



The School District of Osceola County Employee Benefits Committee Meeting

Agenda

January 17, 2024

- I. **Welcome (2 minutes)**
 - a. Speaking order volunteer
 - b. Timekeeper volunteer
- II. **Health Center Manager Introduction (20 mins)**
- III. **Questions on Monthly Reports (10 mins)**
- IV. **Member concerns, tracking, and brainstorming solutions (30 minutes)**
- V. **Other concerns and updates (18 minutes)**

The next meeting will be held on **February , 21 2024** at **4:30 pm** in the **Multipurpose Room** located at The Center for Employee Health 831 Simpson Road, in Kissimmee.

Employee Benefits Committee Meeting

2023-2024 Membership

OCEA

Judi Crowell – St Cloud HS (v)
Ann Glover – OSVS (v)
Janet Moody -- OCEA/ESP Pres (v)
Laura Wassum – Narcoossee MS (v)
Kim Castro-Stevens – Hickory Tree ES (v)
Dylan Reinsel – St Cloud HS (Alternate)

Teamsters

Vacant (v)
Carlos Martinez – Teamsters (v)

Provider Representatives

Kelly Johnson – Lincoln Financial Group
Mark Tafuri- VSP
Candice Knaps – Humana (Dental)
Tom Remus - MetLife Life Ins.
Cindy McCormick -- EBMS
Mike Trent -- EBMS
Vacant -- EBMS
Jay Weingart – Trustmark

Risk & Benefits Management/SDOC

Lauren M. Haddox – Director
LaTasha Aponte – Employee Benefits Supervisor
Megan Austin – Wellness Specialist
LaToyia Edwards – Benefits Education Specialist
Iris Hernandez - Secretary
Sarah Graber – Chief Business & Finance Officer
John Boyd – Chief Negotiator
Scott Knoebel – Chief Negotiator

Prof. Support Council

Felicia Smith – School Operations (v)

ESP

LaShanna Ward – Denn John MS (v)
Susan Compton – Custodial Servs. (v)

Retirees

Ray Lackey – Retired Teacher

Benefits Consultant

Ashley Bacot - RosenSure
Carolyn Grant - RosenSure
Barry Murphy – RosenSure
Mystery Slimick -- RosenSure

Center for Employee Health

Kenneth Aldridge -- RosenCare
Dr. Jader Harlow -- RosenCare
Jason Peak -- PeopleOne
Sherry Edwards -- PeopleOne
Kelly Camps -- PeopleOne
Jordan Tardash -- PeopleOne
Dean Hatcher -- PeopleOne

Health Plan Analysis 01/01/2024 (23-24)

Summary

Plan	ENROLLMENT		
	TALLIES	Total	%
Healthy Advantage Plus	684	7896	8.66%
Healthy Advantage Plus Wellness	983	7896	12.45%
Health Center	279	7896	3.53%
Health Center Wellness	809	7896	10.25%
Healthy Essentials	1578	7896	19.98%
Healthy Essentials Wellness	2433	7896	30.81%
Opt Out Credit Plan	1128	7896	14.29%

PROJECTED REVENUE BASED ON CURRENT ENROLLMENT MINUS ADMIN FEES

Board Paid	\$58,581,874.00
Employee Premium	\$6,860,820.00
Retiree Premium	\$876,592.32
SubTotal	\$66,319,286.32
Administration Fees	(5,663,766.96)
Total	60,655,519.36

