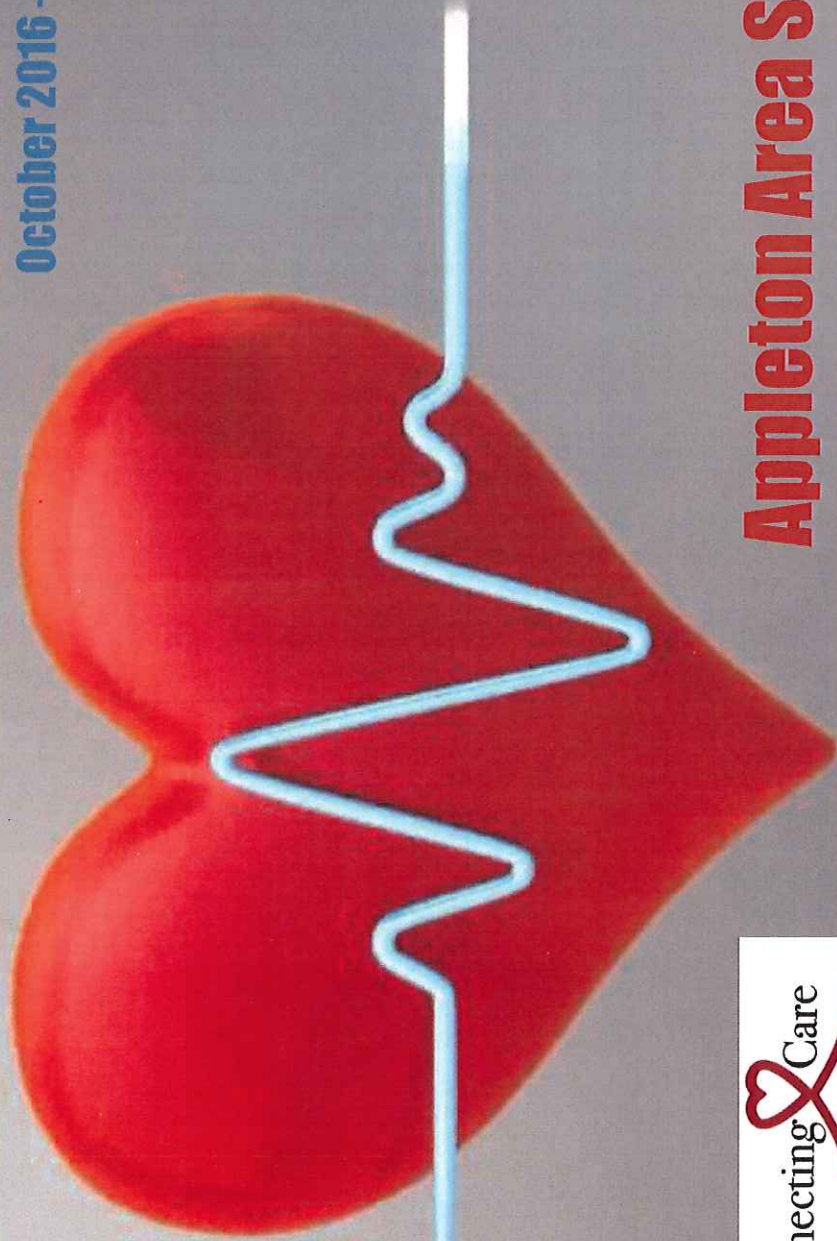


Initial Quarterly Report

October 2016 – December 2016



**Appleton Area School
District / City of Appleton**



Clinic Objectives

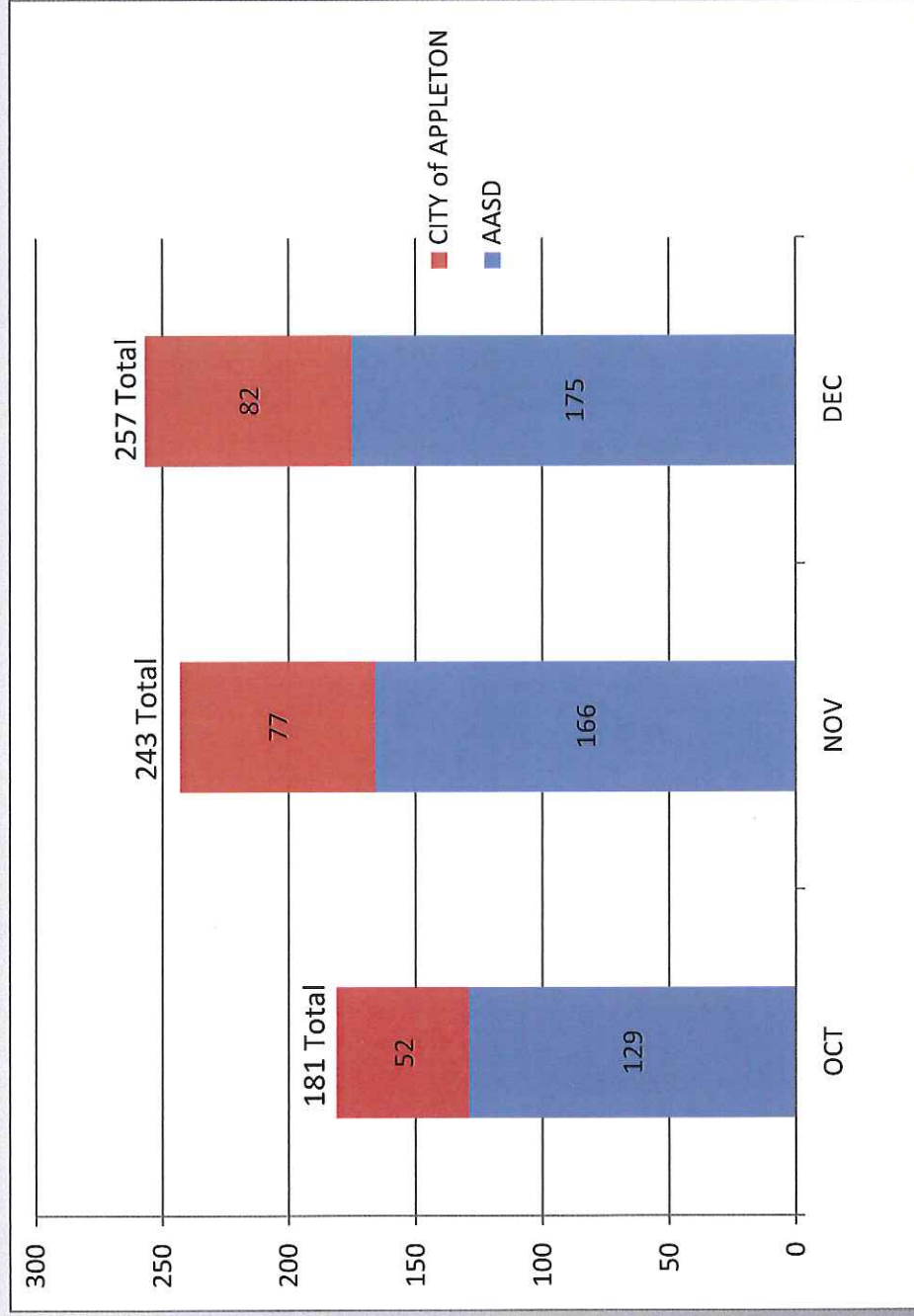
Short-Term

- 20% savings on utilized services vs. a traditional healthcare setting
- Fixed fees are less costly vs. fee for service in a traditional healthcare setting
- Nurture relationships that help navigate the healthcare delivery service
- Gateway to influence wellness participation
- Employee steerage to lower cost care

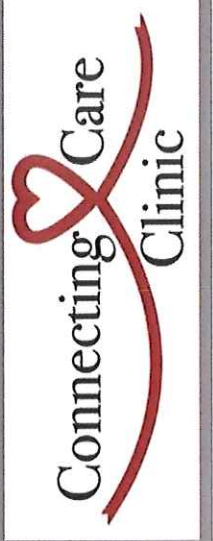
Long-Term

- Employee navigation through healthcare system
- Coaching reverses/avoids high-risk situations
- Focused counseling to lower costs associated with disease states
- Overall health improvement decreases future medical services
- Educated members become better healthcare consumers
- Increased productivity/decreased absenteeism
- Employee retention and attraction

