



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Employer Provided Healthcare Consulting Services

A Comprehensive Solution to Enhance Company Health and Wellness Programs

For every \$1 spent on medical and pharmacy charges, employers incur \$2.30 in absenteeism expense. One study estimates Employers lose \$1.3 billion in earnings when workers are sick. To better manage healthcare related costs and improve productivity, many employers are adding proactive health and wellness programs to their benefit portfolios. These offerings can include everything from comprehensive wellness education to a full service, on-site healthcare facility.

The benefits of these services can be significant, but integrating the products, tools, services, and support necessary to establish such a program can consume valuable organizational resources and may require expertise beyond what the organization's HR department may have. That's where Hayes Management Consulting comes in. Hayes works with healthcare organizations to streamline operations, improve revenue, and leverage technology to drive healthcare delivery success. Our consultants come from the frontlines of healthcare and understand the day-to-day challenges facing healthcare professionals.

Hayes can help you design, implement, and manage an employer provided healthcare initiative with the following services:

Model Clinic Development

The Hayes team can provide assistance in developing a state-of-the-art healthcare facility on your campus, combining innovative technology with best practice clinical care for your employees and their families. Elements of the program include:

- *Patient Experience Assessment* - Conduct focus groups to help solidify the vision and better understand where your employees are receiving their medical care.
- *Technology and Vendor Selection* - Research the technology required to support ideal patient experience and business operation. Evaluate and recommend vendors for each technology. Conduct pricing and contract negotiations to ensure a cost effective purchase.

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- *Technology Integration and Gap Analysis* - Facilitate appropriate integration of all technologies and develop a workplan detailing key organizational components, business processes, applications, and infrastructure requirements. Create an integration requirements definition document, analyze vendors' connectivity capabilities, identify gaps, and propose mitigation strategies.

Extended Services Network Creation

The Hayes team will help develop the provider network for services not currently available at employee health centers. Establishing and contracting with such a network will allow you to better control costs by providing a predictable patient flow to selected providers.

EMR Security and Confidentiality Analysis

Our assessment includes network security management, supplier relationships, information security incident management, and business continuity. We also work with you to develop security requirements for system acquisition, development, and maintenance.

We will review your systems to ensure compliance with HIPAA security rules to protect the confidentiality, integrity, and availability of your patient/employee health information. We provide a disciplined, structured, extensible, and repeatable process to achieve risk-based protection when it comes to your IT systems and patient information.

Vendor Contract Negotiations

Hayes consultants will assist in negotiating contracts with vendors like pharmacy, skilled nursing facilities, existing physician networks and hospitals, and other post acute deliverers of care.

Clinical Optimization

Our experts will conduct an in-depth analysis and assessment of your entire operation including a thorough examination of the people, process, and technology involved in service delivery.

Employer Benefits

Optimizing your healthcare program will result in significant savings from reduced absenteeism and time lost on the job. By implementing a Hayes engagement, you and your employees will also realize the following benefits:

Increased Participation

Having the most up to date technology, processes and training will help ensure full employee participation. An on-site program allows you to offer lower co-pays, which will also prevent leakage of your staff going to physicians, hospitals and other care providers outside your network.

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Improved Productivity

Having an optimized healthcare program on site will increase productivity by allowing employees easy access for appointments and other wellness needs without leaving the company campus.

Enhanced Employee Satisfaction

By providing a comprehensive healthcare program, you are likely to increase employee satisfaction and increase morale because of the convenient access to care, simplicity of paperwork and processing, enhanced wellness education, and availability of online treatment options.

Cisco Success Story

Hayes has proven success in implementing Employer Provided Healthcare programs. The Hayes team worked with Cisco to implement a program for their 44,000 employees that included a clinic, pharmacy, day care center, and extensive physical fitness facility. Being self insured, Cisco realized significant savings from the program while employee satisfaction with health services soared.

Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare consulting firm that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape. To learn how Hayes Management Consulting can help support your initiatives, call 617-559-0404 or requestconsultant@hayesmanagement.com.

www.hayesmanagement.com

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