DESCRIPTION	OPTION	TALLIES	Board Share		Employee Premium			Retiree Premium		
			Per Pay	Per Year	Per Pay	Per Year	Per Month	Per Year		
Healthy Advantage Plus	1	583	374.9	218,566.70	4,371,334.00	75.00	43,725.00	874,500.00		
Healthy Advantage Plus	2	11	374.9	4,123.90	82,478.00	500.00	5,500.00	110,000.00		
Healthy Advantage Plus	3	54	374.9	20,244.60	404,892.00	325.00	17,550.00	351,000.00		
Healthy Advantage Plus	4	14	374.9	5,248.60	104,972.00	625.00	8,750.00	175,000.00		
Healthy Advantage Plus	5	11	374.9	4,123.90	82,478.00	350.00	3,850.00	77,000.00		
Healthy Advantage Plus	6	11	374.9	4,123.90	82,478.00	0.00	0.00	0.00		
Healthy Advantage Plus Wellness	1	770	374.9	288,673.00	5,773,460.00	50.00	38,500.00	770,000.00		
Healthy Advantage Plus Wellness	2	20	374.9	7,498.00	149,960.00	450.00	9,000.00	180,000.00		
Healthy Advantage Plus Wellness	3	84	374.9	31,491.60	629,832.00	275.00	23,100.00	462,000.00		
Healthy Advantage Plus Wellness	4	25	374.9	9,372.50	187,450.00	575.00	14,375.00	287,500.00		
Healthy Advantage Plus Wellness	5	19	374.9	7,123.10	142,462.00	300.00	5,700.00	114,000.00		
Healthy Advantage Plus Wellness	6	19	374.9	7,123.10	142,462.00	0.00	0.00	0.00		
Healthy Advantage Plus Wellness	7	1	374.9	374.90	7,498.00	450.00	450.00	9,000.00		
Healthy Advantage Plus Wellness	8	0	374.9	0.00	0.00	575.00	0.00	0.00		
Healthy Advantage Plus Wellness (JS)	1	0	187.45	0.00	0.00	237.45	0.00	0.00		
Healthy Advantage Plus Wellness Retiree	1	38						821.47	31,215.86	374,590.32
Healthy Advantage Plus Wellness Retiree	2	7						1,725.22	12,076.54	144,918.48
Healthy Advantage Plus Wellness Retiree	3	0						1,273.27	0.00	0.00
Healthy Advantage Plus Wellness Retiree	4	0						2,218.14	0.00	0.00
Health Center Wellness	1	409	374.9	153,334.10	3,066,682.00	0.00	0.00	0.00		
Health Center Wellness	2	41	374.9	15,370.90	307,418.00	175.00	7,175.00	143,500.00		
Health Center Wellness	3	198	374.9	74,230.20	1,484,604.00	25.00	4,950.00	99,000.00		
Health Center Wellness	4	72	374.9	26,992.80	539,856.00	200.00	14,400.00	288,000.00		
Health Center Wellness	5	35	374.9	13,121.50	262,430.00	0.00	0.00	0.00		
Health Center Wellness	6	35	374.9	13,121.50	262,430.00	0.00	0.00	0.00		
Health Center Wellness	7	3	374.9	1,124.70	22,494.00	175.00	525.00	10,500.00		
Health Center Wellness	8	2	374.9	749.80	14,996.00	200.00	400.00	8,000.00		
Health Center	1	171	374.9	64,107.90	1,282,158.00	25.00	4,275.00	85,500.00		
Health Center	2	11	374.9	4,123.90	82,478.00	225.00	2,475.00	49,500.00		
Health Center	3	60	374.9	22,494.00	449,880.00	75.00	4,500.00	90,000.00		
Health Center	4	23	374.9	8,622.70	172,454.00	250.00	5,750.00	115,000.00		
Health Center	5	6	374.9	2,249.40	44,988.00	50.00	300.00	6,000.00		
Health Center	6	6	374.9	2,249.40	44,988.00	0.00	0.00	0.00		
Health Center	7	2	374.9	749.80	14,996.00	225.00	450.00	9,000.00		
Health Center	8	0	374.9	0.00	0.00	250.00	0.00	0.00		
Health Center Wellness Retiree	1	14						568.54	7,959.56	95,514.72
Health Center Wellness Retiree	2	2						1,193.95	2,387.90	28,654.80
Health Center Wellness Retiree	3	0						881.23	0.00	0.00
Healthy Essentials Wellness	1	1956	374.9	733,304.40	14,666,088.00	0.00	0.00	0.00		
Healthy Essentials Wellness	2	34	374.9	12,746.60	254,932.00	325.00	11,050.00	221,000.00		
Healthy Essentials Wellness	3	179	374.9	67,107.10	1,342,142.00	152.00	27,208.00	544,160.00		
Healthy Essentials Wellness	4	36	374.9	13,496.40	269,928.00	452.00	16,272.00	325,440.00		
Healthy Essentials Wellness	5	103	374.9	38,614.70	772,294.00	20.00	2,060.00	41,200.00		
Healthy Essentials Wellness	6	103	374.9	38,614.70	772,294.00	0.00	0.00	0.00		
Healthy Essentials Wellness	7	0	374.9	0.00	0.00	325.00	0.00	0.00		
Healthy Essentials	1	1399	374.9	524,485.10	10,489,702.00	25.00	34,975.00	699,500.00		
Healthy Essentials	2	16	374.9	5,998.40	119,968.00	375.00	6,000.00	120,000.00		
Healthy Essentials	3	94	374.9	35,240.60	704,812.00	202.00	18,988.00	379,760.00		
Healthy Essentials	4	19	374.9	7,123.10	142,462.00	502.00	9,538.00	190,760.00		
Healthy Essentials	5	25	374.9	9,372.50	187,450.00	50.00	1,250.00	25,000.00		
Healthy Essentials	6	25	374.9	9,372.50	187,450.00	0.00	0.00	0.00		
Healthy Essentials Wellness Retiree	1	17						705.80	11,998.60	143,983.20
Healthy Essentials Wellness Retiree	2	5						1,482.18	7,410.90	88,930.80
Healthy Essentials Wellness Retiree	3	0						1,087.88	0.00	0.00
Opt Out Credit Plan (23-24)	1	1128	374.9	422,887.20	8,457,744.00	0.00	0.00	0.00		
Job Share Declined Benefits (IS PT)	0	0	187.45	0.00	0.00					
FSA Extra \$250	1	1145	250.00		286,250.00					
Total Employees and Retirees		7896		2,929,093.70	58,581,874.00		343,041.00	6,860,820.00	73,049.36	876,592.32

