Workforce Health Workplace Clinic Summary: Manty Health & Wellness Clinic

Q3 July - September Calendar Year 2023 │ City of Manitowoc

Froedtert & MEDICAL COLLEGE of WISCONSIN
Workforce Health

Workplace Clinic Executive Summary

- Utilization, digital referrals (SilverCloud) and patient experience are represented by clinic, not by specific client.

- Utilization, along with completed appointments trending upward from previous year.

- Blood/lab work (lipid panel, complete blood count, A1C) contributed to the majority of off-site tests.

- **NEW! Year-to-Date: 14% utilization (specific to City of Manitowoc).**
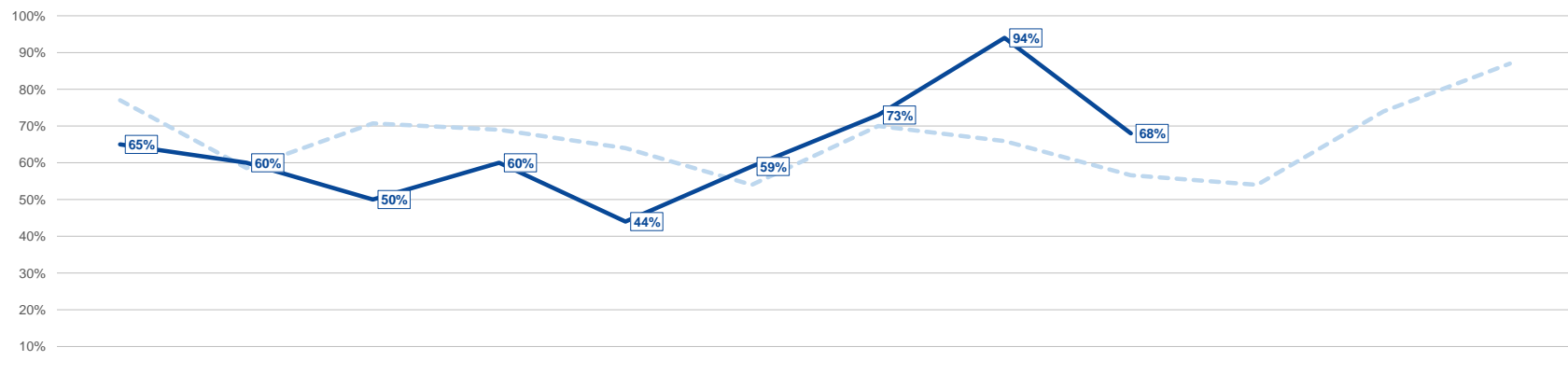
Service Highlights: Blood Pressure, Skin Conditions, Flu Shots

Current Utilization (Q3 2023)	**79%**
Historical Utilization (Q3 2022)	**64%**
Historical Utilization (Q3 2021)	**0%**

Clinic Utilization, Year-Over-Year Monthly Trend

Legend: CY 2021 ···· CY 2022 ‐ ‐ ‐ CY 2023 ▬▬▬

	January	February	March	April	May	June	July	August	September	October	November	December
CY 2021												
CY 2022	77%	59%	71%	69%	64%	54%	70%	66%	57%	54%	74%	87%
CY 2023	65%	60%	50%	60%	44%	59%	73%	94%	68%			

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Workplace Clinic Utilization

Completed Appointments Year-to-Date

256

Unique Lives Served Year-to-Date

145

■ Prior Year ■ Current Year

	Q1	Q2	Q3	Q4
Prior Year	113	77	44	94
Current Year	84	68	104	
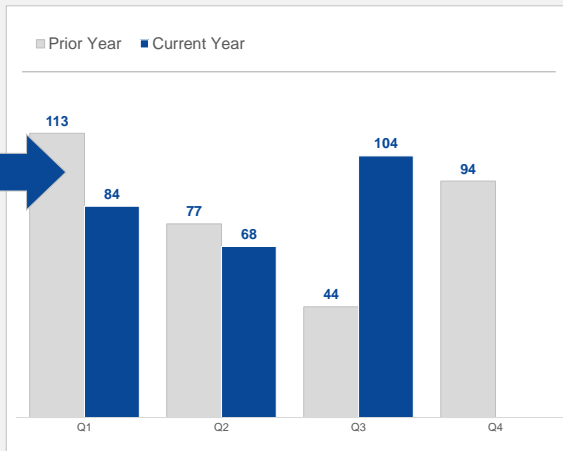
Current Year Visit Types

