Partnering With Employer-Site Primary Care Clinics – Eliminating Barriers For Partners, Providers, and Patients

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DBH CONFERENCE
“Mom’s Useless Project”
Selecting the integration partner:

1. The right partner
2. The innovative partner
3. The trusted partner
Collaboration Strategies:

1. Planning
2. Process
3. Decision Making
4. Implementation*
Making it count:

1. Clinical
2. Operational
3. Financial
“Mom’s Useless Project”
“MOM’S VERY USEFUL PROJECT”...
Who are the players in this partnership?
Aspire Indiana

- Non-profit comprehensive community mental health
- Boone, Madison, Marion, Hamilton Counties
- Behavioral health, substance abuse treatment, HIV care coordination, employment services and housing services, deaf services including group homes
Housekeeping Services
Deaf Services
HIV Services
Harvestland Farm
Vending Services
Recovery Glass
Indianapolis Colts
THE INDY 500
Basketball
THE INDIANA DUNES
EMPLOYER-SITE INTEGRATION
Partnering With Employer-Site Primary Care Clinics – Eliminating Barriers For Partners, Providers, and Patients
FQHC, FQHC, FQHC
HOSPITAL SYSTEMS
ACO CLINICS
SAMHSA Grants
PBHCI SAMHSA Grant

- Partnering with Community Health Network and The Jane Pauley Health Center
- Primary care into the mental health center
- 100 grantees nationwide
- Cohort #6 of the 4 year grant
SAMHSA PBHCI GRANT

Integrating primary care into behavioral health center
TIMING... PATIENCE PATIENTS
FQHC, FQHC, FQHC
HOSPITAL SYSTEMS
ACO CLINICS
SAMHSA Grants
The right partner
The innovative partner
The trusted partner
Reasons to have worksite clinics

- 82% of employers report having worksite clinics to reduce lost employee productivity
- 75% to control health care spending
- 47% to retain employees

http://www.healthcarefinancenews.com/news/more-large-employers-adding-site-health-clinics
HEALTHCARE COST
HEALTHCARE COST
RECENT STUDIES

- SENIOR MANAGEMENT SUPPORT
- A CHAMPION ON SITE
- PROGRAM AND ORGANIZATIONAL OBJECTIVES ALIGN
- DATA
- HEALTHY COMPANY CULTURE
Ozminkowski et al., 2006

The savings gained from participation in health promotion programs for Medicare beneficiaries

- On-site biometric screenings
- Wellness classes/instruction
- Telephone lifestyle management
- Nurse-support telephone lines
Problem Statement
High Utilizers - “ALL” have behavioral health needs
COLLABORATION

- Planning
- Process
- Decision Making
- Implementation
Cost/Savings

Every $ Invested = $1.7 returned
What to measure

- The number of reduced hospital emergency room visits
- Cost savings of reduced emergency room visits
- Percentage of people who get flu shots
- Number of employees using the worksite clinic
- Patient waiting times
- Patient satisfaction surveys
Novia Care Clinics

- Clinics across United States
- Approximately 60 clinic locations
- Servicing 98 different sponsoring employers

http://www.noviacareclinics.com/our-clinics.cfm
Novia Care Clinics

- Premier provider of health and wellness services
- Independent health and wellness organization
- No ownership ties to medical service providers
- Focuses operations on providing employers with services for the development and management of on-site medical care and wellness initiatives

http://www.noviacareclinics.com/assets/images/logo.png
Acquisition. . .
“QuadMed is fast becoming a model for companies desperate to control double-digit rises in healthcare costs”

The Wall Street Journal
• Nationally recognized innovator
  • Onsite primary care
  • Healthcare management solutions
  • 20 years prevention-focused
  • Leading edge information mgt.

• QuadMed used an “in-house” approach for QuadGraphics

• Operates clinics for other large employers
90 CLINICS
90 CLINICS
18 STATES
90 CLINICS
18 STATES
BROADER RANGE OF SERVICES
Patient services

- Primary Care
- Preventive Care
- Lab Tests
- Pharmaceuticals
- Access
- Health Coaching
- Behavioral Health Provider
- 24 hour line
- On-line scheduling and electronic health record
MAKING IT COUNT

- CLINICAL
- OPERATIONAL
- FINANCIAL
GROWTH

- By 2015 the number of employer-site clinics are predicted to grow to approximately 7000 from 2200 in 2009.
- This is a growth of 15%-20% per year.
- In 1960 only one or two vendors existed.
- In 2009 there were 24 vendors.

FULD & COMPANY White Paper, 2009
Clinic Examples

- Hillenbrand – Batesville, Indiana, 3600 square feet

- Toyota – San Antonio, $9 million, 20,000 square feet clinic – 22 exam rooms
  - 33% decline of referrals to specialty care
  - 25% reduction in ED visits and urgent care visits
    - Glabman, 2009
PARTNERSHIP

- Selecting the integration partner
- Collaboration Strategies
- Making it count
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