Option Legend	
Single	1
Spouse	2
Child(ren)	3
Family	4
Half Family Primary	5
Half Family Secondary	6
Domestic Partner	7
Child(ren) +DP	8
DP +DP Child(ren)	9
Child(ren) + DP + DP Child(ren)	10

Revenue Totals Per Year

Board Paid	\$58,581,874.00
Employee Premium	\$6,860,820.00
Retiree Premium	\$876,592.32
Total	\$66,319,286.32

Center for Employee Health and Advisor **Update**

December 2023

Plan year: 10/1/2023 – 9/30/2024

Monthly Health Services Plan Benefits Committee Meeting

People Helping People

Every Child, Every Chance, Every Day!



Every Child, Every Chance, Every Day!



ADVISOR / FINANCIAL UPDATE

Financial Dashboard as of 11-30-2023



Historical Health Plan Costs / Plan Year School District of Osceola County

Oct 23 - Nov 23
(2 Months)

DATE RANGE	10/1/18 to 9/30/19	10/1/19 to 9/30/20	10/1/20 to 9/30/21	10/1/21 to 9/30/22	10/1/22 to 8/31/23	10/1/23 to 11/01/23
COST COMPONENT	2018/19 Plan Year	2019/20 Plan Year	2020/21 Plan Year	2021/22 Plan Year	2022/23 Plan Year	2023/24 Plan Year
Medical Claims	\$45,967,272	\$41,566,112	\$33,140,969	\$41,500,297	\$44,902,814	\$7,270,074
Rx Claims	\$12,307,935	\$11,049,021	\$9,844,133	\$8,966,174	\$8,593,164	\$1,717,258
Health Center	\$3,000,000	\$4,835,823	\$4,916,176	\$5,507,701	\$5,895,433	\$961,911
Fixed Costs	\$2,906,857	\$2,860,047	\$5,347,984	\$4,321,131	\$4,839,058	\$721,007
Claims over Specific Stop Loss	(\$328,850)	(\$1,418,812)	(\$212)	(\$62,006)	\$0	0
TOTAL EXPENSES	\$63,853,214	\$58,992,191	\$53,249,050	\$60,233,297	\$64,230,469	\$10,670,250
TOTAL REVENUE/ FUNDING	\$56,092,962	\$60,116,719	\$58,205,032	\$58,041,431	\$60,163,606	\$11,590,064
\$ Difference Revenue/Expenses	-\$7,760,252	\$1,124,528	\$4,955,982	-\$2,191,866	-\$4,066,863	\$919,814
Ratio - Expenses to Revenue	113.83%	98.13%	91.49%	103.78%	106.76%	92.06%
Additional Funded - COVID Relief	N/A	N/A	\$2,765,331	\$2,497,405	N/A	N/A
Additional Funding Needed	\$10,000,000	\$0	\$0	\$3,000,000		
Average Medical Enrollment	6,563	6,464	6,330	6,182	6,328	6,485
PEPM TOTAL EXPENSES	\$811	\$761	\$665	\$778	\$846	\$823
PEPM Claims vs Previous Year	105%	N/A	87%	117%	109%	97%
Medical Claims PEPM	\$584	\$536	\$436	\$559	\$591	\$561
Rx Claims PEPM	\$156	\$142	\$130	\$121	\$113	\$132
Health Center PEPM	\$38	\$62	\$65	\$74	\$78	\$74
Fixed Costs PEPM	\$37	\$37	\$70	\$58	\$64	\$56

