

# City of Milwaukee Onsite Clinic Services Overview

August 29, 2018



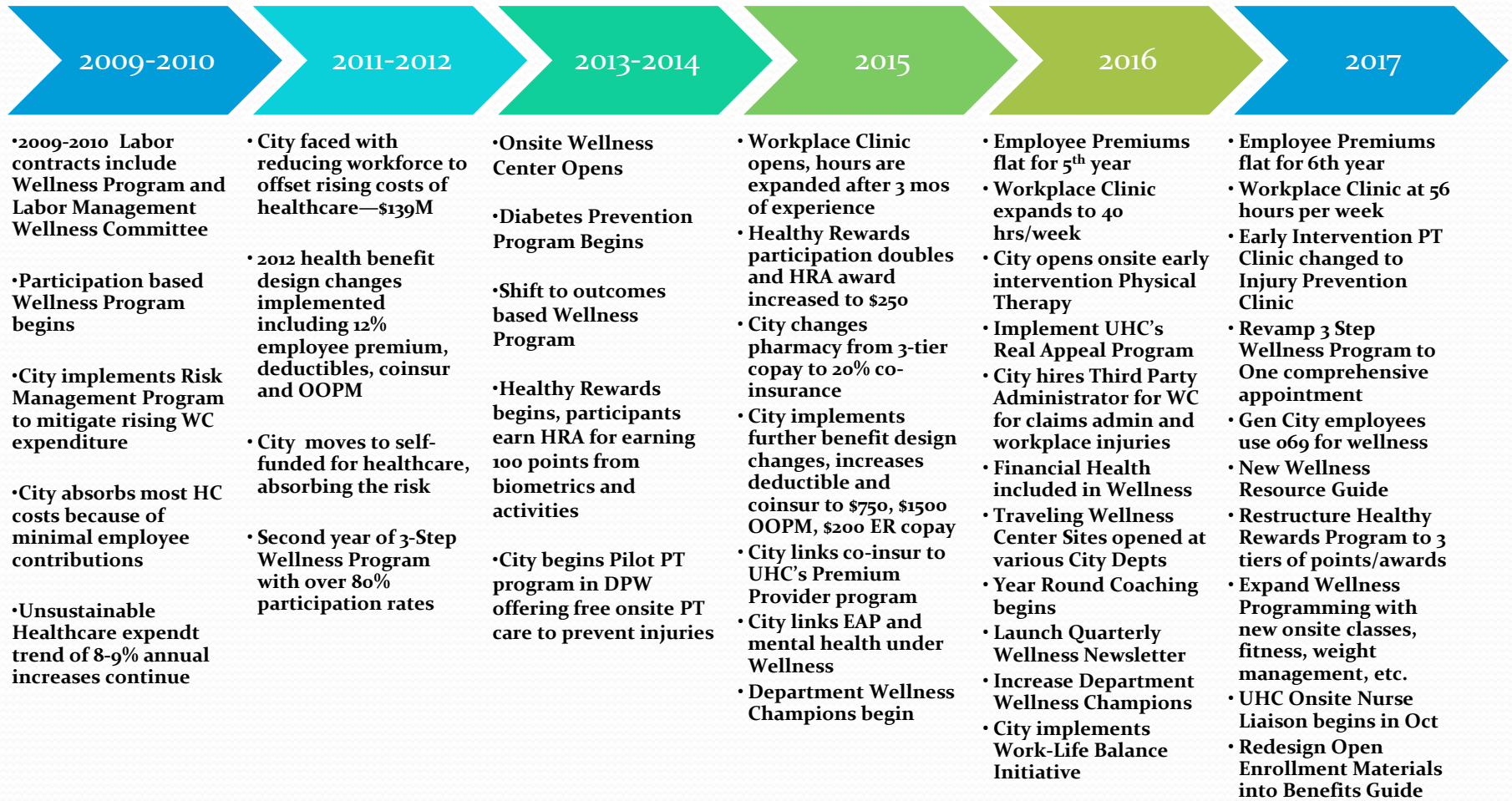
# City of Milwaukee Workforce Demographics

Main Job Categories (excludes temporary and less than half time)	Total	Male	Female
Total General City	3,905	2,420	1,485
Fire Protective Service	656	636	20
Police Protective Service	1,852	1,549	303
Total City Wide	6,413	4,605	1,808

General City and Sworn	Traditionalists 1922-1945	Baby Boomers 1946-1964	Generation X 1965-1980	Millennials 1981-2000
Current Age	73 - 96	54 - 72	38 - 53	18 - 37
% of Workforce	.2%	22%	48%	30%

