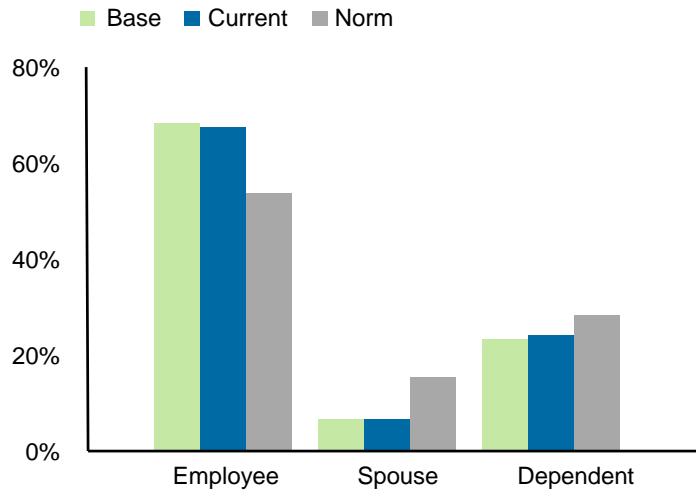




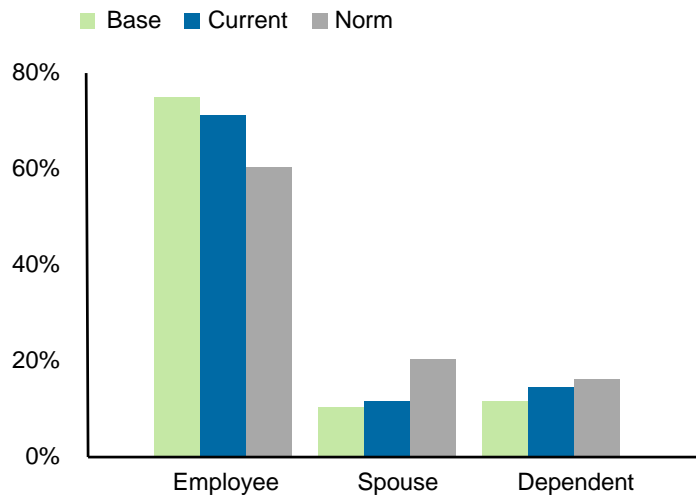
Population Demographics by Relationship

School District of Osceola County

Percent of members by relationship



Percent of plan spend by relationship



Average spend by relationship

	Base	Current	Trend	Norm
All Members				
Employee	\$6,981	\$7,585	8.7%	\$6,919
Spouse	\$10,761	\$12,880	19.7%	\$8,307
Dependent	\$3,167	\$4,332	36.8%	\$3,517
Excluding Catastrophic				
Employee	\$4,593	\$4,713	2.6%	\$4,721
Spouse	\$5,071	\$5,831	15.0%	\$5,023
Dependent	\$2,239	\$2,384	6.5%	\$2,510