□ Q1 ■ Q2 ■ Q3 ■ Q4

	New Patients	Established Patients	Workers Compensation	Virtual Visits
Q1	12%	86%	0%	2%
Q2	10%	87%	0%	3%
Q3	23%	77%	0%	0%

MyChart® Appointments

Q1	Q2	Q3	Q4
3	3	5	
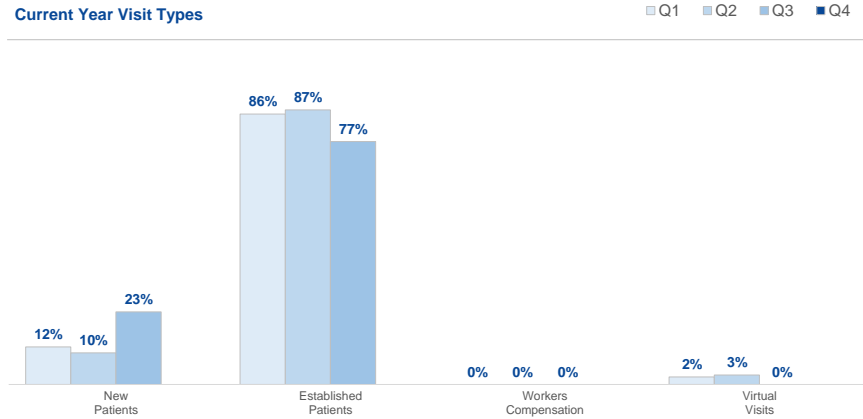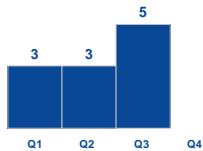
Appointments by Day of Week *(current quarter)*

n = 104

Mon	Tue	Wed	Th	Fri
25	28	14	15	22
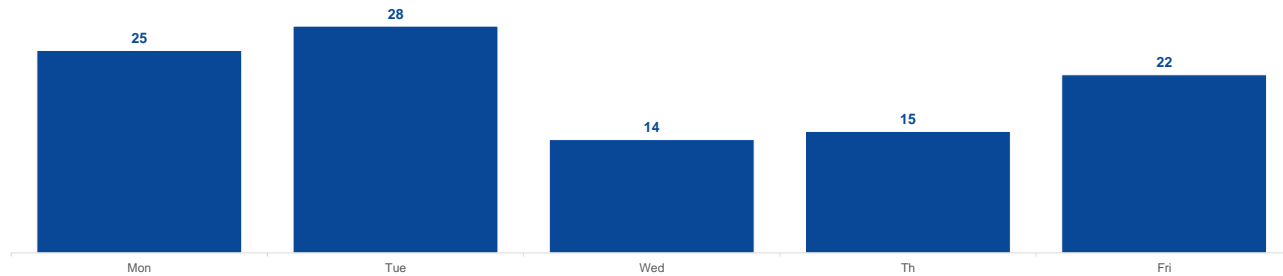
Special Event Visits

Q1	Q2	Q3	Q4
0	0	0	

Appointments by Time of Day *(current quarter)*

n = 104

8-9 AM	9-10 AM	10-11 AM	11-12 AM	12-1 PM	1-2 PM	2-3 PM	3-4 PM	4-5 PM
11	14	15	17	6	8	7	8	18
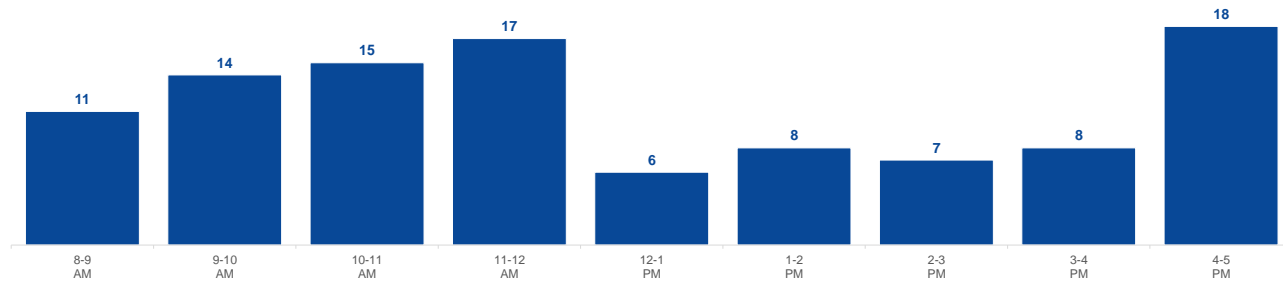
Reasons for Visit and Treatment Summary