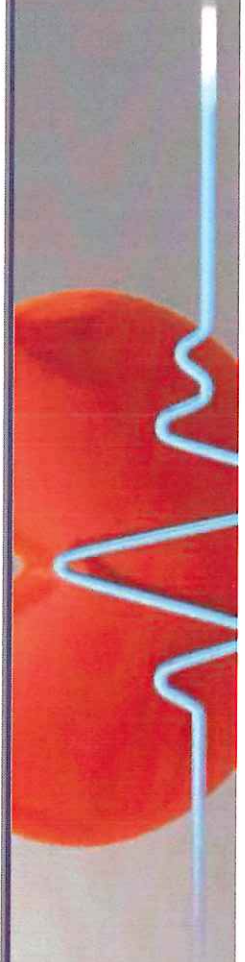
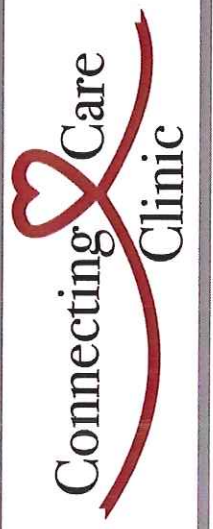
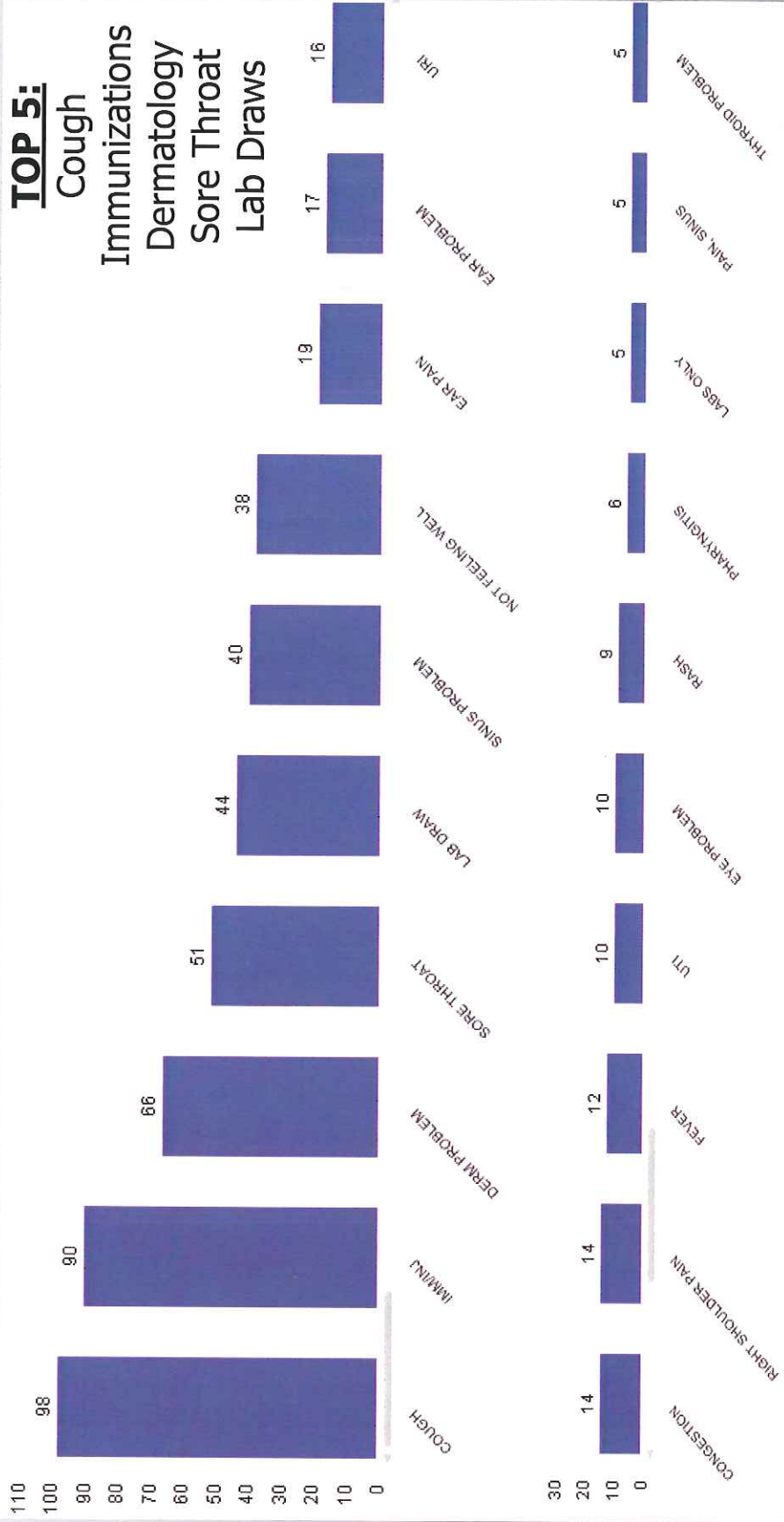
Utilization



Total Visits = 681
AASD = 470 (69%)
COA = 211 (31%)

