

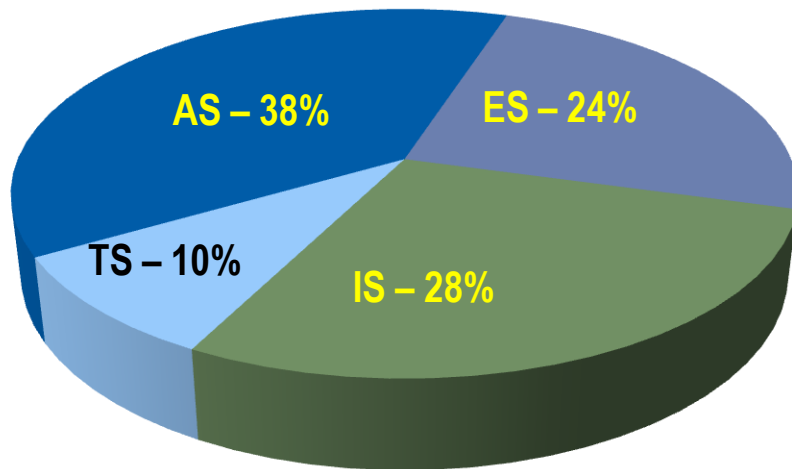
*THE VALUE OF PERFORMANCE.*  
***NORTHROP GRUMMAN***

# **On-Site Employee Health Clinics**

## **Northrop Grumman Electronic Systems Health Center**

Sue Brunson  
Manager, Medical & Health Services

A leading global security company providing innovative systems, products and solutions to government and commercial customers worldwide.



■ Aerospace Systems   ■ Electronic Systems   ■ Information Systems   ■ Technical Services

- \$25B sales in 2012
- 70,000 employees – 50 states – 25 countries
- 4 Operating Sectors
  - Aerospace Systems
  - Information Systems
  - Technical Services
  - Electronic Systems – 15,000 U.S. employees – 7500 at Baltimore complex

# Topic

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- Implementing an On-Site Employee Health Clinic that allows a company to ensure
  - Employee satisfaction
  - Maintain competitive benefits
  - Significantly reduce costs

# Critical Steps

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- Build Business Case
- Design Facility
- Mission/Vision statement
- Team Members
- Electronic Medical Records (EMR)
- Measure Progress
- Solicit Feedback
- Communicate, Communicate, Communicate
- Modify and Grow

- Leadership support – critical to process
- Define outcomes & benefits
- Determine scope of work and costs (i.e. construction, additional staffing, IT, supplies)
- Engagement surveys and focus groups
- Benchmark

- Use architectural design company experienced in industry-health-care design
- Considerations
  - Total population
  - Employee-visit frequency
  - Space usage & flow
  - Room layout – exam, lab, supply, storage
  - Proximity of practitioners to exam rooms
  - Continuity of current medical operations during construction



## Mission

- Offer high quality, accessible occupational and non-occupational health care services that:
  - Ensure healthy workplace behaviors
  - Promote physical/mental health and wellbeing
  - Exceed employee needs and expectations

## Vision

- Provide innovative health care services that exceed employee expectations and establish Northrop Grumman Corporation as a leader in the on-site employee health care industry.

# Team Members



- 2 Full-Time Nurse Practitioners
- 2 Part-Time Physicians (Management Physicals)
- 4 Nurses (FTE)
- 2 Professional Support Staff





# Electronic Medical Records

- Compare proposals from three (or more) companies
- Partner with IT & Security
- Clearly understand who is project lead & how tech support is provided (not the sales rep!)
- Evaluate system – “ready-to-use” or requires upfront design
- E-prescribing
- Check references
- Create “experts” on your team
- Computers required in all exam rooms or Wi-Fi
- On-site support for several weeks once EMR is “live”