November Medical Claims were lower creating a potential temporary surplus. Rx Claim trend continues to rise.



School District of Osceola County Health Plan

Rolling 12 months: Expenses vs Revenue

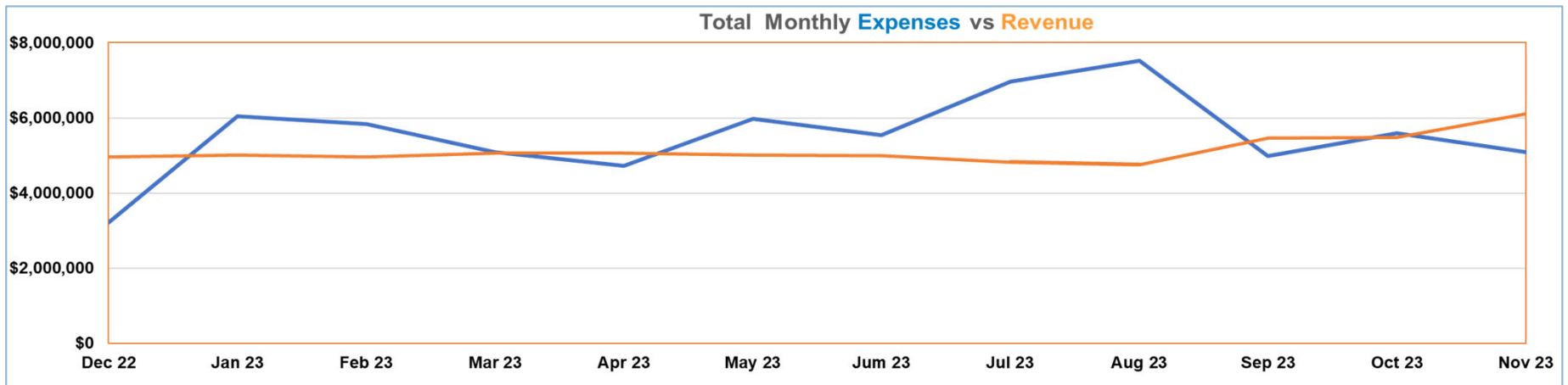
Plan Years: 10/1/2022 – 9/30/2023 and 10/1/2023 – 9/30/2024



School District of Osceola County Health Plan - Expenses to Revenue Rolling 12 Months

Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Expenses	Monthly Revenue to the Plan (G: Sum H-J)	Board Contribution (H)	Opt out Subsidy (I)	Employee and Retiree Contribution (J)	Budget Ratio F / G
Dec-22	6,437	\$1,794,493	\$522,743	\$455,453	\$2,772,689	\$444,062	\$3,216,751	\$4,965,941	\$3,716,473	\$610,359	\$639,109	65%
Jan-23	6,318	\$4,385,632	\$670,203	\$487,862	\$5,543,697	\$494,406	\$6,038,103	\$5,017,239	\$3,708,509	\$695,528	\$613,202	120%
Feb-23	6,359	\$4,208,137	\$705,807	\$474,176	\$5,388,120	\$450,387	\$5,838,507	\$4,957,288	\$3,660,141	\$610,944	\$686,203	118%
Mar-23	6,397	\$3,419,480	\$844,245	\$480,198	\$4,743,923	\$350,441	\$5,094,364	\$5,063,371	\$3,767,099	\$605,808	\$690,464	101%
Apr-23	6,396	\$3,093,984	\$809,720	\$473,462	\$4,377,166	\$350,408	\$4,727,574	\$5,063,375	\$3,767,099	\$605,807	\$690,469	93%
May-23	6,305	\$4,239,598	\$765,947	\$619,848	\$5,625,393	\$350,509	\$5,975,902	\$5,012,385	\$3,719,317	\$602,394	\$690,674	119%
Jun-23	6,269	\$3,671,949	\$849,534	\$527,956	\$5,049,439	\$496,092	\$5,545,531	\$4,986,525	\$3,700,545	\$599,550	\$686,430	111%
Jul-23	6,154	\$5,315,223	\$808,847	\$522,501	\$6,646,571	\$326,854	\$6,973,425	\$4,820,445	\$3,579,952	\$579,072	\$661,421	145%
Aug-23	5,956	\$6,002,745	\$666,197	\$517,324	\$7,186,266	\$328,270	\$7,514,536	\$4,758,313	\$3,527,619	\$570,538	\$660,156	158%
Sep-23	6,445	\$3,245,573	\$852,592	\$516,992	\$4,615,157	\$364,698	\$4,979,855	\$5,471,026	\$4,129,523	\$676,695	\$664,808	91%
Oct-23	6483	\$3,892,796	\$859,356	\$461,919	\$5,214,071	\$375,242	\$5,589,313	\$5,482,635	\$4,144,207	\$691,066	\$647,362	102%
Nov-23	6486	\$3,377,278	\$857,902	\$499,992	\$4,735,172	\$345,765	\$5,080,937	\$6,107,359	\$4,768,418	\$690,441	\$648,500	83%
YTD	76,005	\$46,646,888	\$9,213,093	\$6,037,683	\$61,897,664	\$4,677,134	\$66,574,798	\$61,705,902	\$46,188,902	\$7,538,202	\$7,978,798	108%

- November 2023 Medical Claims are 13% (\$510k) under the 12 Month Rolling Average.
- November 2023 Rx Claim Cost/ Utilization is 12% (\$90K) higher than 12 months prior.