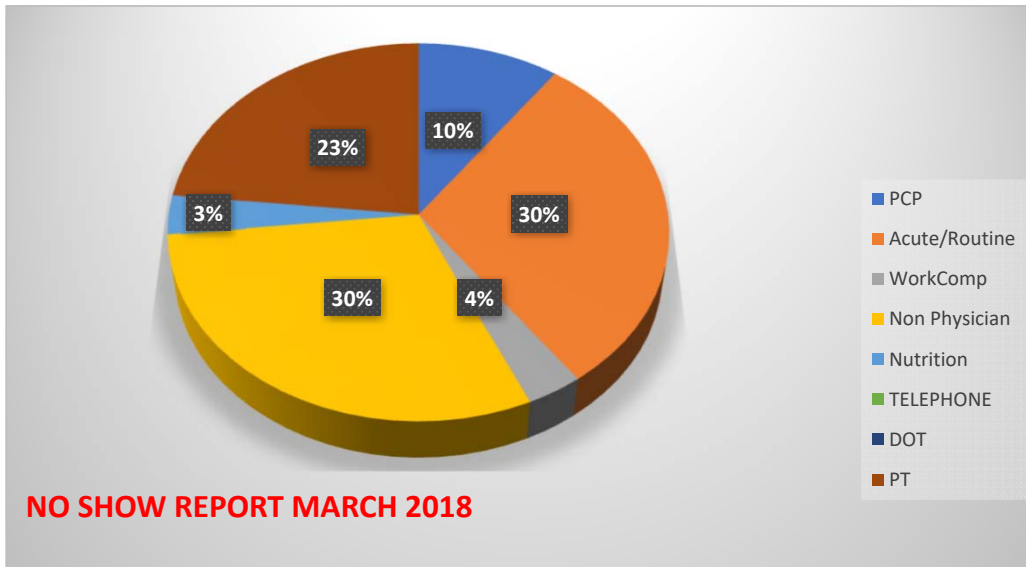
Comments

- Employees represented 68.9% of the population and 73.2% of spend for the current period, versus norms of 55.3% and 62.2%
- By relationship type, spouses incurred higher per member costs than employees, \$12,880 PMPY for the current period
- Excluding Catastrophic Claimants, spouses incurred higher per member costs compared to employees, \$5,831 PMPY for the current period

MONTHLY NO SHOW REPORT MARCH 2018

NO SHOWS	MAR 5-10	MAR 12-17	MAR 19-24	MAR 26-31	TOTAL	GRAND		
					REC FIRST LETTER	TOTAL	MARCH	2018
PCP	3	5	0	3	11	12		
Acute/Routine	9	12	16	16	53	71		
WorkComp	1	2	0	0	3	5		
Non Physician	9	3	17	4	33	37		
Nutrition	1	2	3	1	7	11		
TELEPHONE	0	0	0	0	0	0		
DOT	0	0	0	0	0	0	EMPLOYEE	134
PT	7	8	14	5	34	56	DEPENDENTS	7
Total	30	32	50	29	141	192	TOTAL	141

