

# Travis County Employee Health Clinic

Working Session

September 14, 2017

Presented by Travis County HRMD

# Clinic Overview

The Employee Health clinics were established in 2005

## Mission Statement:

Healthy employees are more productive employees. The mission of the Travis County Employee Health Clinic is to **partner with health plan participants** and to **empower them through education, prevention, medical care and personal responsibility**, to make choices that lead to a **healthier lifestyle** that **reduces** the cost of **chronic illness** and **promotes workplace productivity**.

## **Mission (Contin.):**

**Provides** health plan participants with **chronic disease management, preventive health care,** and **fast track** same day/next day visits for **acute care visits**, while also giving **opportunities** for **health education** and **health screening**.

Provides the first visit for **Workers' Compensation patients** and works in concert with the **Travis County Wellness Program (C.A.R.E)** to **educate** and **promote** healthier lifestyles by **identifying, managing** and **reducing risk** and the associated costs of chronic disease.

# Clinic Overview

- Full service family practice clinic with health and wellness focus:
  - Diabetes management & prevention
  - Cholesterol screenings
  - Evaluation & management of Hypertension
  - Tobacco/alcohol cessation
  - Annual health screenings
  - Other health and wellness services
- Enrollees in any of the County's health plans that are over the age of 10.
- Visits are by appointment; walk-ins as available. Appointment times are 20 or 40 minutes in length.

# Clinic Staffing/Budget

Clinic Manager

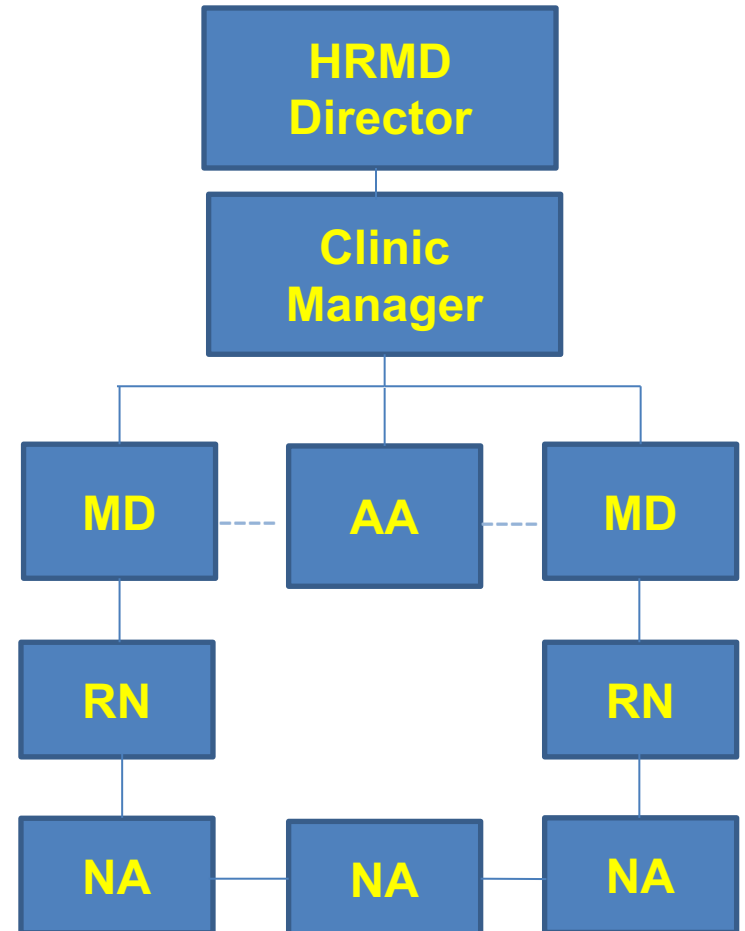
Two family practice physicians (MD)

Two Registered Nurses (RN)

Three Nurse Assistants (NA)

One Administrative Assistant (AA)

Operating Budget: \$1,125,544



# Clinic Locations & Hours of Operations

## **Main Clinic**

700 Lavaca St, Suite 980

Mon-Thu 7:30 AM – 5:30 PM

FRI 7:30 AM- 11:30 AM

## **Airport Blvd Clinic**

5501 Airport Blvd, Suite 201

Mon-Wed 7:30 AM – 5:30 PM

## **\*Del Valle Clinic**

3518 FM 973 South

THU 7:30 AM – 5:30 PM &

FRI 7:30 AM- 11:30 AM

*\*New initiative with Central Health*

# Clinic Services

Some other services provided include:

- Allergy Management
- Asthma
- Evaluation for heart disease & stroke risk
- Lab services
- Mental Health Services
- Weight Management
- Evaluation/Treatment of Depression

# Clinic Goals/Objectives

## 1. Reduce Costs to the Health Plan

- By identifying and treating disease & illness early.
- Maintain utilization & fee schedule based upon market values.

**Number of unique visits to the clinic: 3,165**

- Support Travis County Departments by providing Occupational Health services that are needed and/or required by State & Fed law such as HEP A/B, tetanus, HIV & tuberculosis testing, physicals & other health screenings. (i.e. Correctional Facility personnel, HHS Personnel, Clinic Personnel, Star Flight personnel)

\*70% of appoints are 40 min and 30% are 20 min appointments



# **Clinic Goals/Objectives**

## **1. Reduce Costs to the Health Plan (cont)**

- Provide treatment for acute and chronic illness/disease.
- Partner with other providers that provide care at reduced cost without co-pays (Dietician & Audiology).