- The City has approximately 6,400 active employees and 7,000 retirees
- 5,600 employees and 3,600 retirees are enrolled in the City's Healthcare Insurance
- Average Salary for general city employees is \$51,900 and the average age is 47
- Roughly 2,000 employees work at the City Hall Complex
- Remaining employees work at 100 offsite City locations
- Workforce includes Fire, Police & Large Public Works Department

# City of Milwaukee Health/Wellness/Safety Timeline



# City of Milwaukee

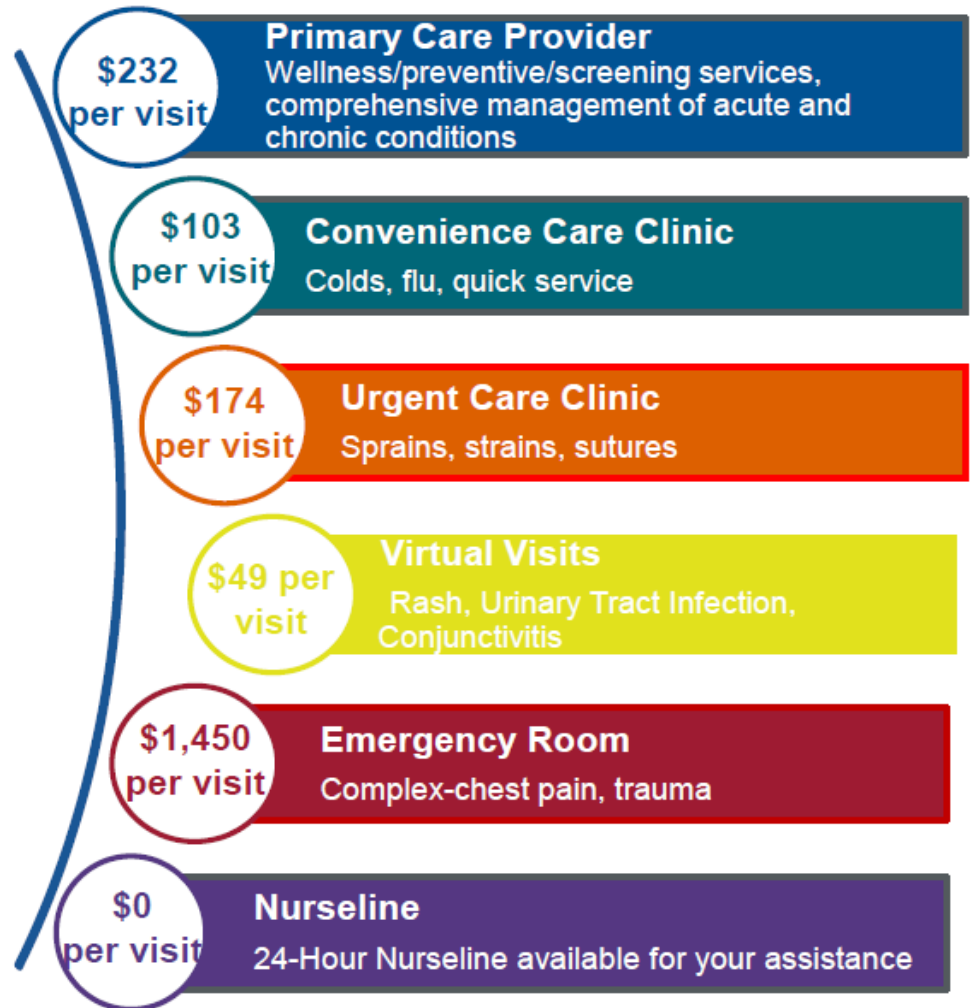
## Comprehensive Health and Wellness Services

- Health Appraisal (Labs, Biometrics, Education Session)
- Health Rewards Program (outcomes based)
- Wellness Center and Traveling Wellness Center Sites
- Workplace Clinic
- Injury Prevention Clinic
- FastCare Clinic Services
- Onsite Employee Assistance Program (EAP)
- UHC Onsite Nurse Liaison
- Diabetes Prevention Program
- Diabetes Management Program
- Journey to Healthier You Onsite Weight Management Program
- UHC Real Appeal Online Weight Management Program
- Onsite Group Fitness Classes
- Year Round Coaching (in person or telephonic)
- Year Round Access to Registered Dietitians
- Onsite Flu Shot Clinics
- Chronic Condition Management Program
- Seasonal Maintain Don't Gain Weight Management Programs
- Financial Wellness Coaching and Seminars
- Year Round Education and Lunch 'N Learn Sessions