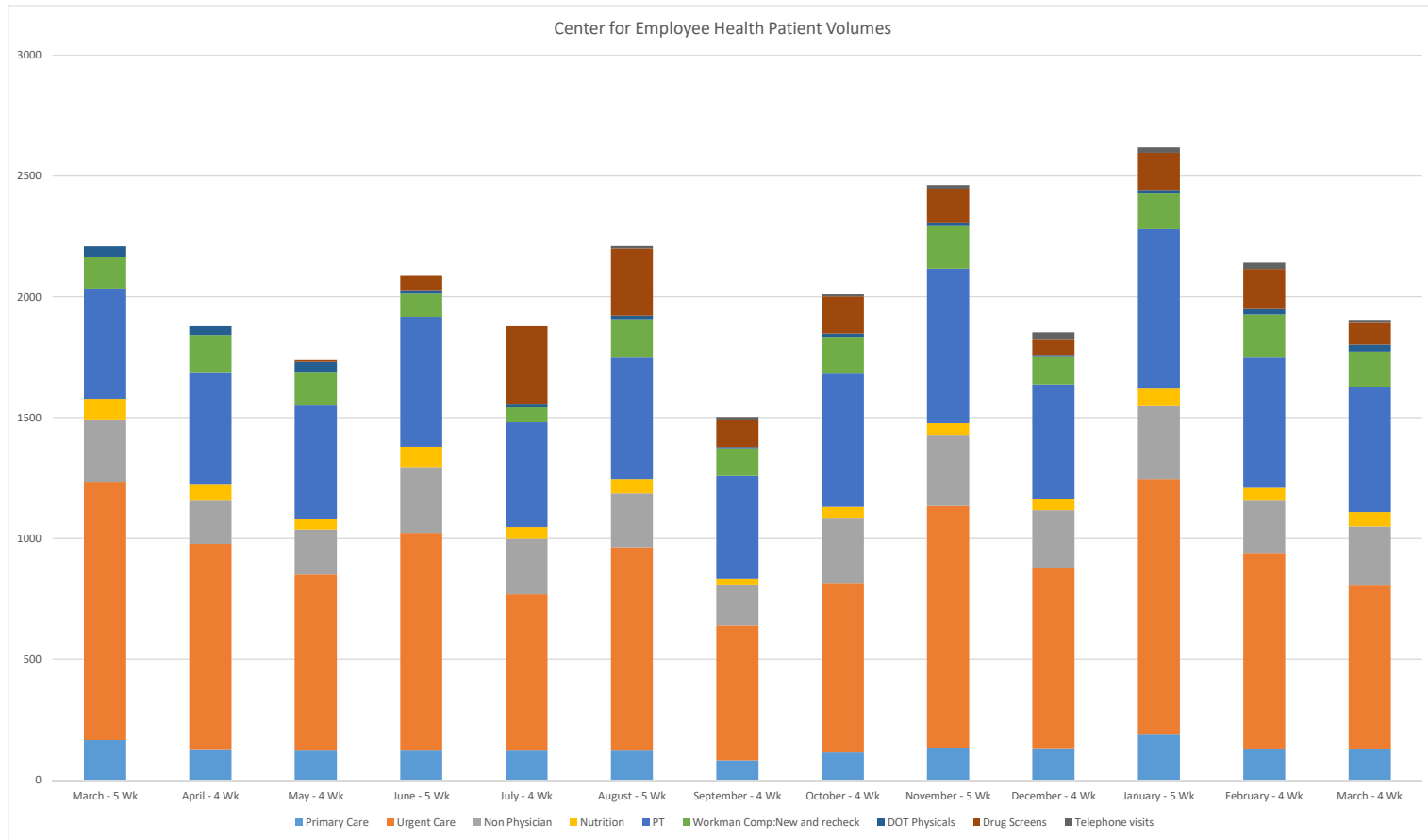
10.0%





March, 2017 to March, 2018

	2017										2018			March
Patient Volumes	March - 5 Wk	April - 4 Wk	May - 4 Wk	June - 5 Wk	July - 4 Wk	August - 5 Wk	September - 4 Wk	October - 4 Wk	November - 5 Wk	December - 4 Wk	January - 5 Wk	February - 4 Wk	March - 4 Wk	No Show #s
Primary Care	166	125	122	122	122	122	82	115	135	132	188	131	131	12
Urgent Care	1068	852	729	902	648	841	558	701	999	748	1058	806	674	71
Non Physician	259	183	186	271	228	224	170	270	295	237	302	222	245	37
Nutrition	85	65	43	84	49	58	24	45	47	47	72	51	60	11
PT	453	460	470	538	433	503	425	551	640	473	660	539	516	56
Workman Comp:New and recheck	132	157	136	96	62	159	114	152	177	114	147	178	147	5
DOT Physicals	46	36	45	11	12	15	5	14	11	5	12	22	29	0
Drug Screens			7	63	324	278	114	154	143	66	157	166	90	0
Telephone visits						10	11	8	15	31	22	26	13	0
TOTAL MEDICAL VISITS	2209	1878	1738	2087	1878	2210	1503	2010	2462	1853	2618	2141	1905	192
No Shows	423	358	374	456	297	388	317	234	314	220	237	186	192	10.0%
TOTAL PHARMACY SCRIPTS COUNT	1511	1126	895	1125	850	1044	734	938	1330	1146	1640	1227	1129	





CENTER FOR
Employee Health
In Partnership with Florida Hospital

SDOC Next Available Appointment Report

Days out (NOT incl weekends)