# Clinic Goals/Objectives

## 2. Provide Education and Prevention

- Group & individual education. With focus on prevention, reducing risk and improving the health of employees.
  - ✓ Currently being done with every patient-based upon individual risk factors.
- Partner with Travis County CARE Program to address a wide range of wellness initiatives such as- healthy eating/nutrition, proper exercise, stress reduction/anxiety, diabetes education, and others.

# Clinic Goals/Objectives

## 3. Work place productivity

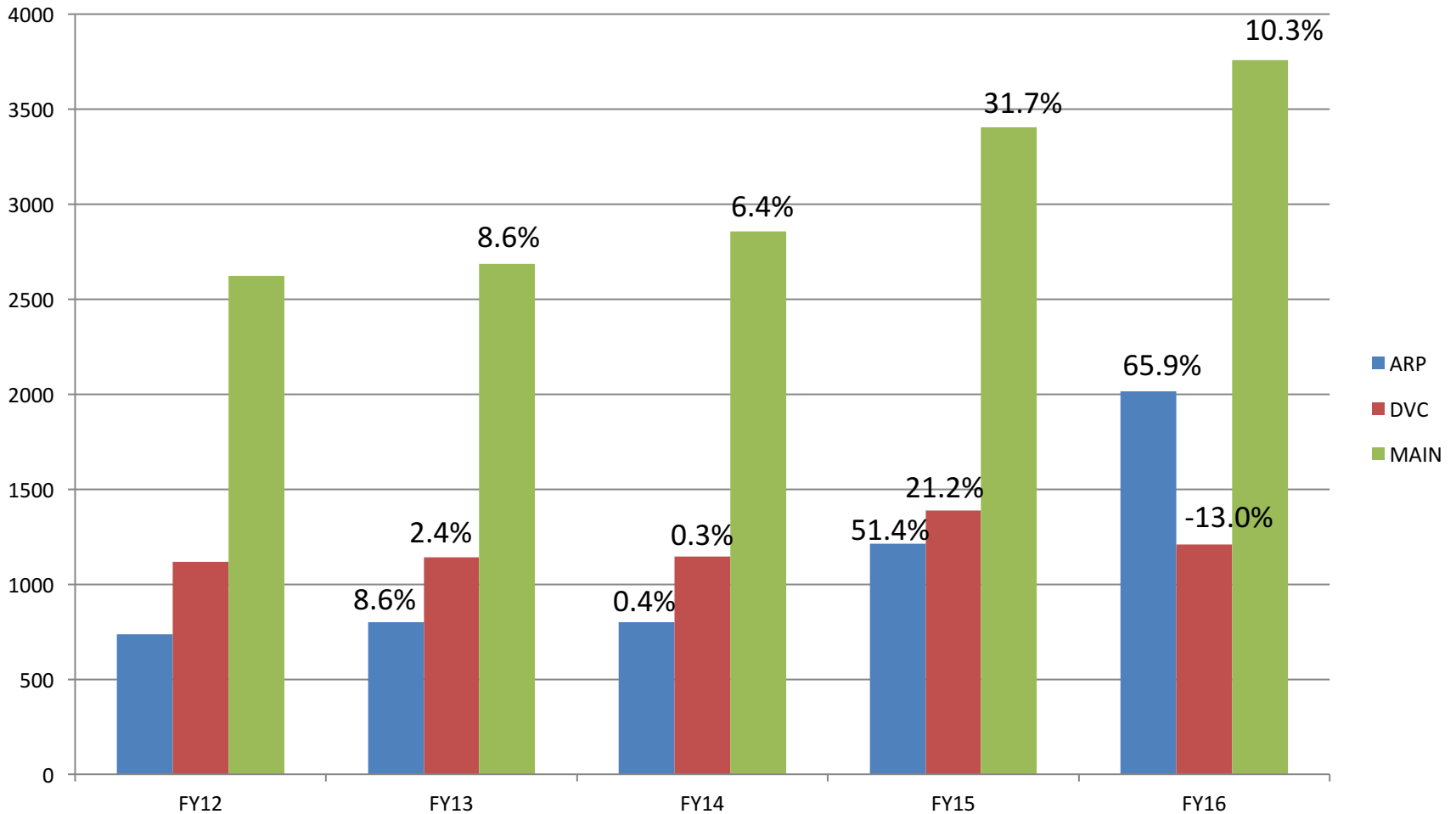
- Less time away from work for medical appointments.
- Reducing time lost due to illness or injury with same/next day appointments.

## 4. Deliver Chronic Disease Management

- Arthritis
- Asthma
- Diabetes
- Hyperlipidemia
- Hypertension
- Kidney disease

# Clinic Metrics

## Total Visits by Location with Percent Change



# **FY16 Annual Health Plan Comparisons**

The Annual Health Plan Review for FY 16 showed:

- Urgent Care visits were down by 33%

Employee Health Clinic visits increased by 16%

# Goals for FY18

- Continue to educate participants about healthcare consumerism and reinforcing the Consumer Driven Health Plan (CDHP) concepts using email, face-to-face meetings, mail-outs, & webinars.
- Introduce key clinic performance metrics based upon utilization, cost savings, etc.
- Increase outreach/marketing efforts for the Travis County Employee Health Clinics, specifically highlighting no co-pays and affordability.
- The creation of an annual CARE Program Calendar will help to integrate and increase sharing of resources between the CARE Program and the clinic.
- Partner with Central Health to support our community and potentially introduce Saturday clinic appointments.
- Evaluate Electronic Medical Record (EMR) options with other vendors, in order to increase efficiency and cost.
- Look at and evaluate some best practices and/or benchmarks from other self-funded clinics.