

Workforce Health



Case Study: Hatco Corporation

Client Since 2014

**Meeting Numbers,
Serving People**



Executive Summary

Numbers matter in planning workplace health services. The larger the group, the more risks can be shared and the lower the costs. But people matter, too. Providing care and promoting wellness can be an expression of a company's values and a worthwhile investment in human resources.

When Hatco Corporation, an employee-owned, Wisconsin manufacturer of innovative food-service equipment, sought to open an on-site clinic at its corporate headquarters in Milwaukee, accounting for its size and fulfilling company values were two nonnegotiable requirements.

Solving the Problem of Scale

Hatco already had a successful on-site clinic at its Sturgeon Bay manufacturing facility, in conjunction with a local provider. It would serve as a model for Milwaukee. There was one impediment: size. About 400 people work in Sturgeon Bay, only about 100 are employed in Milwaukee. Conventional wisdom says that it takes a minimum of 300 employees to make an on-site clinic feasible.

"It was difficult at that time to find a partner that would be flexible to what we needed — a smaller facility and specific hours," said Kimber Simos, vice president of Human Resources for Hatco. "Froedtert & the Medical College of Wisconsin Workforce Health stepped up and said, 'We can accommodate that; we can help design what you need.'"

Workforce Health drew on its experience in custom-tailoring services for other clients to scale a plan that fit Hatco. "Hatco is unique because they truly wanted this as a value to the employee owners and weren't focused solely on utilization," said Laura Bushman, MSN, FNP-BC, Workplace Clinic manager.

The Hatco clinic, open 10 hours a week, is staffed by a nurse practitioner providing an array of services, including:

- Treatment of minor illness and injuries
- On-site lab tests
- Vaccinations
- Prescriptions
- Health coaching and presentations
- School and sports physicals
- Drug screening of new employees

continued

The Advantages of On-Site Care

While employees could seek the same services outside of the clinic, Kimber noted four distinct advantages of staying in-house:

- 1. Cost:** Services are completely free for employees and dependents. Costs are borne by the company.
- 2. Convenience:** Employees don't have to leave work for care nor struggle for an appointment. Downtime is minimized.
- 3. Personalized care:** The provider gets to know employees, their families and their individual health concerns.
- 4. Mutual benefits:** The clinic aids employees, but also saves the company money.

Workforce Health manages all aspects of the clinic. "We provided the exam room and the waiting room," Kimber said. "Workforce Health does the scheduling and the reporting. All clinic employees are Froedtert & MCW staff, and that's to make sure there are no violations of privacy. Employees are very comfortable knowing everything is kept confidential."

The company also took steps to ensure confidentiality in the design of the clinic. It's inside the headquarters, near the lobby, but separated from other departments so employees can enter discreetly. Dependents and spouses can enter through the lobby and go directly into the clinic.

A Single Source for Success

As a busy HR executive, Kimber appreciated the single-source solution Workforce Health brought. "Before, we had one provider giving flu shots, another doing wellness assessments, and another managing education and health coaching. Now, we have one provider and one contact to organize all of these efforts to make them efficient and work smoothly," said Kimber.

Relationship-building has been an equally important bonus. Employees consider the nurse practitioner, who has been with the clinic from the start, as part of the team. She meets with the employee wellness committee and joins the company at holiday parties. "That continuity is extremely important. We wouldn't want to have a new

provider coming in every couple of months; it's important that employees get comfortable with whom they're seeing," Kimber said.

The small size and limited hours of the Milwaukee Hatco clinic might have kept it from ever opening its doors. "But Workforce Health was a leader in the area. They worked with us to set it up and make it successful," Kimber said.

100% Client Satisfaction

"It's great for employees' quality of life, and also great for the company financially."

"It seems like such a daunting process to put in place, but it's really not if you find a partner like Workforce Health."

"Doctors' offices are so busy. Here, the nurse practitioner takes time to talk to the employees about their health."



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