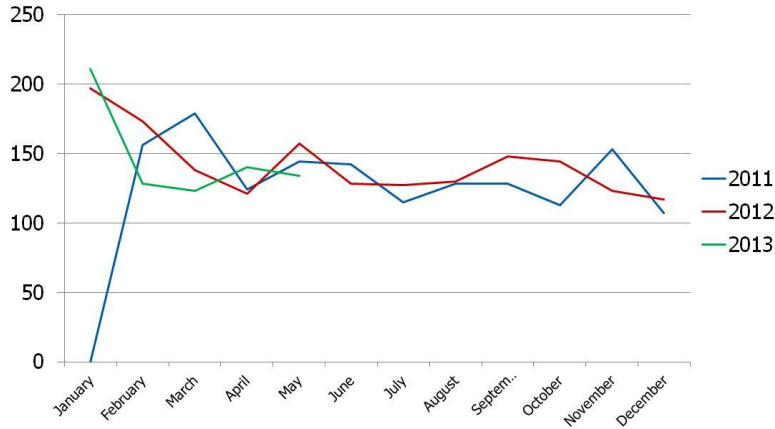
## Metrics

- # visits – occupational / non-occupational
- Average # daily visits
- Reason for visit
- Average employee time/visit
- Follow-up surveys sent to employee after visit

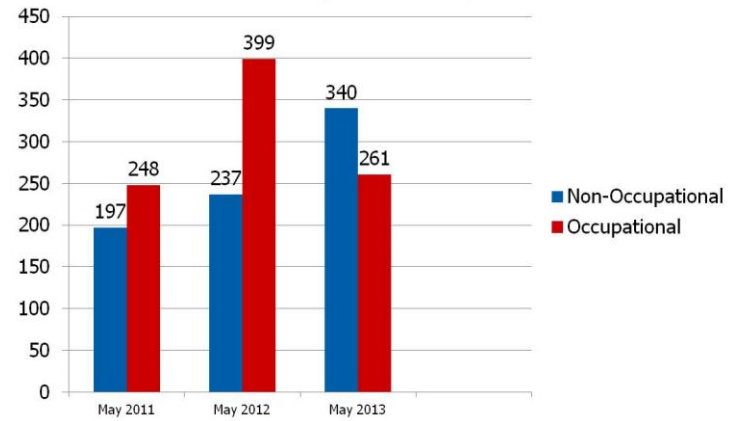
## Cost savings – 1/11 – 7/12 (19 months)

- Health-insurance claim reduction (office visits, lab draw fees) - ~\$170K
- Lost-work-time Savings - ~18K hours
- Health-care claim reduction – WIP

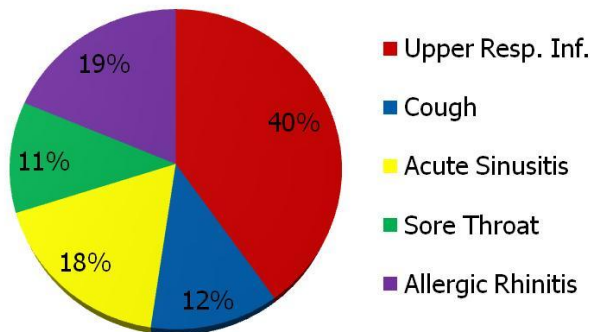
### Sick Visit Comparison 2011- Present



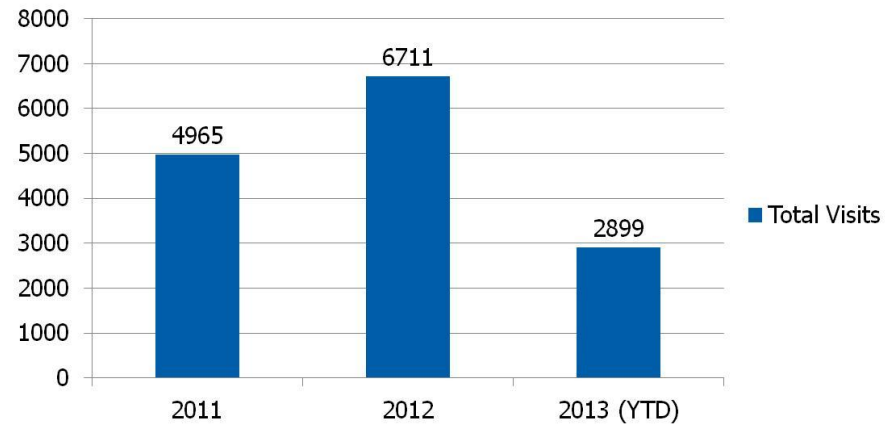
### 2011-2013 Comparison – Non-Occupational/Occupational