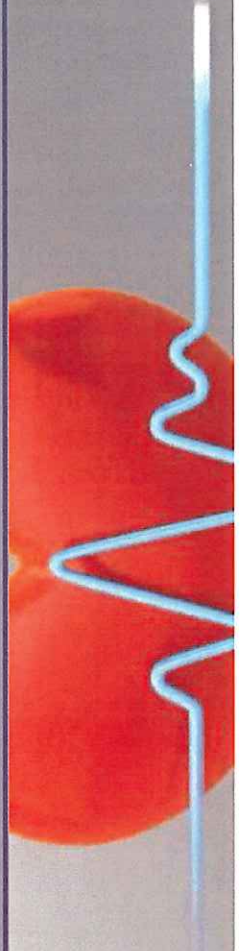


Types of Appointments

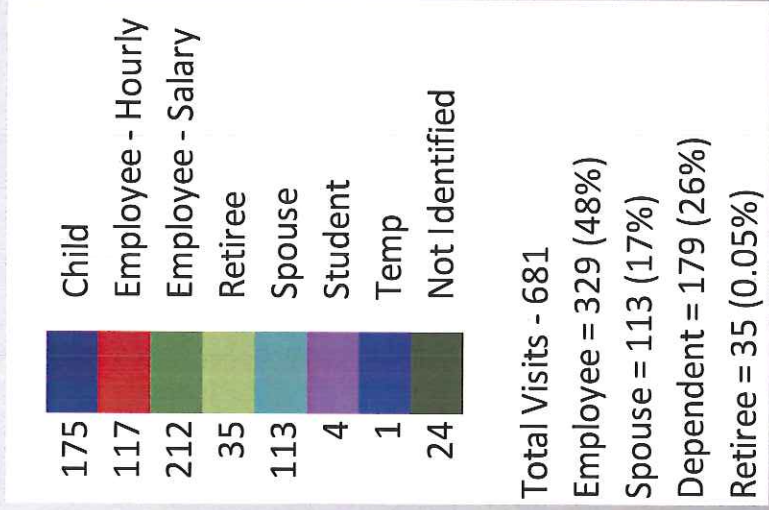
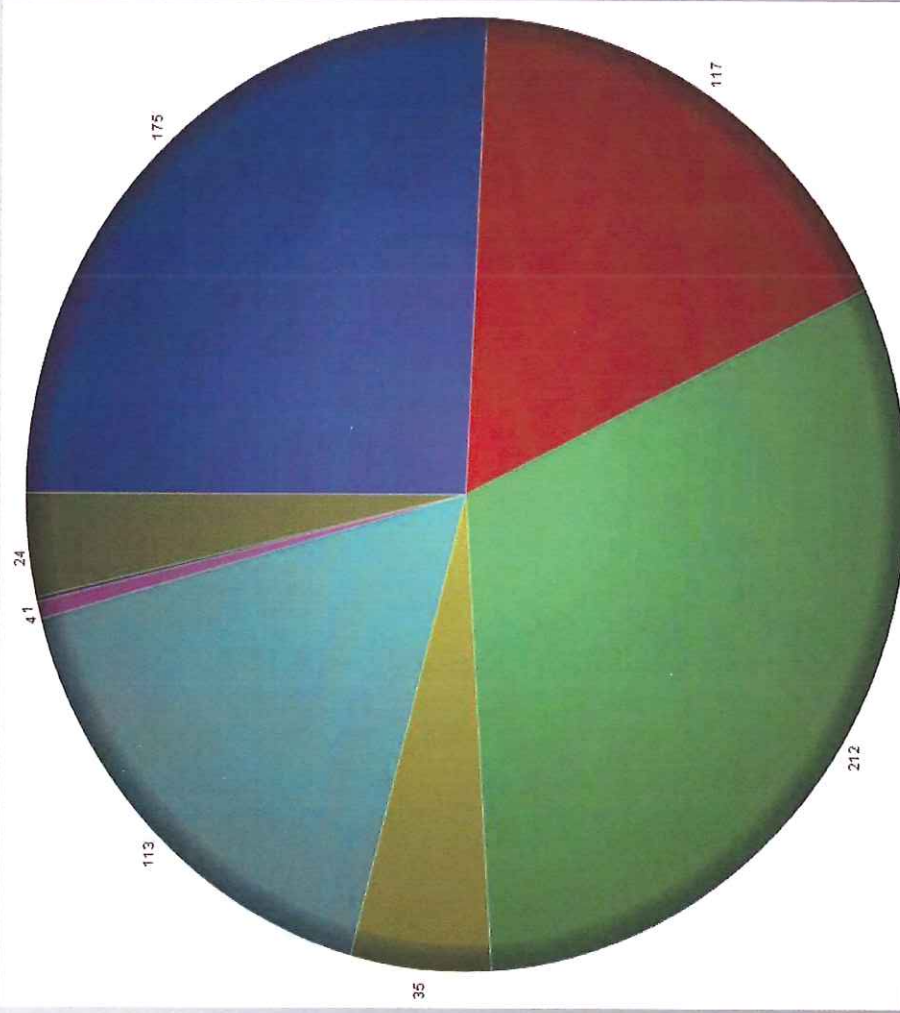


