2014 NAWHC Benchmarking Survey
Executive Summary
Employer–Sponsored Onsite and Near–Site Health Centers
National Association of Worksite Health Centers

www.worksitehealth.org

- The nation’s only non-profit association supporting employer sponsors of onsite, near-site, mobile health, fitness and wellness centers
- Assisting employers in developing and expanding the capabilities of onsite centers into primary care and wellness centers
- Offering educational programs, networking, benchmarking and group purchasing and advocacy for the worksite health center sponsor
- Website offers NAWHC membership information and resource materials on worksite health and fitness centers, on-site pharmacies and wellness centers
- NAWHC LinkedIn Group
Survey Background

- Survey conducted of employers throughout the US
- Study period: Nov. 2013–March 2014
- 255 total responses
- 15 industry sectors
- 116 of respondents were employers indicating they had an onsite or near-site clinic
- Results presented in aggregate, no individual employer responses revealed
- Report to be produced and distributed to those responding to the survey and NAWHC members
- PwC participated in the dissemination of the survey and development and analysis of the report
Key Finding #1
Onsite clinics help employers achieve better business outcomes

- Employers see the use of onsite/near-site clinics as a successful strategy in addressing the following key objectives: increasing access, controlling health care costs, improving employee health and engagement – and ultimately productivity
  - 64% of survey respondents believe their medical cost reduction objectives have been achieved
  - Over 80% find their clinic improves access to care for their employees
  - Close to 70% believe their clinics have improved worker health
  - About 75% find increased employee engagement in their worksite health programs
  - Over 95% believe they at least partially met their goal of increasing employee satisfaction by offering a clinic
  - Approximately 95% believe they at least partially met their goal of increased productivity
Key Finding #2
Mid-sized employers benefit

- Worksite health isn’t just for jumbo employers. Survey results indicate that many mid-size employers are benefiting from worksite health services.
  - 37% of respondents in the 500–1,000 employee category have an onsite/near-site clinic and 49% have an onsite fitness center
  - 48% of respondents in the under 200 employee category have some sort of worksite health program in place, including multi-employer facilities, tele-health services, and mobile units
Key Finding #3
Worksite health programs expected to expand

- Employers currently provide a wide variety to services to their employees through worksite health programs – this is expected to expand as worksite health programs become more established and employee demand continues to grow
  - Wellness, prevention, and fitness services are being provided by over 70% of the respondents, through onsite/near-site facilities, tele-health, and mobile units
  - Traditional clinic services, such as acute/urgent care, emergency/first aid, and occupational health are being provided by about 60% of respondents, primarily through onsite and near-site facilities
  - Approximately 50% of respondents are providing behavioral health services
  - Over 35% of employers are self-managing clinics and hiring staff, with the local providers increasingly interested in supporting employer efforts
  - 35%-40% of respondents are providing primary care and pharmacy
  - A small percentage of respondents provide dental and vision care
Size of employers with clinics

- >25000: 15.83% (19)
- <200: 6.67% (8)
- 201-500: 1.67% (2)
- 501-1000: 11.67% (14)
- 1001-3000: 12.50% (15)
- 3001-5000: 15.00% (18)
- 10000-25000: 20.00% (24)
Services offered at the worksite
(By employer size)
Other means of providing onsite services

![Bar chart showing the percentage of companies offering different services on site. The services include Acute care, Preventive services, Fitness center, Wellness services, First aid, Occupational health, Primary care, Behavioral health, Pharmacy services, Vision services, and Dental services. The chart indicates the percentage of companies using mobile vans, telemedicine, and multi-employer clinic models for each service.]
Providers used at the worksite
(By employer size)
Employers who require cost-sharing for clinic services (By employer size)
Management model of clinics

- Employer self-managed, 38%
- Onsite vendor managed, 54%
- Local health provider managed, 8%
Employer views on whether their clinic has achieved an ROI (as they define “ROI”)

- Yes: 39%
- In some areas: 27%
- No: 3%
- Don't know: 30%
Financial objectives met by clinic sponsors (By employer size)
Health and wellness objectives being met by clinic (By employer size)

- Integration of health mgmt: >10K > 80%
- Improved worker health: 1000-10K > 80%
- Increased access to medical & wellness services: <1000 > 70%
- Increased effectiveness of health promotion efforts: 1000-10K > 80%
- Increased employee engagement in health management programs: >10K > 80%
- Increased employee satisfaction: <1000 > 80%
- Increased productivity, reduced absenteeism: 1000-10K > 70%
- Managed accidents: >10K > 60%
Lessons learned by employers offering onsite clinics

- You need ongoing, effective communication to workforce about center and its services
- There must be trust in staff and the confidentiality of patient records
- Strong senior support and visible involvement in the clinic is key to acceptance by the population
- Incentives to use onsite clinic for services or fitness center for exercise or PT are valuable in increasing utilization
- Medical providers and fitness staff must be caring, professional and understand the worksite culture
- Easy access for dependents, in safe, secure areas is needed
- The location must be attractive
For more information on this topic or NAWHC:

- Larry Boress, Executive Director
  - lboress@worksitehealth.org
  - 312–372–9090 x 101
  - [www.worksitehealth.org](http://www.worksitehealth.org)
  - NAWHC LinkedIn Group