### Top Sick Visit Reasons - May

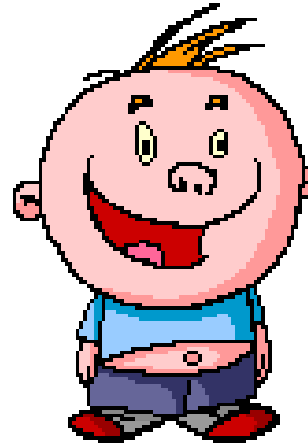


### 2011-2013 Total Visit Comparison



**1,614** Prescriptions Written & **941** Blood Draws since Opening in January 2011

"You guys are great.  
Thanks for  
everything."



" I am always  
pleased with the  
level of care and  
professionalism that  
I experience at the  
health center."

"Not feeling well and having to  
leave work to sit in a doctor's  
office is never pleasant. To have  
the ability to call first thing in the  
morning and be seen and  
diagnosed soon after was great.  
The nurse and nurse practitioner  
were excellent, professional and  
caring."

"This was my first experience  
using the services of the  
Health Center and am very  
impressed with the service  
and quality of care."

## **To Employees**

Newsletters, emails, TV screens, give-a-ways with logo (magnets, bags, etc.), brochures, presentations, tent cards in cafeteria, health fairs, open houses

## **Staff**

Huddles, annual celebrations, team member recognition, Wellness Happy Hours



- **Lab Work**

- Act as a draw station for employees with external physician orders
- Send directly to Quest/Labcorp
- Results go to ordering physician

- **Registered Dietitian**

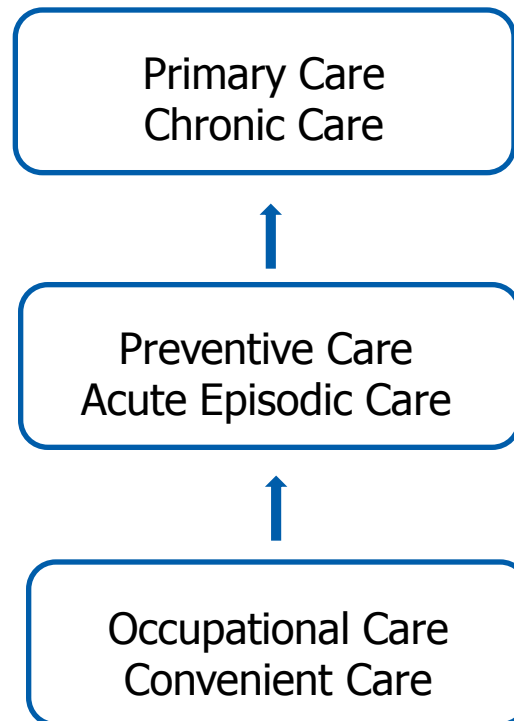
- Located in the Health Center
- Immediate referrals for chronic disease management (i.e. hypertension, diabetes, weight, etc.)

- **Physical Therapy**

- Located in Health Center
- Occupational – work related injuries
- Non-occupational with Rx
- Employees only (considering dependents)

# Future Goals – 2013 and Beyond

- Open Health Centers throughout ES
- Benchmark other Companies and move forward on the continuum of Workplace Health Services



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