# City of Milwaukee Onsite Clinics

- Workplace Clinic
  - Opened as pilot program January 2015
  - Provided through Froedtert Workforce Health
  - Staffed by Nurse Practitioner and Medical Assistant for 20 hours per week
  - Hours expanded periodically to meet demand; currently at 56 hours of appointments per week
  - Free to employees and spouses regardless of City health insurance coverage
  - Services include diagnosis/treatment of minor illnesses/injuries, some vaccinations, basic onsite lab tests, coordination of care of chronic disease conditions, and proactive outreach for prevention/early detection
- Injury Prevention Clinic
  - 2014 pilot program in Department of Public Works as part of City's Safety Program initiatives
  - Provided through Froedtert Workforce Health
  - Expanded City-wide in 2016 and located next to Workplace Clinic
  - Open 8 hours per week
  - Free to employees and spouses regardless of City health insurance coverage
  - Provides preventive measures and care to address strains, muscle and joint issues before they become more serious
    - Pain management education
    - Exercise instruction
    - Injury prevention tips
    - Recommendations for self management of symptoms
    - Education on body mechanics for performing tasks safely
- Onsite Clinic Cost Model
  - City pays hourly charge for clinic staff (Nurse Practitioner, Medical Assistant, Physical Therapist)
  - No employee copay
  - Less than \$400,000 annually (.3% of HC budget)
  - Additional charges for vaccinations, labwork, thera-bands, etc.
  - Average clinic visit cost: \$80-85

# What is the Cost of Care for City of Milwaukee Members



# Workplace Clinic Services and Programs

Scope	Benefit
Diagnosis and treatment of common illnesses and injuries such as urinary tract infection, upper respiratory infection, skin conditions/rash, sore throat, allergies, flu symptoms and minor sprains and strains	<ul style="list-style-type: none"> <li>• Convenience</li> <li>• Reduced time away from work</li> <li>• Early treatment or prevention</li> <li>• Frequent touch point with health care provider promotes compliance</li> <li>• No co-pay</li> <li>• Establish relationship with Nurse Practitioner for ongoing coaching</li> </ul>
Care management for chronic conditions such as diabetes, hypertension and asthma	<ul style="list-style-type: none"> <li>• Monitoring &amp; improved compliance with recommended care plan; coordination with primary physician/specialists</li> <li>• Ongoing support for behavior change</li> <li>• Periodic testing to support care plan (e.g. blood pressure, glucose checks)</li> </ul>
Basic lab testing (glucose, lipid panel, urinalysis, rapid tests for strep, mono)	<ul style="list-style-type: none"> <li>• Immediate results for common problems</li> <li>• Convenience</li> <li>• One-stop-shop</li> <li>• No additional cost</li> </ul>
Immunizations	<ul style="list-style-type: none"> <li>• Convenience</li> <li>• Compliance</li> </ul>
Issue Prescriptions	<ul style="list-style-type: none"> <li>• Prescribing capabilities to employees' preferred pharmacy for medications</li> <li>• Convenience</li> </ul>
First aid and triage (work related and non-work related) for minor injuries	<ul style="list-style-type: none"> <li>• Guide employees to appropriate care</li> <li>• Reduce time away from work</li> </ul>
Biometric testing (height, weight, body mass index, blood pressure, lab screening)	<ul style="list-style-type: none"> <li>• Ongoing monitoring of Wellness Health Appraisal (HA) risk factors and chronic conditions</li> <li>• Support and extension of wellness programs and initiatives</li> </ul>
Enhanced wellness programming and support (coordination with existing wellness efforts)	<ul style="list-style-type: none"> <li>• Prevention</li> <li>• Ongoing support for risk reduction and behavior modification</li> <li>• Lifestyle integration</li> </ul>

