

On-Site Health Centers: Offerings and Satisfaction

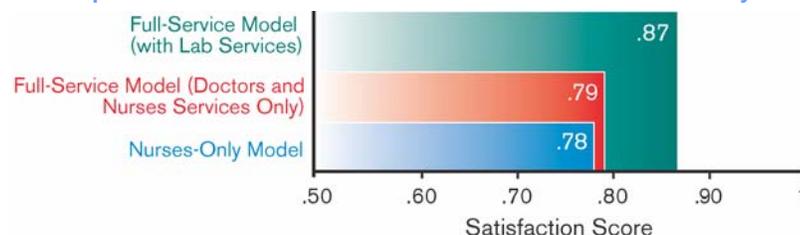
In response to large employers' increasing interest in on-site health centers, Sibson Consulting conducted a brief online survey earlier this year about organizations' experience with on-site health centers. This *Spotlight* reports the key findings of that survey.¹ It also presents an overview of how to measure the success of an on-site health center, which is one of the focuses of a [follow-up online survey](#) for companies that have on-site health centers.

WHAT ARE THE KEY SURVEY FINDINGS?

Sibson Consulting's first survey of on-site health centers collected information about offerings and services and organization's satisfaction with them. Most of the survey respondents (61 percent, or 41 of the 67 respondents) offer an on-site health center. (For information about the survey respondents, see the [text box at the bottom of page 2](#).)

- **The most common type of on-site health center is the most expensive model: a full-service primary care center staffed by doctors and nurses.** Almost half of the respondents that offer an on-site health center (20 companies) offer a full-service model.²
- **Nurses provide services at the overwhelming majority of respondents' on-site health centers (80 percent or 33 of the 41 respondents that have an on-site health center).** Doctors provide services at 22 of the respondents' on-site health centers and lab services are available at 21 of the on-site health centers.
- **There is a correlation between the number of services offered and employer satisfaction with on-site health centers.** As a group, employers that offer full-service on-site health centers that include lab services as well as services provided by doctors and nurses are more satisfied than with that model than employers that offer other model types. Graph 1 below compares satisfaction by model type, as measured by a satisfaction score.³

Graph 1: Respondents' Overall Satisfaction with On-Site Health Centers by Model Type



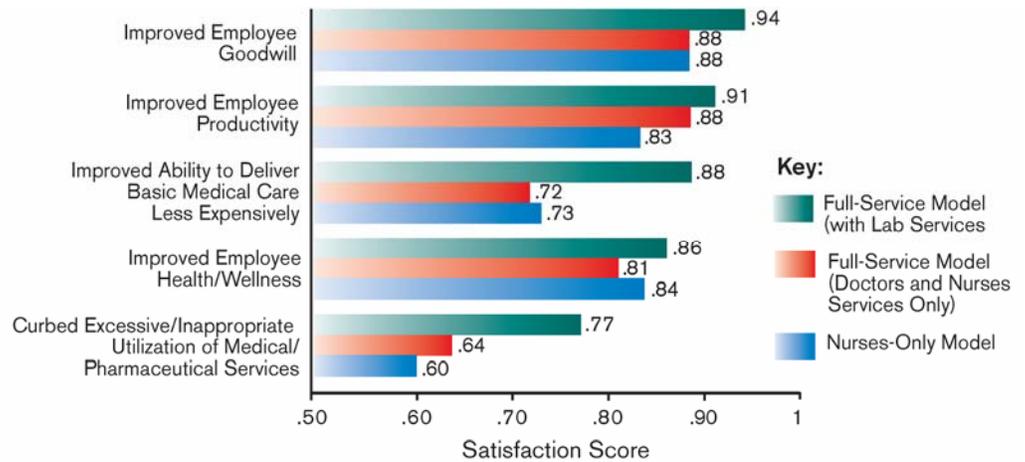
- **Respondents reported satisfaction with the ability of their companies' on-site health centers to achieve various goals.** Satisfaction scores were higher for on-site health centers' ability to improve employee goodwill and productivity than for their ability to deliver basic medical care less expensively. These results are illustrated in Graph 2 on the next page.

¹ The survey results are of anecdotal interest, but are not statistically significant.

² Some of these centers also provide lab services. Eleven of the 20 respondents' full-service primary care centers include those services.

³ To calculate the satisfaction score, Sibson first assigned a number to the three answer options. "Very Satisfied" = 1, "Somewhat Satisfied" = 0.5 and "Not Satisfied" = 0. The sum of the individual responses was divided by the total number of responses for each model type. Thus, if all respondents whose companies offered a particular model type selected "Very Satisfied," the satisfaction score for that model type would be 1.

Graph 2: Respondents' Satisfaction by Model Type with the Ability of On-Site Health Centers to Achieve Selected Goals



- **On-site health centers are not only for very large employers.** Some mid-size employers that have 500 to 1,000 employees have on-site health centers with which they are satisfied.

WHAT ARE THE FACTORS THAT CONTRIBUTE TO THE SUCCESS OF ON-SITE HEALTH CENTERS?

Employers can help ensure the success of an on-site health centers by:

- Setting specific goals at the outset,
- Sharing those goals with the external vendors that will run centers and establishing financial incentives for those vendors that meet performance targets,
- Integrating the centers' services with wellness and disease management programs,
- Educating all employees about available services and determining the satisfaction of those who use the centers, and
- Measuring the return on investment (ROI) against the baseline data and objectives.

Sibson is conducting another online survey of employers that offer on-site health centers. To participate in that survey, which will capture ROI data, click [here](#).



To discuss setting up an on-site health center or how to make the most of existing centers, contact your Sibson consultant or the nearest Sibson Consulting office.

ABOUT THE SURVEY RESPONDENTS

Some information about the survey respondents follows:

- **Size** A majority of the respondents (75 percent or 50 companies) are large corporations that have at least 1,000 employees. However, one-quarter of the respondents (17 companies) have fewer than 1,000 employers.
- **Industry** The industries with the greatest representation in the survey are manufacturing (25 companies), finance, insurance and real estate (11 companies), transportation, communications, electric gas and sanitary services (10 companies) and services other than higher education and health care (nine companies).

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