Top 10 Reasons for Visit	Current Quarter
Physical exam	21%
Cholesterol screening	15%
Ear infection	4%
Laboratory test	4%
Cellulitis and abscess of finger and toe	3%
Vaccination	3%
Back strain	2%
Cough	2%
Dermatological concern	2%
Diabetes management	2%

Top 10 Reasons for Visit	Year-to-Date
Physical exam	13%
Cholesterol screening	7%
Sinusitis	5%
Pharyngitis	5%
Ear infection	4%
Cough	4%
Dermatological concern	3%
Upper respiratory infection	3%
Menopausal and postmenopausal disorders	3%
Vaccination	3%

	Q1	Q2	Q3	Q4	YTD
Procedures	9	11	24		44

	Q1	Q2	Q3	Q4	YTD
Off-Site Tests	58	59	104		221
Point-of-Care Tests	24	7	4		35

	Q1	Q2	Q3	Q4	YTD
Immunizations/Injections	2	1	4		7

	Q1	Q2	Q3	Q4	YTD
Medications Dispensed On-Site	0	1	2		3
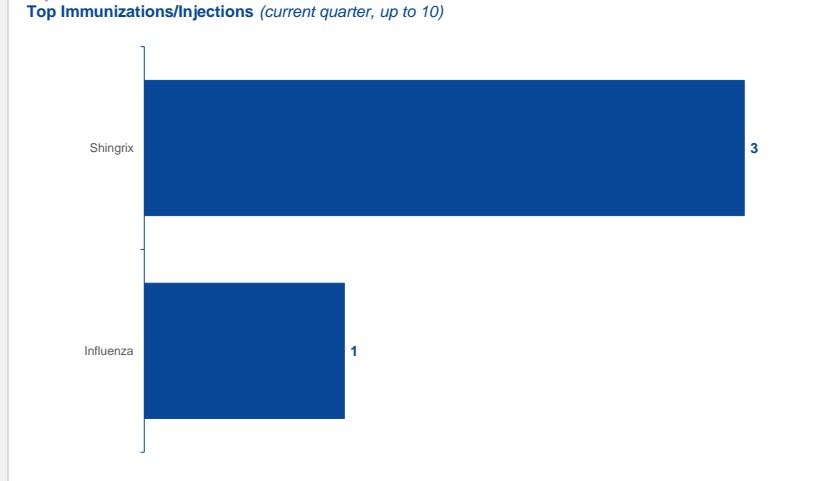
Top Immunizations/Injections *(current quarter, up to 10)*

Shingrix	3
Influenza	1

Top Medications *(current quarter, up to 10)*

Erythromycin Ointment	1
Doxycycline	1

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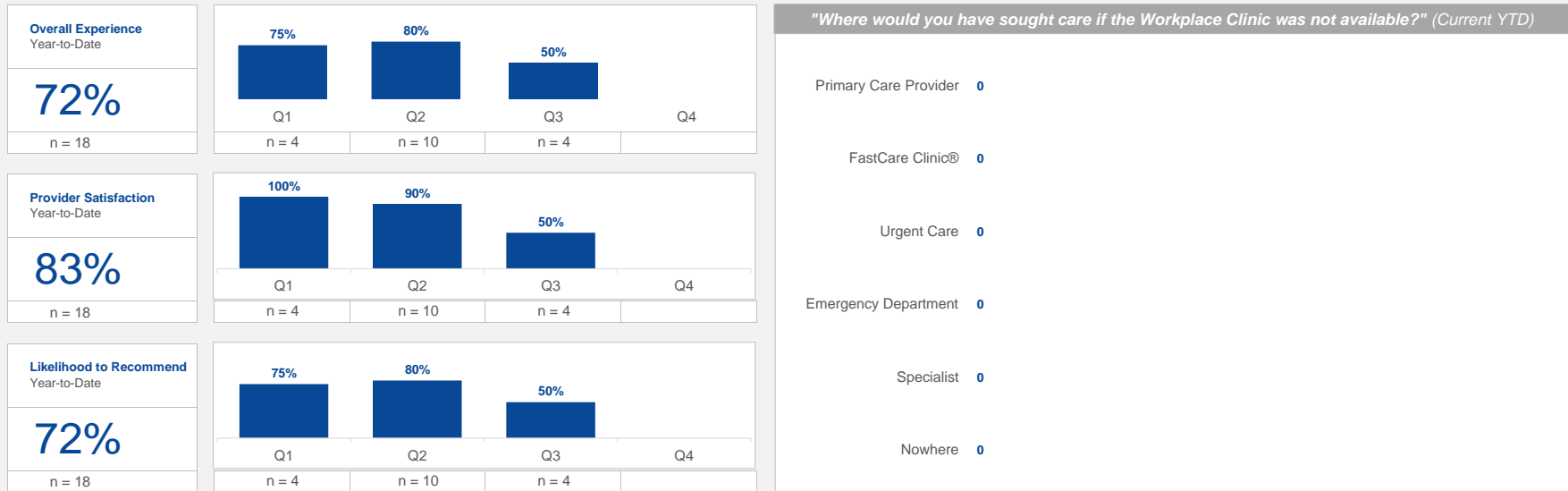## Q3 July - September Calendar Year 2023 │ City of Manitowoc