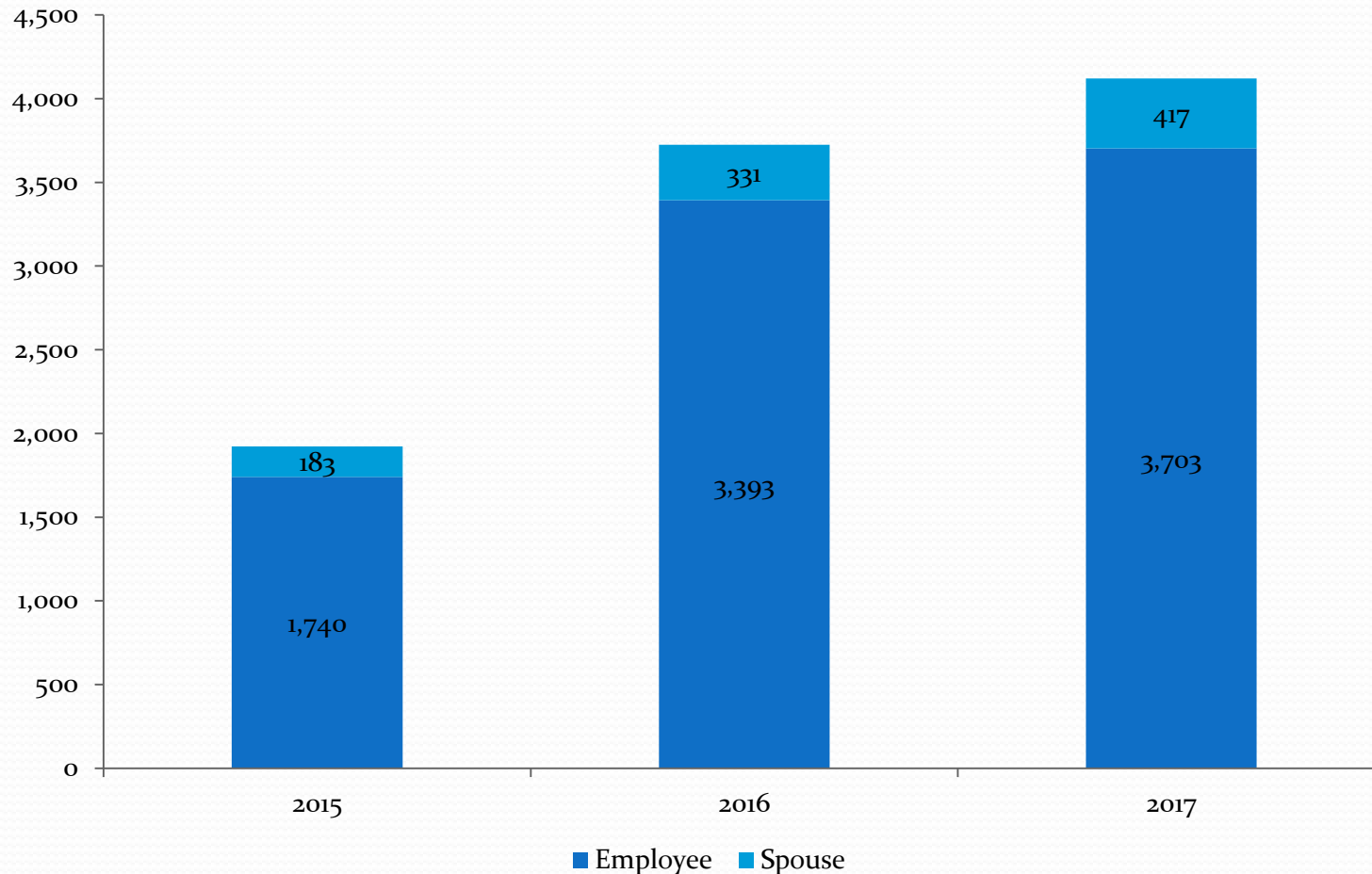
# City of Milwaukee Onsite Clinics

- Value of Clinics
  - Immediate and convenient access to high quality care
  - No cost to employee and spouse
  - Augment and support member's relationship with PCP
  - Coordination and communication with other City health and wellness services
  - Positive impact on attendance/productivity
  - Goodwill to employees and spouses
- Clinic Visit Stats
  - Over 4,100 visits in 2017
  - 78% of visits are from established patients (repeat visitors)
  - Utilization is split 50/50 from employees at City Hall Complex and offsite employees
  - Spouse utilization rate of 12%
- Top Reasons for Workplace Clinic Visits
  - Sinusitis, bronchitis, respiratory infection/cough, pharyngitis, UTI
- ROI approximately 4:1
  - Avoided Costs of \$1.5M (conservative estimate)
  - Improved trends for ER and Urgent Care utilization
  - Increased Preventive Care visits
  - Encourages smarter healthcare utilization by employees
- Wellness Programming and Onsite Clinics
  - Approximately \$5-6M Annual Savings
  - Positive trends for conditions like pre-diabetes, tobacco usage and blood pressure have long term impact
  - Employees are more engaged in programming (weight management, diabetes management/prevention, fitness classes, dept specific initiatives)
  - Population health risk score measured by WFH is improving compared to national trends in the opposite direction