Top 10 Labs

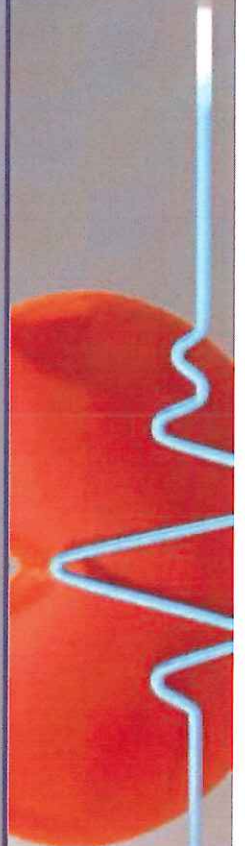
Lab Test	Number
BASIC METABOLIC PANEL [80048.C00]	28
THYROID STIMULATING HORMONE (TSH) [84443.C00]	26
COMPLETE BLOOD CT W/DIFF [85025.C00]	21
LIPID PANEL [80061.C00]	17
VITAMIN D 25 HYDROXY [82306.C00]	15
FERRITIN [82728.C00]	13
T3 FREE [84481.C00]	12
T4, FREE [84439.C00]	12
CULTURE, BACTERIA, AEROBIC [87070.C00]	10
HBA1C AND EST AV GLU,BLOOD [83036.C00]	10



Utilization by Patient Type



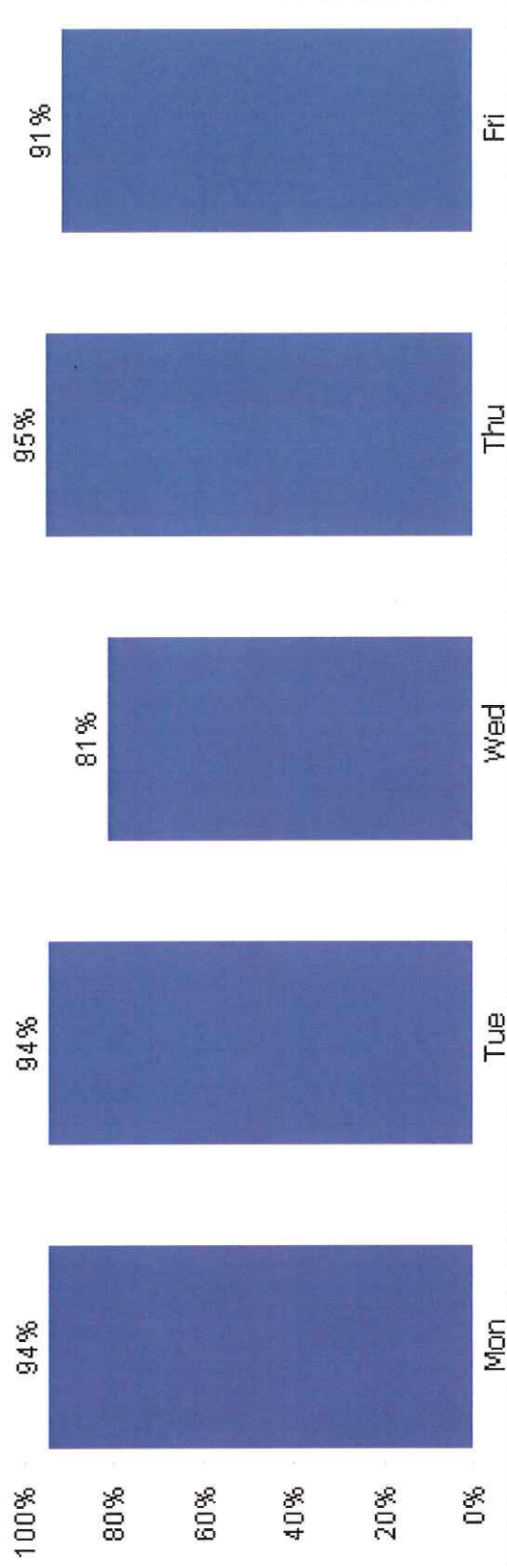
Total Visits - 681
Employee = 329 (48%)
Spouse = 113 (17%)
Dependent = 179 (26%)
Retiree = 35 (0.05%)



