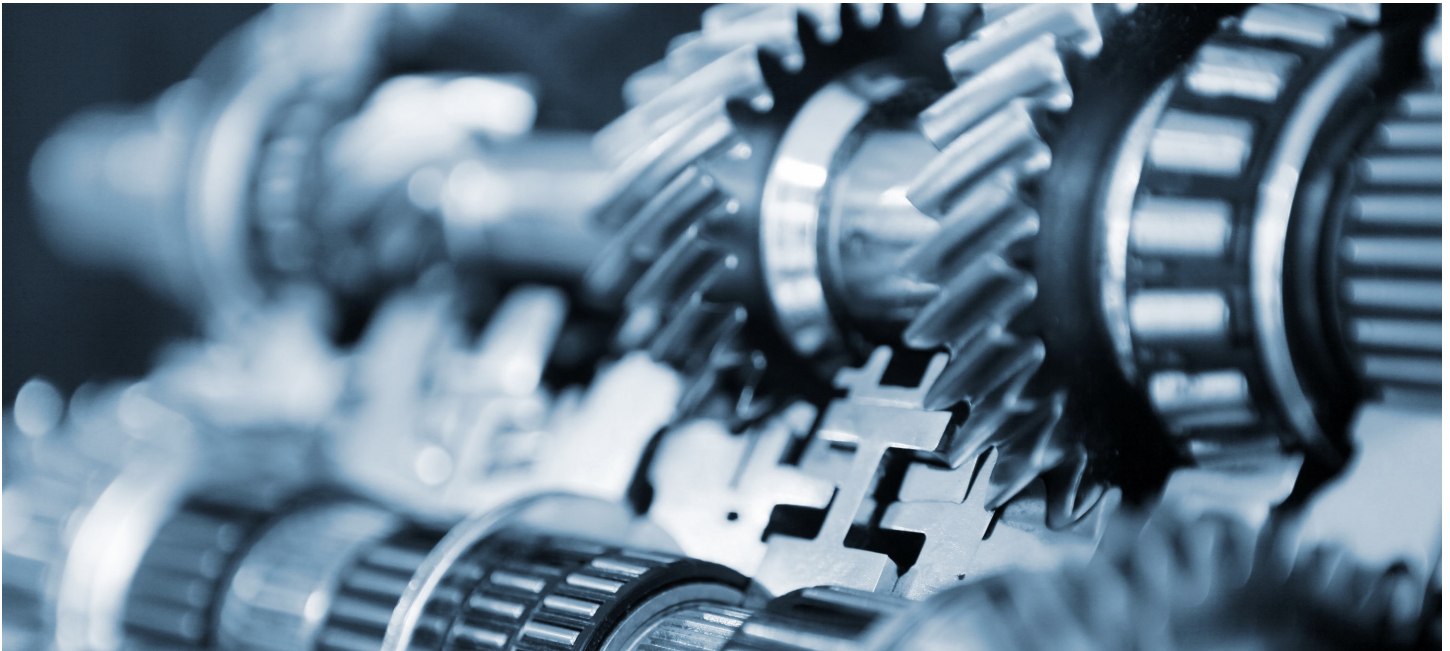


# Manufacturer improves onsite program resulting in healthier employees



## At a glance

Industry:  
Manufacturing

Headquarters:  
Indiana, USA

## Challenge:

- The company's onsite clinic provider was not successfully addressing the needs of the member population, and overall engagement in health coaching offered through the clinic was low. There was a significant number of untreated diabetics who had not been engaged in the clinic's diabetes program. In addition, ER utilization continued to increase within the population.

## Solution:

- With the help of the Vital Incite population health strategist, the employer conducted focus groups with employees to understand concerns about the onsite clinic. Feedback from the focus groups revealed employees desired more provider hours, improved health coaching, and better communication.
- Based on focus group findings, the employer requested increased coaching and provider hours, however; the existing onsite provider was unwilling to make this change
- The advisor, population health strategist, and the employer conducted a Request for Proposal for a new onsite clinic provider. The goal was to find an onsite clinic provider who would be successful at implementing a medical home model and working to improve the health of the employee population.

## Results:

- A new clinic provider was selected to address the needs of the member population, specifically improving the health of the population through coaching and lifestyle/behavior change.
- Within five months, the new onsite clinic provider secured a fulltime provider for the clinic that was well received by employees.
- Within the first year, engagement in coaching increased and positive trends in biometric measures for blood pressure, Hgb A1c and BMI were evident.