Workplace Clinic Patient Referrals

Referred Provider Affiliation

Froedtert & Medical College of Wisconsin	24
External Provider	5

Primary Care Referrals
Year-to-Date

0

Specialty Referrals
Year-to-Date

29

Digital Referrals
Year-to-Date

5

Specialty Referrals by Recieving Provider Specialty *(Year-to-Date, up to 15)*

Specialty	Count
Orthopedics	5
Otolaryngology	5
Physical Therapy	4
Pulmonary	3
Cardiovascular	2
Wound Care	2
Behavioral Health	1
Dermatology	1
Gastroenterology and Hepatology	1
OBGYN	1
Occupational Medicine	1
Ophthalmology	1
Podiatry	1
Rheumatology	1

Workplace Clinic Patient Experience

Overall Experience
Year-to-Date

72%

n = 18

Q1	Q2	Q3	Q4
75%	80%	50%	
n = 4	n = 10	n = 4	

Provider Satisfaction
Year-to-Date

83%

n = 18

Q1	Q2	Q3	Q4
100%	90%	50%	
n = 4	n = 10	n = 4	

Likelihood to Recommend
Year-to-Date

72%

n = 18

Q1	Q2	Q3	Q4
75%	80%	50%	
n = 4	n = 10	n = 4	

"Where would you have sought care if the Workplace Clinic was not available?" (Current YTD)

Primary Care Provider	0
FastCare Clinic®	0
Urgent Care	0
Emergency Department	0
Specialist	0
Nowhere	0

Workplace Clinic Patient Comments

- *N/A*

Workplace Clinic Patient Demographics

Sex Distribution (Year-to-Date)

Male, 49%
Female, 51%
Other/Unknown 0%

Patient Type

Legend: Employee, Spouse, Dep. Adult, Dep. Child

	Q1	Q2	Q3	Q4
Employee	46%	56%	63%	
Spouse	15%	15%	21%	
Dep. Adult	7%	3%	2%	
Dep. Child	31%	26%	13%	

Patient Age

Legend: Q1, Q2, Q3, Q4

	Q1	Q2	Q3
< 20	37%	27%	15%
20-29	5%	3%	6%
30-39	20%	15%	16%
40-49	25%	29%	32%
50-59	10%	22%	29%
60+	4%	4%	2%
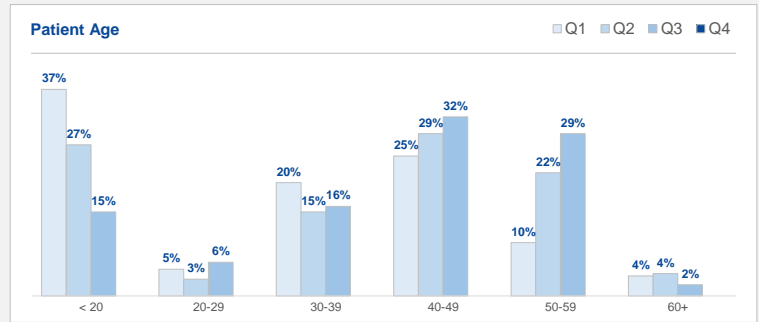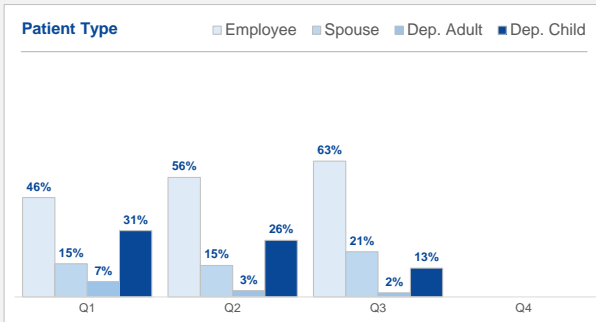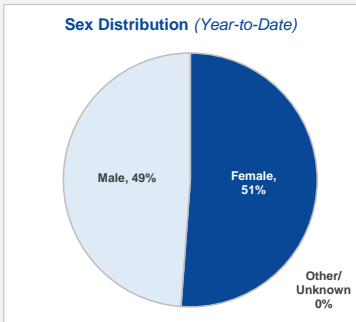
Established with Primary Care Provider	Q1	Q2	Q3	Q4
Established	66	54	81	
Not Established	14	11	16	
Unknown	4	3	7	

Work Location	Q1	Q2	Q3	Q4
On-Site	0	0	0	
Off-Site	84	68	104	

Insurance Coverage	Q1	Q2	Q3	Q4
On Employer Plan	84	68	104	
Not On Employer Plan	0	0	0	
Unknown	0	0	0	
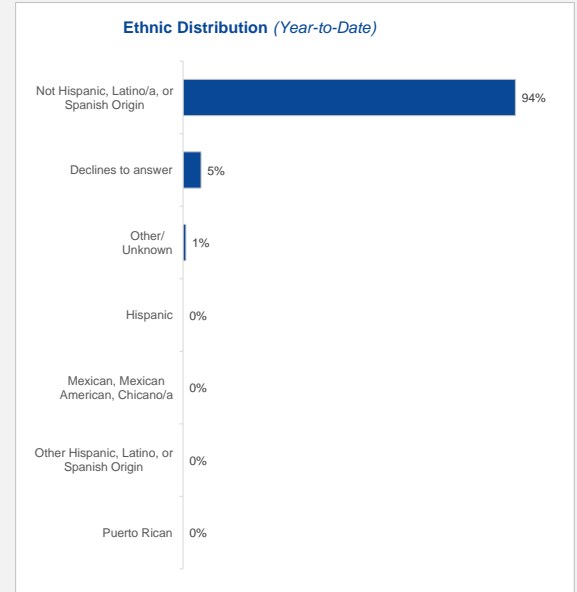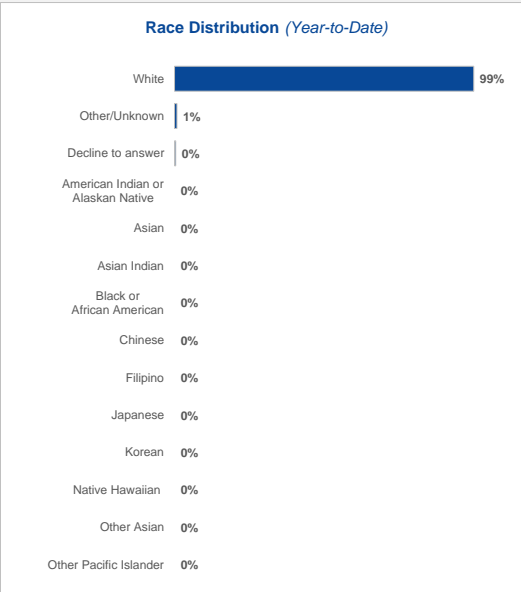
Race Distribution (Year-to-Date)

White	99%
Other/Unknown	1%
Decline to answer	0%
American Indian or Alaskan Native	0%
Asian	0%
Asian Indian	0%
Black or African American	0%
Chinese	0%
Filipino	0%
Japanese	0%
Korean	0%
Native Hawaiian	0%
Other Asian	0%
Other Pacific Islander	0%

Ethnic Distribution (Year-to-Date)

Not Hispanic, Latino/a, or Spanish Origin	94%
Declines to answer	5%
Other/ Unknown	1%
Hispanic	0%
Mexican, Mexican American, Chicano/a	0%
Other Hispanic, Latino, or Spanish Origin	0%
Puerto Rican	0%