Access/Utilization – NP Oct-Dec

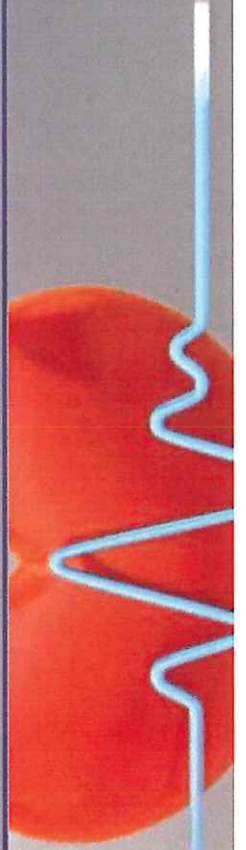


IF-AASD / CITY APPLETON % of Available Slots Filled

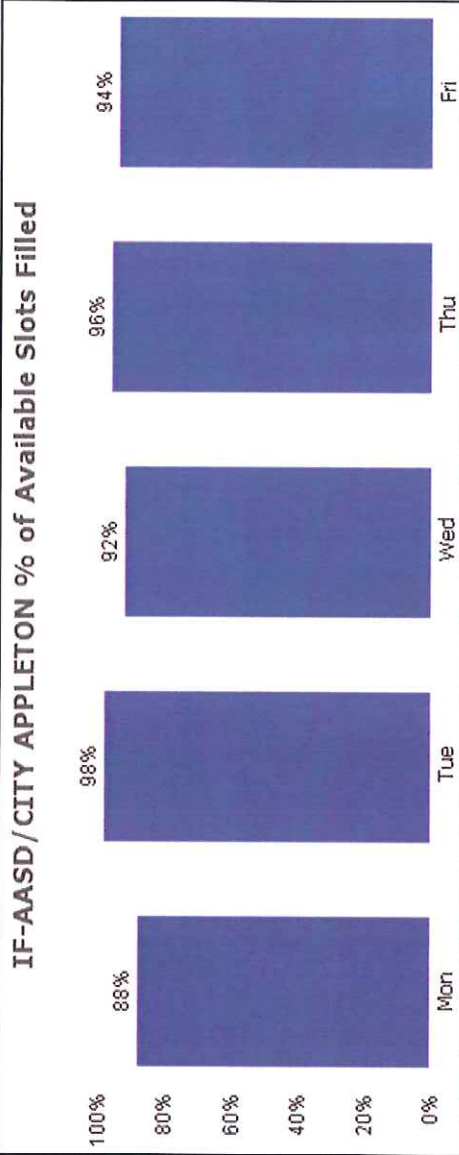


91% of all available appointments filled

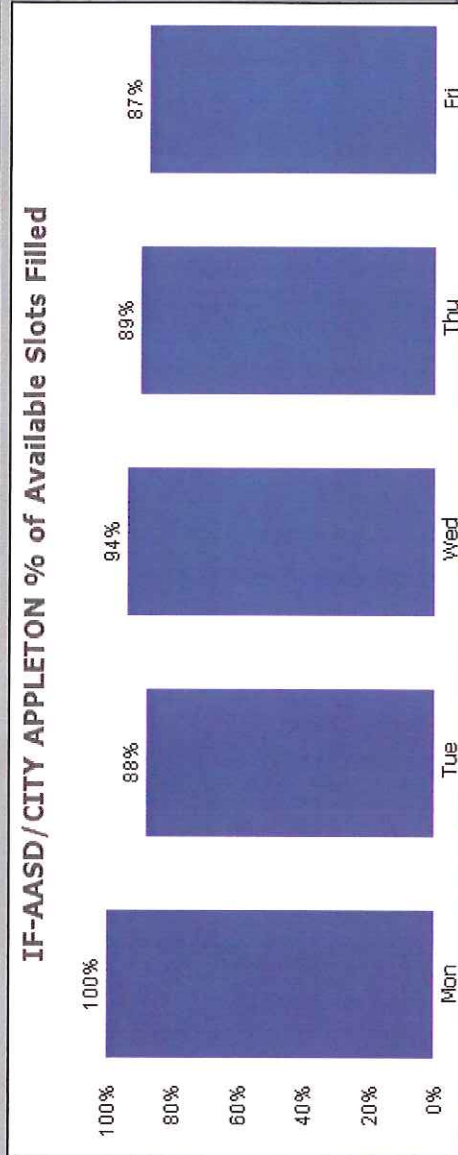
NOTE: As of 2/17/17, patients are waiting 2 days for first available appointment.



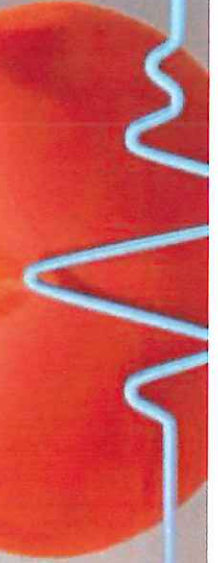
Access/Utilization – NP Oct-Dec



December
94% of available appointments filled



January 2017
92% of available appointments filled



Satisfaction - COA



- Based on 98 surveys, the following results were received...
 - Overall, I was satisfied with the clinic service received: **99%**
 - I would consider using the clinic again and I would recommend the clinic to others: **100%**
 - If the clinic was not here, would you have sought care for your health concern today? **Yes: 78%** **No: 22%**
 - What was the length of time between calling the clinic for an appointment and your scheduled appointment?
 - Same day: **40%**
 - Waited 1 to 3 days: **50%**
 - Waited greater than 3 days: **10%**
 - I was satisfied with the length of time it took to be seen at the clinic:
 - Strongly agree: **77%**
 - Agree: **17%**
 - Disagree: **6%**



