



Case Study: Changing the Cost Curve

The Client

One of the most recognized global financial planning, asset management and insurance companies with more than 12,000 employees worldwide

Situation Analysis

At its headquarters, the client had a legacy onsite clinic managed by its human resources department, staffed by two RNs and an administrative assistant, and offering primary and preventive care for 5,000 employees. After several years of continuing health care cost increases, the client decided to bring in CHS to improve efficiency at the facility and simultaneously expand services. The first full calendar year of operations showed that health care expenses decreased by 7.3 percent, and since then have continued to trend lower than the national average.

The CHS Difference

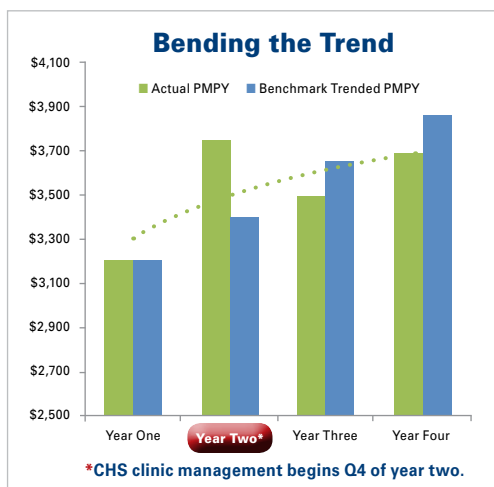
CHS came on board and introduced its model to the client. The client's streamlined onsite health center includes a nurse practitioner to expand its range of medical services, such as writing medical prescriptions. Expanded services now also include acute and primary care, wellness programs and health coaching, all laboratory tests, and a travel medicine program.

Clinic hours were increased to accommodate employees. An electronic medical records system and a data warehouse were installed to study health outcomes and move toward a more patient-centered service offering.

The client's facility will soon offer AED program management to ensure that the organization is prepared for cardiac problems through a corporate-wide program of safety training, maintenance and record keeping.

The client considers its onsite health center to be a great employee benefit and uses it as a recruiting tool.

According to Thomson Reuters research, between 1998 and 2009, the annual increase for health services covered by employers rose an average of 9.3% per year.



Despite the added costs associated with expanding and improving this client's health center and onsite services, CHS has been able to manage costs and bring expenses below the projected trend. The per member per year (PMPY) average cost has been brought in line and is now below the projected national trend, based on research by Thomson Reuters.



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