clinic data with health plan data for identification of high-risk patients, care coordination and comprehensive outcomes measurement
- Most employers (95%) are satisfied with their clinic outcomes, yet only one quarter or fewer measure impact on absence, disability and productivity which are often major reasons for having the clinic

The full survey results can be found [here](#).

About Gallagher

Benfield a part of the Gallagher Human Resources & Compensation Consulting Practice is a leading national market research, strategy and communications consulting firm focused on helping healthcare stakeholders prosper by improving health and healthcare value. gallagherhrcc.com/about/benfield

About NAWHC

The National Association of Worksite Health Centers (NAWHC) is the nation's only non-profit, trade organization focused on assisting public and private employers, unions and other sponsors of worksite health programs in getting the greatest return from their onsite health centers, onsite pharmacies, worksite fitness and wellness centers. nawhc.org

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