



LGFCU
LOCAL GOVERNMENT
FEDERAL CREDIT UNION

2016 EXCELLENCE IN INNOVATION Awards Program

Project ID	GG-12
Title of Program	Wilson County Gov WellCare
Program Category	General Government
Submission Date	6/23/2016 11:54:51 AM
County	Wilson
Employee	Teresa Ellen
Employee title	Director
Email	tcellen@wilson-co.com
County Department	Wilson County Health Department
Phone	2522915470
Address	, NC
County Manager	Denise Stinagle
Supervisor	Denise Stinagle
Implementation Date	12:00:00 AM
FLSA Designation	Exempt
Project Team Members	Wilson County Health Department

Description of Productivity Improvement

The Wilson County Health Department initiated an employee clinic for Wilson County Government Employees, named WellCare. The services utilizes the primary care services of the Wilson County Health Department. They now offer adult primary care services to employees and retirees with no out of pocket cost. Wilson County is self-insured and that allows the Health Department to waive insurance copays and accept what insurance will pay for a specific office visit. In addition, the County has agreed to allow employees who utilize the employee health services to do so without a requirement to use sick leave. This initiative has decreased employee time away from work with a quick return, increased employee health awareness and the branding of the WellCare clinic with overall employee wellness has made a positive impact on employee health.

Description of why this project was initiated

WellCare was initiated after employees, managers and department heads expressed an interest in ways to increase employee wellness, reduce lost time to sick leave and an overall need connect county government employees to our local health department as a resource for regular care, immediate care and preventative care for diabetes, weight management, exercise, knowing critical health numbers and smoking cessation. Also the department's registered dietician provides additional services as needed. Coupled with the branding of WellCare on all insurance information, at the Employee Wellness Extravaganza and all health related communications, employees now recognize WellCare and have provided positive feedback about this service.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

Since WellCare was initiated the clinic in November we have seen over 300 employees, average seeing 35-40 per month, saved employees \$6,100.00+ in copays, saved almost 1,000 hours of sick leave and we have added \$40,000 of additional revenue to our primary care clinic thus reducing the amount of money we need from the county to secure the programs sustainability.

Other descriptive information

The WellCare Clinic is centrally located in the City of Wilson and is easy access for employees from all departments.
The WellCare Clinic has a dedicated webpage on the employee site to allow employees to see services provided.
Employees can call and make a dedicated appointment time saving them valuable wait time.