Satisfaction - AASD

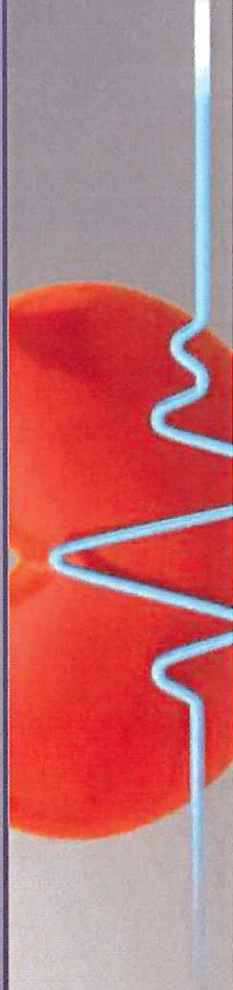
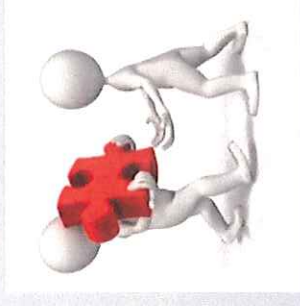


- Based on 233 surveys, the following results were received...
- Overall, I was satisfied with the clinic service received: **100%**
- I would consider using the clinic again and I would recommend the clinic to others: **100%**
- If the clinic was not here, would you have sought care for your health concern today? **Yes: 80%** **No: 20%**
- What was the length of time between calling the clinic for an appointment and your scheduled appointment?
 - Same day: **46%**
 - Waited 1 to 3 days: **48%**
 - Waited greater than 3 days: **6%**
- I was satisfied with the length of time it took to be seen at the clinic:
 - Strongly agree: **78%**
 - Agree: **19%**
 - Disagree: **3%**



Success Stories

- Tobacco cessation
- Identification of a potentially life threatening condition
- Newly diagnosed diabetic
- 100% patient satisfaction



Success Stories

- Call from an employee to Clinic Supervisor:

- *I am a patient at the Connecting Care Clinic and an employee of Appleton Area School District. I wanted to let you know what a phenomenal job your staff is doing. All three, Shellie, Mary and especially Jessica have gone above and beyond for me in the short time I have been using the clinic. Congratulations on choosing this staff – they are absolutely wonderful. Thank you for all you do.*

- Message from Nurse Practitioner:

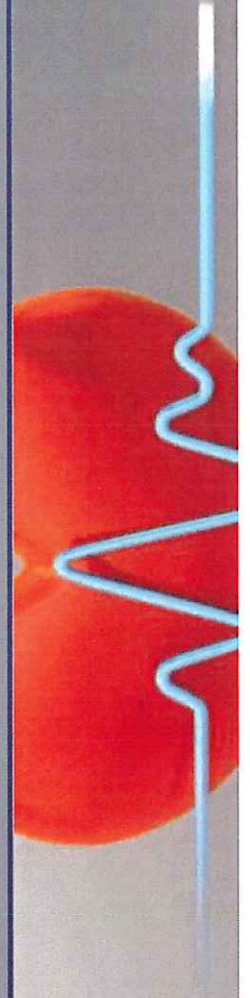
- *I have heard many times from patients: "I wouldn't have come unless the clinic was here for free or charge" or "I normally do not go to the Doctor, but I knew my employer has made this clinic available". In many of those circumstances, we have identified several underlying and potentially damaging diagnoses that otherwise would not have been found. At that point, early intervention of these health related conditions can be addresses and carried out in order to promote better health outcomes in the future, reducing need for emergent, invasive, or potentially deadly episodes without intervening.*





Return on Investment (ROI) - Labs

Total Number of Labs	Total Savings from list price	Total Savings based on insurance discount (~40%)
349	\$19,680.82	\$11,243.88
Total Number of Labs AASD	Total Savings from list price	Total Savings based on insurance discount (~40%)
241	\$12,710.66	\$7,208.69
Total Number of Labs City of Appleton	Total Savings from list price	Total Savings based on insurance discount (~40%)
108	\$6,970.16	\$4,035.19



Return on Investment (ROI) - COA

<u>Cost Savings on Healthcare</u>		Number	Total Potential Costs
Visits		211	\$40,220
Procedures		136	23,218
Grand Total		347	\$63,438

<u>Clinical Return on Investment</u>		
Cost Savings on Healthcare		\$63,438
Lab Savings		\$4,035
Less: Investment by Connecting Care Clinic		25,771
Net Savings		\$41,702

