



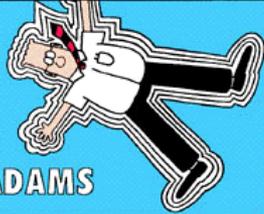
City of Charlotte

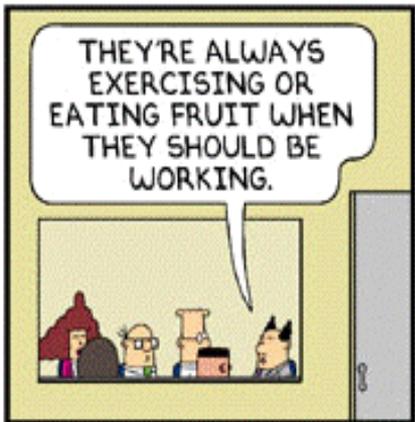
Wellness Incentive Program

MyClinic Initiative

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Wellness Administrator



 **DILBERT**[®] BY SCOTT ADAMS 



City Employees

- Local government
- Currently employ 7,000 employees
- 15,000 total plan members
- 125+ worksites
- 24/7



Our Workforce



- The City employs a diverse workforce

- Airport
- Water
- Police
- Fire
- Department of Transportation
- Transit
- Solid Waste Services
- Neighborhood and Business Services
- Administrative-Management and Financial Services, HR, Information and Technology, and Planning



Labor and Trades



Administrative and Professional



Background



- Self-insured
- Control cost and implement initiatives to improve employee health
- Wellness program launched in 2004
- 80% participation in wellness incentives
- Access to quality, affordable health care services
- In 2013, evaluated onsite health clinic options.
- Fast forward to 2016 and our initiative was launched.
- Partnered with OurHealth, out of Indianapolis, IN to launch initiative

MyClinic Initiative

- Available to all employees, spouses, dependents (ages 6+), and Non-Medicare retirees on the City's medical plan
- Five clinic locations
- Offers network of shared medical clinics strategically located throughout the City.
- Staffed by physicians and nurses
- Primary care/urgent care
- Medication dispensing
- Lab services
- Referrals to quality cost effective specialists
- **FREE!**



MyClinic Services Overview



Primary & Urgent Care

- Physician-led clinics
- Ages 16+
- Preventive care
- Care of colds/flu, sprained ankle, rashes, etc.
- Suture removal, wound care, minor injuries, etc.



Pediatric Primary & Urgent Care

- Ages 6-15
- Pediatric care by appointment to eliminate long waits
- Minor illness and injuries: cuts, bumps, bruises, sprains
- Sports and camp physicals



Wellness Services

- Annual physicals
- Tobacco cessation
- Diabetes management
- Health coaching



Medications

- 80+ common acute/maintenance medications



General Labs

- On-site general labs
- Hundreds of common blood and urine tests
- Outside lab orders allowed from other providers



Online Tools

- Online member portal for health tools/assessments
- Personalized dashboards
- Access to results
- Wellness information



MyClinic Locations





• **WELLNESS SERVICES**

- Health is a job skill
- Wellness services include biometric screenings, health coaching (in the clinic and in the City worksites), exercise consultation, nutrition counseling, life coaching
- 5 coaches, 1 life coach
- Tobacco cessation resources
- Employee Fitness Centers & Group Exercise classes
- Wellness incentive tracking and reporting
- Public safety exams and physicals (CMPD and Fire)

Why this model?

- Healthcare cost continue to rise – unmanaged health and chronic conditions are primary drivers.
- Charlotte area costs for primary care providers is 21% higher than the cost for the same services statewide
- 55% of members are not compliant with a routine physical
- 75% of members identified with diabetes are not compliant with at least one of the chronic care guidelines for diabetes
- 11% of members had an ER visit in the last 12 months
 - 42% of those visits were non-emergent and could have been treated by a PCP

Preventative Care Compliance

- Yearly Physicals – 53%
- Colorectal – 56%
- Mammogram – 75%
- PAP – 70%
- Cholesterol – 72%



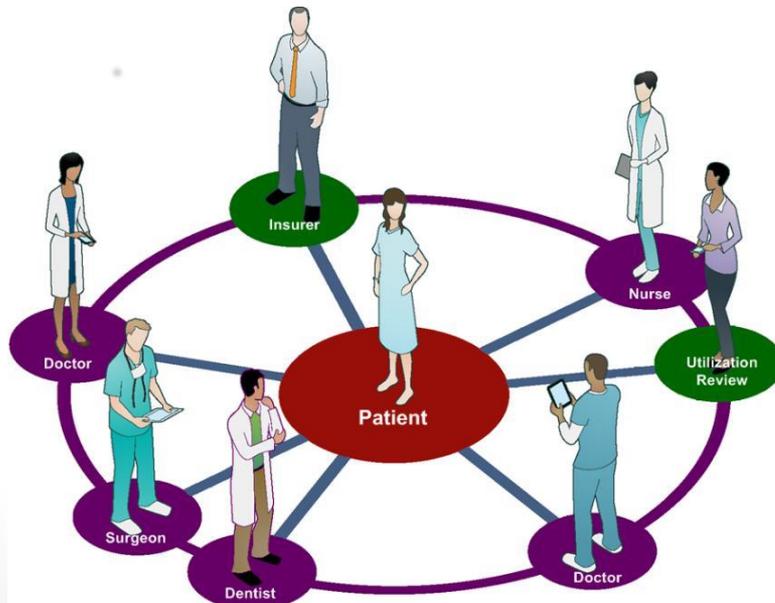
The reality of costs....

- Total medical cost in 2015: \$76,923,55 (up 7.1% from previous year)
- Top Chronic Conditions
 - Hyperlipidemia
 - Hypertension
 - Back pain
 - Diabetes



Our Goal

- Convenient access to quality healthcare for all employees, dependents and retirees
- Affordable healthcare
- A patient-centered experience
- Better manage out health care spend



Highlights

The MyClinics began opening January 4, 2016. By mid-March all five clinic locations were open. As of July 31, we've experienced the following utilization:

- 8,853 total visits
- 3,253 health coaching visits
- 5,030 provider visits
- 74% employee engagement (utilization of services)
- 46% total eligible member engagement (employee, dependent, retiree)





Employees are our greatest asset. I challenge you to create a wellness culture in your department that supports healthy, productive employees.

QUESTIONS?



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