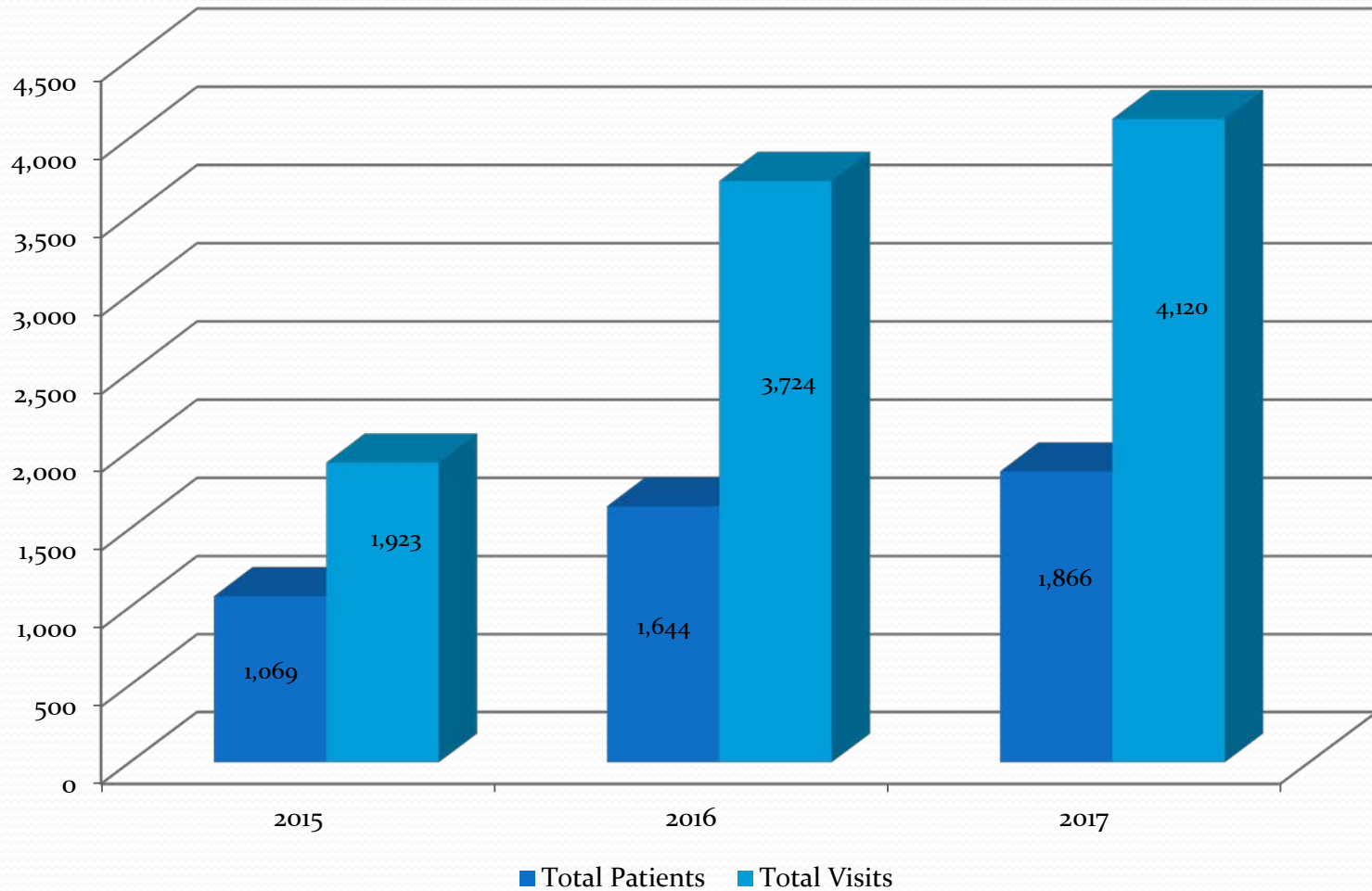
# Onsite Clinic Visits by Member

Onsite Clinic Visits



# Onsite Clinic Visits vs Patients

Onsite Clinic Visits vs Patients



# City of Milwaukee Onsite Clinics Success Factors

Many different factors aligned to consider onsite clinics and produce successful results