Savings to Investment Ratio
\$2.62 : \$1.00

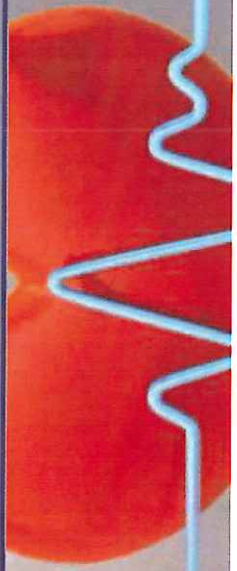
<u>Productivity Savings</u>		Work Related Visits	Non-Work Related Visits
Saved Productive Hours per Office Visit		2	2
Total Visits		0	211
Total Productive Hours Saved		0	422
Total Savings for Productive Hours		\$0	\$10,550

Savings to Investment Ratio Including Only Work-Related Productivity Savings
\$2.62 : \$1.00

Savings to Investment Ratio Including All Productivity Savings
\$3.03 : \$1.00

Savings to Investment Ratio Including All Savings
\$3.03 : \$1.00

Assumption: Average Hourly Wage + Benefits + Taxes = \$25



Return on Investment (ROI) - AASD

Cost Savings on Healthcare

	Number	Total Potential Costs
Visits	470	\$89,522
Procedures	301	23,218
Grand Total	771	\$112,740

Clinical Return on Investment

Cost Savings on Healthcare	\$112,740
Lab Savings	\$7,209
Less: Investment by Connecting Care Clinic	63,093
Net Savings	\$56,855

Savings to Investment Ratio
\$1.90 : \$1.00

Productivity Savings

	Work Related Visits	Non-Work Related Visits
Saved Productive Hours per Office Visit	2	2
Total Visits	0	470
Total Productive Hours Saved	0	940
Total Savings for Productive Hours	\$0	\$23,500

Assumption: Average Hourly Wage + Benefits + Taxes = \$25

Savings to Investment Ratio Including Only Work-Related Productivity Savings	\$1.90 : \$1.00
Savings to Investment Ratio Including All Productivity Savings	\$2.27 : \$1.00

Savings to Investment Ratio Including All Savings **\$2.27 : \$1.00**



Recognition

- * Clinic naming contest-City of Appleton Employee
- * Logo created by AASD students
- * Clinic art work created by AASD students



Current Clinic Staff

Location:

1818 N Meade St., Suite 120
Appleton, WI



Jessica Griswold
Nurse Practitioner
(NP)



Shellie Trettin
Registered Nurse
(RN)

Mondays - 5:30am to 5:00pm
Tuesdays - 8:00am to 6:00pm
Wednesdays - 7:00am to 4pm
Thursdays - 8:00am to 6:00pm
Fridays - 5:30am to 1:30pm



Mary Driessen
Medical Assistant
(MA)



Current Approved Staff

- Annual approved budget for staffing = \$549,640
- Hours initially approved for the clinic
 - 70 hours / week Nurse Practitioner
 - 62 hours / week Registered Nurse
 - 52 hours / week Medical Assistant
- Why did we start where we did?
- Uncertainty of how much the clinic would be utilized
- Allow time to adjust scheduling, clinic processes, etc.



Propose Clinic Expansion

Recommend reallocation of approved hours and expand clinic hours for greater access

- Why expand the clinic?
 - Provider schedules are at capacity
 - Patients are being turned away
- Annual cost for recommend reallocation = \$572,000
- Additional annual cost = \$22,360
 - AASD = \$15,876 (71%)
 - COA = \$6,484 (29%)
- Recommended changes to initial approved hours
 - 80 ~~70~~ hours / week Nurse Practitioner
 - 80 ~~52~~ hours / week Medical Assistant
 - 40 ~~62~~ hours / week Registered Nurse



Propose Clinic Expansion

Furnish and equip a 4th exam room and additional space for Medical Assistant

- Cost = \$12,000 - \$14,000



Future Development

Consider adding a full-time Health Coach

- Annual cost = \$114,400 (40 hours per week)
- Furniture and equipment estimate = \$5,000 - \$6,000
- Experienced professional trained in behavioral change, goal setting and corporate wellness
- Provides individual coaching including:
 - ✓ Setting short and long term goals
 - ✓ Addressing barriers to change
 - ✓ Documenting plans
 - ✓ Assessing readiness to change
 - ✓ Motivational interviewing techniques
 - ✓ Moves individuals through the change process



Future Development

Additional services provided by the Health Coach

- Group classes and programs for support and accountability
- Targeted outreach based on health risks and readiness to change
- Onsite support, education, resources and tools to help employees achieve lasting health improvement
- Tailored programming based on health risks, employee interests, and readiness to change
- Participation on company's wellness committee



Questions?