	08-Jan	25-Jan	07-Feb	27-Feb	19-Mar	02-Apr
1st Next Available						
Primary physical (40 min)	6/8:20am	3/10:00am	4/8:20am	3/8:20am	5/7:50am	1/1:00pm
Primary Follow-up (20 min)	3/7:20am	1/10:40am	8/10:00am	4/10:30am	5/9:00am	6/7:20am
Problem Based (20 Min)	3/1:00pm	1/8:40am	1/9:30am	1/8:50am	2/9:00am	1/8:20am
Physical Therapy (30min)	1/9:00am	0/11:00am	0/11:30am	0/11:00am	0/3:30pm	0/1:30pm
Physical Therapy (New 60)	1/8:30am	0/2:00pm	1/10:30am	1/7:30am	3/5:30pm	0/3:00pm
Nutrition	2/11:00am	0/12:00pm	0/11:00am	2/4:00pm	1/12:00pm	1/9:00am
2nd Next Available						
Primary physical (40 min)	6/10:00am	6/10:00am	4/1:00pm	3/1:00pm	10/7:50am	1/2:00pm
Primary Follow-up (20 min)	3/7:50am	3/11:10am	8/11:10am	4/1:00pm	5/10:30am	6/7:50am
Problem Based (20 Min)	3/1:30pm	1/9:10am	1/10:00am	1/10:30am	2/9:30am	1/9:30am
Physical Therapy	1/1:00pm	1/10:00am	0/11:30am	0/1:00pm	0/6:00pm	0/2:00pm
Physical Therapy (New 60)	1/10:30am	1/10:00am	2/10:30am	1/11:30am	4/3:00pm	2/11:30am
Nutrition	2/12:00pm	0/1:00pm	0/12:00pm	3/12:00pm	1/3:00pm	1/10:00am
3rd Next Available						
Primary physical (40 min)	6/10:30am	8/8:20am	4/2:40pm	3/2:00pm	10/8:20am	3/7:50am
Primary Follow-up (20 min)	3/9:00am	5/10:40am	8/11:40am	4/1:30pm	5/1:00pm	6/8:30am
Problem Based (20 Min)	4/7:20am	1/9:40am	1/11:00am	1/1:00pm	2/10:30am	1/10:00am
Physical Therapy	1/2:00pm	1/10:30am	1/11:30am	0/1:30pm	1/7:00am	1/10:00am
Physical Therapy (New 60)	2/8:30am	2/10:30am	2/11:30am	2/11:30am	5/7:30pm	4/7:30am
Nutrition	2/2:00pm	0/2:00pm	0/1:00pm	3/1:00pm	2/3:00pm	2/4:00pm



IPad Survey Answers Distribution

Selected Parameters:

From Date: 1/1/2018 To 3/31/2018

Total of Submitted Surveys: 2234

Question Type	Questions	1 Count	2 Count	3 Count	4 Count	5 Count	Total	Top Box
Courtesy	Please rate the courtesy of the Doctor.	3	0	4	50	640	697	91.82
	Please rate the courtesy of the Nurses / Medical Assistants.	0	0	2	41	612	655	93.44
	Please rate the courtesy of the person who took your personal/insurance information	1	0	7	82	796	886	89.84
	Please rate the courtesy with which your family or friends were treated by this person	2	0	4	60	732	798	91.73
	Total	6	0	17	233	2780	3036	91.71
Listen to patient	Did the doctor listen to you and fully understand your health issue?	3	0	5	53	636	697	91.25
	Did the nurse/medical assistant listen to you and fully understand your health issue?	0	0	3	44	608	655	92.82
	Total	3	0	8	97	1244	1352	92.04
Rating of Care	How would you rate the care you received during your visit?	4	0	14	177	2043	2238	91.29
	Total	4	0	14	177	2043	2238	91.29
Recommend Center for Employee Health	What is the likelihood of your recommending Center for Employee Health to others?	6	4	24	202	2002	2238	89.45
	Total	6	4	24	202	2002	2238	89.45
Wait	Rate your satisfaction with the Overall wait you experienced today.	9	9	57	225	1938	2238	86.60
	Rate your satisfaction with the wait you experienced in the exam room.	10	16	71	242	1899	2238	84.85
	Rate your satisfaction with the wait you experienced in the lobby.	7	12	50	236	1933	2238	86.37
	Total	26	37	178	703	5770	6714	85.94
Total	Total	45	41	241	1412	13839	15578	89.95

No time to go to the doctor?

Have a face-to-face, online video visit on your smart phone or tablet.



Doctors and nurse practitioners are standing by:

Weekdays 8:00 am – 8:00 pm

Weekends 8:00 am – 5:00 pm

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- + Appointments are available though not necessary
- + Diagnosis and treatment for minor and urgent-care ailments; prescriptions are sent to your local preferred pharmacy
- + **School District of Osceola County Cigna-covered service with \$25 patient co-pay**



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Provided by:

