



April 2024

# Increase Medical Assistant Hours Proposal

# Current Solution

## Driving Outcomes that Matter

- **Current Contract Effective Date:** April 4, 2023
- **Renewal Date:** April 4, 2026
- **Eligible Employees:** 1,817 | **Spouses:** 652 | **Dependents:** 1,008
- **Annual Investment:** \$1,264,985
- **Current Clinical Care Team:**

Role	FTE
Physician	0.9
Nurse Practitioner/ Physician Assistant	1.8
Medical Assistants	2.5
Registered Dietician	0.5

# Executive Summary



## Member Utilization

Engaged as of December 2023

**66%**

Employee  
Engagement  
Rate

**73%**

Employee High  
Risk  
Engagement  
Rate



## Health Outcomes

Outcomes as of December 2023

**82%**

At-Risk Patients  
Making Progress  
on Biometric  
Risk Factors

**60%**

At-Risk Patients  
Making Progress  
on Improving  
Systolic Blood  
Pressure



## Member Satisfaction

NPS as of December 2023

**90**

Member NPS  
Score

**98%**

Satisfied or  
Very Satisfied



## Savings

Reduced Claim Spend

**\$30.5 Million**

Cumulative savings through Year 9

# Additional Medical Assistant Hours

*Utilization from Dec22 to Dec23*

	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23	Jul '23	Aug '23	Sep '23	Oct '23	Nov '23	Dec '23
Acute	261	254	248	285	215	246	267	245	290	204	167	114	167
Lab	53	42	32	37	21	30	29	43	82	106	109	178	90
Preventive	291	181	197	190	199	204	227	246	329	365	389	458	366
Grand Total	605	477	477	512	435	480	523	534	701	675	665	750	623

## Impact on Clinical Services and the Care Team:

- Increased candidate pool for backfill MA includes benefits
- Align the provider schedule with support staff
- Increased support for clinical outreach
- Front office support for labs, phones, and additional administrative tasks
- Increase support for Providers allowing more time for follow-up with patients, referrals, patient emails, etc.
- No Show rates remain low due to capacity for follow-up

## Impact on City of Fort Lauderdale Employees:

- Increased appointment availability
- Engagement opportunity through offsite events
- Increased support for clinical outreach has a positive impact on employees, especially for follow-up appts and chronic disease management
- Timely follow-up for scheduling and rescheduling appointments
- Increased capacity to assist employees in accomplishing their incentive goals

# Proposed Investment

	Investment
Transition MA from 20 hours to 40 Hours	\$49,048
<b>Annual Investment with Increased Staff</b>	<b>\$1,314,033</b>

## Investment Notes:

- Pricing valid for 120 days from official proposal

Employer-sponsored healthcare for every size organization