



ThedaCare[®]

**City of Appleton
January 29, 2020**

Connecting Care Clinic

- Partnership between City of Appleton and Appleton Area School District.
- Initial 70 / 30 % split. Revised annually.
2019 68 / 32% split.
- Each entity pays for their own labs at the Clinic.

Value in Partnering

- Shared initial investment.
- Mitigate investment risk.
- Expanded hours of operations.
- Expanded services, Physical Therapy, Health Coaching, etc.

Savings

- Short-term
 - Fixed fees vs. fee for service
 - Health care navigation
 - Employee steerage to lower cost option
 - Gateway influence to wellness participation
- Long-term
 - Employee navigation through the healthcare system
 - Coaching reverses / avoids high-risk conditions
 - Overall health improvement decreases future care services
 - Educated members become better health care consumers
 - Increase productivity / decreased absenteeism

September 2016

Connecting Care Clinic opened 9/16/16.

Staffing initially was:

- 40 hours per week Nurse Practitioner (NP)
- 40 hours per week Registered Nurse (RN)
- 40 hours per week of Medical Assistant (MA)

602 provider visits



2017

Utilization trend and access information demonstrated a strong need to increase capacity, and in turn, ROI. Staffing change in May 2017. Increase of MA and NP by 40 hours:

80 hours per week Nurse Practitioner

40 hours per week Registered Nurse

80 hours per week of Medical Assistant

2725 provider (NP) visits

2018

Health insurance claims/Personal Health Assessment information identified strong opportunity to reduce additional health care costs by offering Physical Therapy (PT), 20 hours per week, and Health Coach (HC), 20 hours per week:

80 hours per week Nurse Practitioner

40 hours per week Registered Nurse

80 hours per week of Medical Assistant

20 hours of Health Coach September 2018

20 Hours of Physical Therapy September 2018

3583 provider visits

384 PT visits



2019

1/1/19 Increased Physical Therapy (PT), 20 hours per week, due to extremely strong demand.
10/1/19 Health Coach (HC), 20 hours per week, caseload increasing and opportunities to lead programs such as Diabetes Prevention Program (DPP) :

80 hours per week Nurse Practitioner

40 hours per week Registered Nurse

80 hours per week of Medical Assistant

40 hours of Health Coach

40 Hours of Physical Therapy

4116 provider visits (annualized)

1968 PT visits (annualized)

2019 ROI (annualized) \$625,974

2019 Connecting Care Clinic ROI

2019 ROI SUMMARY AASD/COA

Month	Contracted Expense	Office Visit Savings	Lab Savings	Procedure Savings	Total Savings	ROI
January	\$ 73,558	\$ 79,770	\$ 10,147	\$ 57,399	\$ 147,316	\$ 73,758
February	\$ 73,288	\$ 61,644	\$ 7,471	\$ 41,608	\$ 110,723	\$ 37,435
March	\$ 87,988	\$ 79,394	\$ 8,492	\$ 48,592	\$ 136,478	\$ 48,490
April	\$ 87,988	\$ 79,750	\$ 8,628	\$ 48,598	\$ 136,976	\$ 48,988
May	\$ 92,984	\$ 76,125	\$ 9,446	\$ 54,432	\$ 140,003	\$ 47,019
June	\$ 85,997	\$ 54,683	\$ 7,652	\$ 51,846	\$ 114,181	\$ 28,184
July	\$ 85,989	\$ 65,665	\$ 7,240	\$ 61,229	\$ 134,134	\$ 48,145
August	\$ 77,688	\$ 60,915	\$ 9,959	\$ 57,808	\$ 128,682	\$ 50,994
September	\$ 70,474	\$ 64,235	\$ 8,297	\$ 46,878	\$ 119,410	\$ 48,936
October	\$ 87,022	\$ 91,330	\$ 11,043	\$ 74,344	\$ 176,717	\$ 89,695
November	\$ 79,294	\$ 85,692	\$ 10,001	\$ 62,304	\$ 157,997	\$ 78,703
December	\$ 89,333	\$ 95,152	\$ 8,033	\$ 57,633	\$ 160,818	\$ 71,485
YTD	\$ 991,603	\$ 894,355	\$ 106,410	\$ 662,671	\$ 1,663,436	\$ 671,833

Patient Satisfaction – City of Appleton

Collected 40 surveys in 4th Qtr

- 100% were seen when they wanted to be seen.
- 100% were satisfied with the care received.
- On a scale from 1 to 10, with 10 being extremely likely, rated a 9.9 for likelihood to recommend services.

4th Qtr Patient Comments – COA

- Very prompt and efficient
- Friendly staff and I seen right away. This is my first time here and will use it again
- I was late for my appointment because I thought it was a different time, Jessica was able to still see me! I have seen a Dermatologist for years and spent hundreds of dollars going to see them, I learned more about my condition from Jessica in 15 minutes than I ever have from hours with my dermatologist. This clinic is so great, always keep it available to us!
- Great staff and they take great care!
- The staff are very friendly and helpful.
- Compassionate care. Thanks!

4th Qtr Patient Comments – COA

- First time to clinic such an amazing service! Staff so kind and the doctor Jessica was so sweet! I will definitely be back thank you for providing this service to us
- The clinic is wonderful. Staff is always welcoming. Appts are very easy to come by.
- There is no waiting, you are in and out quickly with issue resolved.
- Connecting Care Clinic has been an extremely valuable benefit provided to city of Appleton employees.

December 2019 proposed staffing changes

- RN visits have been steadily decreasing due to Lifestyle visits being absorbed by Health Coach. This, coupled with a need for additional Medical Assistant support, has prompted the following recommendation:
 - Decrease RN from 40 hours to 24 hours per week
 - Increase MA by 32 hours per week

Cost?

- Increasing MA by 32 hours, while reducing RN by 16 will result in a monthly increase of \$133.12.

What will be gained by doing so?

- More AM/PM support when the clinic is busiest.
- Increased lab draw capacity.
- Take over supply ordering- currently RN has been responsible for. We want the right people doing the right work to be as cost effective as possible.
- On the spot MyThedaCare sign up and proxy access.
- MA's can be trained to do audio testing - this does not have to be fulfilled by a RN.
- Provide support to all clinic staff by floating to where the need is (ie, lab draws, immunizations, scheduling any follow ups or procedures (mammograms, colonoscopies, etc).
- Provide more of a front desk presence to optimize patient satisfaction and flow of clinic
- Allows RN to work to the top of their licensure (teaching-DPP class, Streps, UTIs, etc).
- Potential to do DPP program onsite at schools.