Metric Definitions and Data Sources: Workplace Clinic

Metric	Definition
Clinic Utilization	Number of booked hours vs. number of available clinic hours. Includes no-shows and canceled appointments, and special events. (Source: Epic® Clarity)
Completed Appointments	Number of appointments arrived and seen. (Source: Epic® Clarity)
Unique Lives Served	Unique number of patients seen in the clinic within the calendar year. Each patient is counted once regardless of how many times they visited within the calendar year. (Source: Epic® Clarity)
New Patient Appointments	Number of appointments where the patient self-reports, at registration, as never having an appointment at the clinic before. (Source: Epic® Clarity)
Established Patient Appointments	Number of appointments where the patient self-reports, at registration, as having at least one previous appointment at the clinic. (Source: Epic® Clarity)
Workers Compensation Appointments	Number of appointments where the patient self-reports, at registration, as a workers' compensation injury. (Source: Epic® Clarity)
Virtual Visit Appointments	Number of appointments carried out using a virtual modality (telephonic or virtual). (Source: Epic® Clarity)
MyChart® Appointments	Number of appointments scheduled using MyChart® direct scheduling. (Source: Epic® Clarity)
Special Events	Number of visits to a special event or occupational health electronic medical record visit (e.g. drug screening, audiogram). (Source: Internal Department Tracking)
Appointments by Time of Day	Number of completed visits (arrived and seen) per the time frame listed (Source: Epic® Clarity)
Reasons for Visit	Primary diagnosis associated with visit. (Source: Epic® Clarity)
Procedures	Number of procedures performed on-site (e.g. ear cleaning, breathing treatment, wart removal). (Source: Epic® Clarity)
Immunizations/Injections	Number of vaccines or injections given on-site. (Source: Epic® Clarity and Agility®)
Off-Site Tests	Number of laboratory tests collected on-site and sent to a lab to process (e.g. Hemoglobin A1c, culture). (Source: Epic® Clarity)
Point-of-Care Tests	Number of point of care laboratory tests collected and processed on-site (e.g. rapid strep, urinalysis, pregnancy test). (Source: Epic® Clarity)
Medications Dispensed On-Site	Number of medications prescribed and dispensed on-site. (Source: A-S Medication Solutions)
Primary Care Referrals	Visits with referrals made for primary care. Both internal and external referrals are included. (Source: Epic® Clarity)
Specialty Referrals	Visits with referrals made for specialist care (e.g. orthopedic, ENT, physical therapy). Both internal and external referrals are included. (Source: Epic® Clarity)
Digital Referrals	Visits with referrals made for a digital application (e.g. SilverCloud). (Source: Epic® Clarity)
Referred Provider Affiliation	Number of referrals sent to Froedtert & MCW providers versus non-Froedtert & MCW providers. (Source: Epic® Clarity)
Overall Experience	Overall experience scores based on survey results - scored 5 on 5-point scale. (Source: Qualtrics)
Provider Satisfaction	Satisfaction with provider scores based on survey results - scored 5 on 5-point scale. (Source: Qualtrics)
Likelihood to Recommend	Likelihood to recommend scores based on survey results - scored 5 on 5-point scale. (Source: Qualtrics)
Patient Type	Patient self-reports, at registration, as an employee, spouse, adult dependent (age 18+) or child dependent. (Source: Epic® Clarity)
Patient Sex	Patient sex, self-reported at registration. (Source: Epic® Clarity)
Race Distribution	Refers to a group sharing outward physical characteristics and some commonalities of culture and history. Patient self-reports at time of registration. (Source: Epic® Clarity)
Ethnic Distribution	Refers to markers acquired from the group with which one shares cultural, traditional, and familial bonds. Patient self-reports at time of registration. (Source: Epic® Clarity)
Established with Primary Care	Patient self-reports, at registration, if they are established with a primary care provider. Patients have the opportunity to choose "unknown." (Source: Epic® Clarity)
Work Location	Patient self-reports, at registration, if they work at the same site/building as the Workplace Clinic. (Source: Epic® Clarity)
Insurance Coverage	Patient self-reports, at registration, if they are actively enrolled in the employer's insurance plan. Patients have the opportunity to choose "unknown." (Source: Epic® Clarity)
Patient Age	Patient confirms age at registration, based on date of birth. (Source: Epic® Clarity)

Note: percentages shown throughout this report may not sum to 100% due to rounding