

# CBIZ

## **Patient Satisfaction**

- 99.7% rated services as good or excellent
- 99.9% indicated their privacy / confidentiality was maintained
- 99.9% were willing to recommend
- 94.2% waited less than 10 minutes to be seen (80.0% waited less than 5 minutes)
- 99.4% indicated they were likely or very likely to return





# District's ROI

	Clinic Year 1 Amount	Clinic Year 2 Amount	Clinic Year 3 Amount	Since Opening Amount
Amount Spent	\$851,817	\$812,079	\$863,279	\$2,527,175
Cost Avoidance	\$898,730	\$1,098,247	\$1,981,625	\$3,988,893
Savings	\$46,913	\$296,459	\$1,118,346	\$1,461,718
Return on Investment	1.1:1	1.4:1	2.3:1	1.6:1

Since opening, \$1.60 saved for every \$1.00 spent



# **Estimated Employee Savings**

	Clinic Year 3 Amount	Notes
Visit Savings	\$84,311	<ul> <li>Non-preventive visits</li> <li>\$92 per paid office visit, \$30 clinic visit fee for HSA plan</li> <li>\$35 copay amount for PPO plan</li> </ul>
Rx Savings	\$7,284	<ul><li>Non-preventive medications</li><li>Lowest Rx tier of \$12</li></ul>
Total Savings	\$91,595	

Total Estimated Employee Out of Pocket Savings Since Opening:

\$347,559



# **Key Utilization Metrics**

#### Participation

- 66% of benefit-enrolled members used the clinic in the first year
  - 73% of benefit enrolled employees
  - 24% of benefit enrolled spouses/dependents

#### Utilization

- 4,801 appointments scheduled
- 73% of capacity with kept appointment slots
- Average of 4.7 personal health visits per benefit-enrolled patient

### Health Coaching

82 unique patients utilizing health coaching services

#### Physical Therapy

 130 physical therapy appointments scheduled since service added in December 2017