- Support of key stakeholders and decision makers
  - Mayor and Common Council received periodic updates on health and wellness initiatives and understood:
    - Ongoing fiscal impact City faced with healthcare budget
    - Financial burden of healthcare changes on employees, many with no salary increases for years
    - Clinic was a part-time pilot program with minimal investment
  - Joint Labor/Management Committee which oversees all health and wellness programming
    - Program by employees for employees
  - Network of department wide Wellness Champions
  - City network of internal and external Vendor Partners
    - EAP, Financial Wellness, UHC, Onsite Nurse Liaison, Workforce Health
- Existing health and wellness programs support and communicate clinic services
- Process of selecting clinic partner
  - City had existing contract with Froedtert Workforce Health (WFH) as Wellness Program provider
  - WFH is a valuable partner in City Health/Wellness efforts
  - Employees knew and trusted WFH
  - WFH was able to start clinic on a smaller scale to gauge employee's appetite for clinic
- Factors Considered for Clinic Launch
  - Understanding workplace population and wants/needs
  - Value to organization and employee
  - Timing of clinic in conjunction with healthcare changes and other wellness programming factors
  - Employee trust and input

# City of Milwaukee Workplace Clinic Expansion

- FastCare Clinics through Froedtert Workforce Health
  - Pilot Program for City employees, spouses and dependents (6+ years)
    - Available to members covered under City's health insurance
  - Walk-in clinics similar to the City's Workplace Clinic, NOT urgent care
    - Provide care for adults and children with no appointment necessary
  - Clinic Cost Model
    - Per visit cost of \$59 paid by the City
    - Additional fees for vaccinations and labwork
    - No employee copay, free for employees and dependents on City's health insurance
  - Allowed the City to expand clinic services immediately
  - Expanded Clinic Hours including Evening and Weekends
  - Treat the following conditions (age restrictions apply for selected services)
    - Allergies, Bladder infections (females 12 yrs and older), Cold and flu symptoms, Cold sores, Ear infections, Impetigo, Insect bites, Laryngitis, Minor burns, Mononucleosis, Musculoskeletal aches and strains, Nebulizer treatments (Albuterol), Pink eye, Poison ivy, Physicals (camp, school, sport), Rashes, Ringworm, Sinus infections, Sore throat, Sunburn, Swimmer's ear, Upper respiratory infections
    - Lab Services Available: Influenza, Mononucleosis test, Pregnancy test, Rapid strep, Urinalysis, TB
- Five FastCare Clinic Locations in Milwaukee area
  - McKinley Health Center (downtown), Greenfield Meijer, Waukesha Meijer, West Bend Meijer, Sussex Meijer
- Launched July 1, 2018
  - Averaging 100 visits per month

# Employee Monthly Healthcare Premiums Flat for 7 Years

		EPO CHOICE PLAN FOR ACTIVE EMPLOYEES													
		2012		2013		2014		2015		2016		2017		2018	
HEALTH PLAN TIERS		Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate	Total Monthly Premium	Employee Monthly Rate
	Single		\$624	\$75	\$537	\$64	\$622	\$75	\$622	\$75	\$617	\$74	\$617	\$74	\$617
Emp/Spouse		\$1,248	\$150	\$1,074	\$129	\$1,244	\$149	\$1,244	\$149	\$1,234	\$148	\$1,234	\$148	\$1,234	\$148
Emp/Children		\$935	\$112	\$805	\$97	\$933	\$112	\$933	\$112	\$926	\$111	\$926	\$111	\$926	\$111
Family		\$1,872	\$225	\$1,610	\$193	\$1,865	\$224	\$1,866	\$224	\$1,851	\$222	\$1,851	\$222	\$1,851	\$222

- The City's Costs compared to Large Employers with Similar Plans
  - Avg Monthly Premium for Large Employers (2017)
    - \$128 for single (73% Higher than City)/\$504 for family (150% Higher than City)
    - Employee Premium Avg contribution: 20% premium single and 32% for family
  - Avg Deductible for Large Employers (2017)
    - Single \$906 (21% higher than City \$750) and Family \$2,091 (40% higher than City \$1,500)
  - Since 2012, the City's total family premium cost has decreased 1% while nationally the cost increased 23%
  - The City's projected total healthcare cost per contract will be 12% lower than 2011

# Healthcare Expenditure Outlook

## Reversing the Trend: Over \$150M Avoided Costs

Health Care Expenditure Trend

