

# Coordination of Efforts: On-site Medical Clinic & Pharmacy

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# City of Colorado Springs

## Demographics and Background



Est. population 460,000



2250+ benefit eligible employees

5100+ covered lives (including retirees)



Self Insured health plan

# Opportunities for Change



Bend health  
care cost  
trend

Break cycle of  
cost shifting

Engage  
Members

Increase  
Accountability

Increase  
Transparency

Better patient  
outcomes

# Philosophy



Provide quality healthcare in a cost effective manner

Be the leader in offering innovative, cutting-edge benefits for our Employees, Retirees and Dependents to improve their overall health and well-being through collaborative community partnerships

Price is what you pay.  
Value is what you get.  
-Warren Buffett

$$\text{VALUE} = \frac{\text{QUALITY}}{\text{COST}}$$

# How we started....



## 2005:

- Developed partnership with local governmental employer for near-site medical & pharmacy services

## 2009:

- Built on-site medical & pharmacy facilities
- Partner with a different local governmental employer in 2010

## 2016:

- Moved employee medical clinic to UCCS Campus



Nurse Practitioners  
and MAs through  
UCCS



On-site pharmacy and  
PBM services through  
Maxor

# Why On-Site Medical Clinic?



Improved Health Outcomes



Reduce Costs



Increase Productivity/  
Reduce Absenteeism



Referrals



Access to on-site Health Coaches



Culture of Health

# City Employee Medical Clinic



M, T, Th, F  
7:30am – 4:30pm  
Wed 9:00am – 6:00pm

\$15 co-pay Office Visit  
\$0 co-pay Wellness  
\$15 co-pay – Lab

*On-site  
phlebotomist*

*Same Day Appointments  
available!*

*Pediatric NP  
Kids:  
Acute Care – 3yrs+  
Wellness – 5yrs+*

# CEMC Services



Immunizations

School &  
Sports  
Physicals

Acute Illness  
Care

Wellness &  
Well Woman  
Exams

Wellness  
Coaching

Health Screens

Injections

Labs



# Utilization



31% of all office visits at CEMC  
Avg. 14 p/day for 1.5 NPs

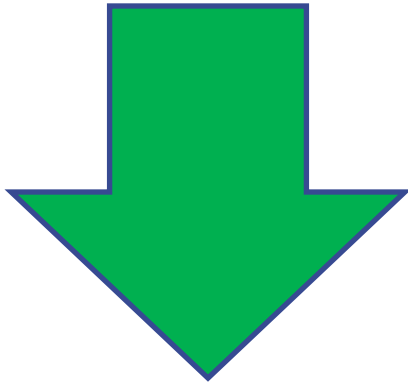


16% are wellness visits  
9% are chronic care mgmt visits



Avg. 15% of all scripts per month  
Top in volume every month  
Direct impact on generic utilization

## REDUCTION



Clinical Care Gaps  
Cost Trend  
Urgent Care & ER visits  
Costs associated with chronic  
illness

## INCREASE



Primary Care Provider  
utilization & engagement  
Support positive health  
practices

# Why offer an On-Site Pharmacy?



Cost Savings



Convenience



Coordination



Mail order &  
desk delivery



OTC  
Medications  
& Supplies



Worker's  
Compensation Rx

# Benefits of an Integrated Approach



## Controlled Costs

- Acquisition cost pricing
- Rebates
- Dispensing Fee
  - Decreased in 2014
- Continues to operate in a surplus

## Exceptional Quality & Service

- Avg wait time for new = 5 min
- 99% of mail order shipped in 24 hours
- 97% overall satisfaction
- 78% pt counseling rate
- 72% member usage
- Sophisticated technology platform
- Mobil App & Text Alerts

## Clinical Interventions

- Pharmacy interventions increasing
  - Formulary compliance
  - Generic Utilization 84%
  - Medication Adherence
- Clinical Programs
  - DTCC
  - CardioRx

# City Rx Savings



Between 2007 to 2016 - Average annual PMPM increase of 1.8% compared to average annual inflation of 7.9%. (Segal)

# Diabetes Ten Cities Challenge and CardioRx Programs



Patient Centered  
Care with on-site  
pharmacy manager



Partnership with  
CU- School of  
Pharmacy



DTCC – began in 2006  
CardioRx began in 2016



BC – Advanced Diabetes  
Management  
CDE – Cert. Diabetes  
Educator  
CPT - Certified Pump  
Trainer

- Cardiovascular Disease  
Risk Management  
- Medication Therapy  
Management

# Diabetes Ten Cities Challenge and CardioRx Programs



Waived Rx co-pays



Collaborative process of care with providers



Quarterly visits – at no charge to patient (labs included)

75% - DTCC Engagement

15% - CardioRx Engagement

# Diabetes Ten Cities Challenge and CardioRx Programs



Patient  
Responsibility  
and Manage  
Health



Reduced  
Costs



Improved  
Patient Health  
Outcomes




Increase  
Productivity/  
Reduce  
Absenteeism



Trust &  
Confidence with  
Pharmacist  
Coach



# On-Site Medical & Pharmacy Clinics



Improved  
Clinical  
Outcomes



Decreased  
Medical  
Care Costs



Increased  
Patient  
Satisfaction

Good Health = Good Business  
Lower health care costs; more  
productive and healthy  
employees

# Questions?