School District of Osceola County Health Plan

Medical Plan PAID Expenses vs Budget/Revenue – Plan Year to Date

Plan Year: 2023-2024

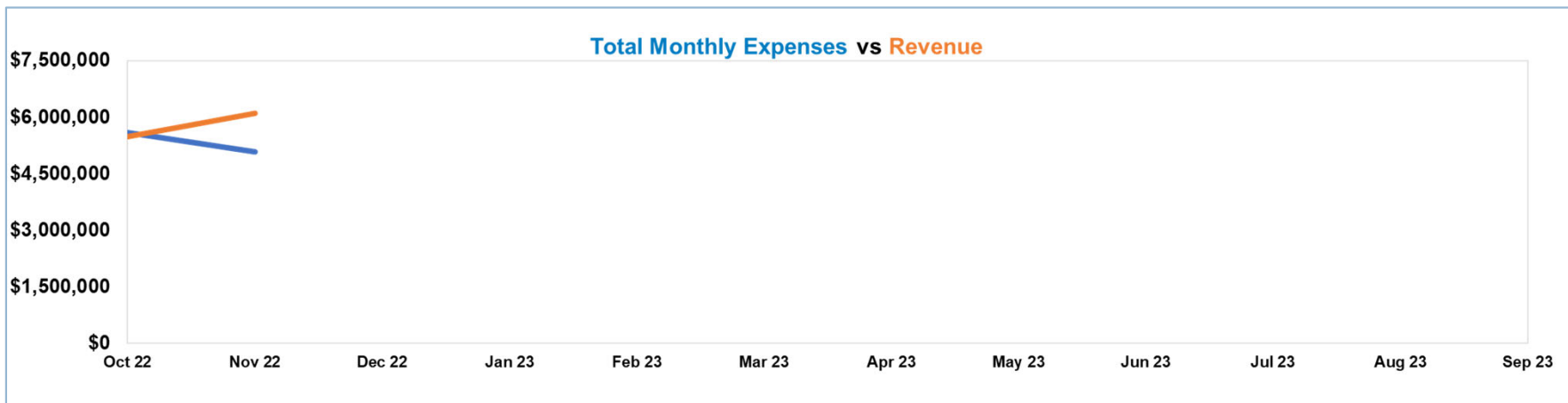


School District of Osceola County

Medical Plan - Expenses to Revenue

2023-2024 Plan Year to Date

Month	Enrolled Employees and Retirees	Medical Claims	Rx Claims	Health Center	Paid Claims	Fixed Costs	Total Costs / Expenses	Monthly Revenue to the Plan	Board Contribution	Opt out Subsidy	Employee and Retiree Contribution	Budget Ratio
Oct-23	6,483	\$3,892,796	\$859,356	\$461,919	\$5,214,071	\$375,242	\$5,589,313	\$5,482,635	\$4,144,207	\$691,066	\$647,362	102%
Nov-23	6,486	\$3,377,278	\$857,902	\$499,992	\$4,735,172	\$345,765	\$5,080,937	\$6,107,429	\$4,768,418	\$690,441	\$648,570	83%
Dec-23												
Jan-24												
Feb-24												
Mar-24												
Apr-24												
May-24												
Jun-24												
Jul-24												
Aug-24												
Sep-24												
YTD	12,969	\$7,270,074	\$1,717,258	\$961,911	\$9,949,243	\$721,007	\$10,670,250	\$11,590,064	\$8,912,625	\$1,381,507	\$1,295,932	92%



School District of Osceola County Health Plan

Large Claims \$200,000– Plan Year to Date

Plan Year: 2023-2024



School District of Osceola County

Plan Year 10/1/2023 to 9/30/2024

Large Claimants Plan Year to Date

Specific Deductible \$1,500,000 + \$135,000 aggregating deductible

Medical / Rx Claims < \$200,000

#	Relationship	Diagnosis	Medical Claims Paid	Rx Claims Paid	Total Paid
1	Employee	Chronic Respiratory Failure/Sickle Cell	\$321,154	\$1,677	\$322,831
2	Employee/Term	Neurological Disorder	\$265,607	\$0	\$265,607
3	Employee	Cancer (Radiation Therapy)	\$241,085	\$516	\$241,601
4	Employee	CAD (Coronary Artery Disease)	\$209,182	\$17	\$209,199
5					
					\$1,039,238
				<i>New to List</i>	\$716,407

Every Child, Every Chance, Every Day!



HEALTH CENTER UPDATE

“People Helping People”

CENTER FOR EMPLOYEE HEALTH



UTILIZATION OVERVIEW

November 1 to November 30, 2023

MAIN LOCATION

43% (768 of 1,802) of Medical Encounters were Unique Patients

Service Type	Scheduled	Late Cancel	No-Show	Completed Encounters	Unique Patients	Patients Per Day (Average)
Medical	1,175	2	89	1,084	768	45
Chiropractor	153	0	2	151	106	9
Physical Therapy	237	0	13	224	79	10
Wellness Coaching	117	0	6	111	103	6
Occupational Health	36	0	0	36	34	3
Workers Comp	116	1	9	106	41	5
Overall - Total	1,834	3	119	1,712		
Overall - Total	1,928	3	123	1,802		

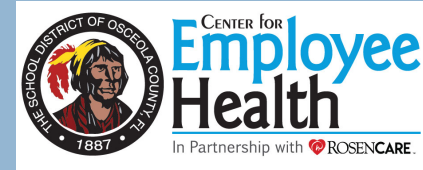
Additional Services	Scheduled	Late/Cancel	No Show	Completed
Mental Health / Counseling**	74	0	10	64
Ophthalmologist / Eye Exam **	14	0	2	12
X-Ray	94	0	4	90

**These numbers are included under the medical category above

Service Type	1-2 Times	3-5 Times	6+ Times
Medical	1,022	95	14
Chiropractor	97	9	0
Physical Therapy	41	31	7
Wellness Coaching	102	1	0
Occupational Health	34	0	0
Workers Comp	26	11	4

Individuals that have accessed the **MAIN** Center for Employee Health 1-2 times, 3-5, 6+ times in the selected time frame.

CENTER FOR EMPLOYEE HEALTH



UTILIZATION OVERVIEW

November 1 to November 30, 2023

**POINCIANA
LOCATION**

Service Type	Scheduled	Late Cancel	No-Show	Completed Encounters	Unique Patients	Patients Per Day (Average)
Medical	12	0	1	11	11	2
Overall - Total	12	0	1	11		

Individuals that have accessed the **POINCIANA LOCATION** of the Center for Employee Health 1-2 times, 3-5, 6+ times in the selected time frame.

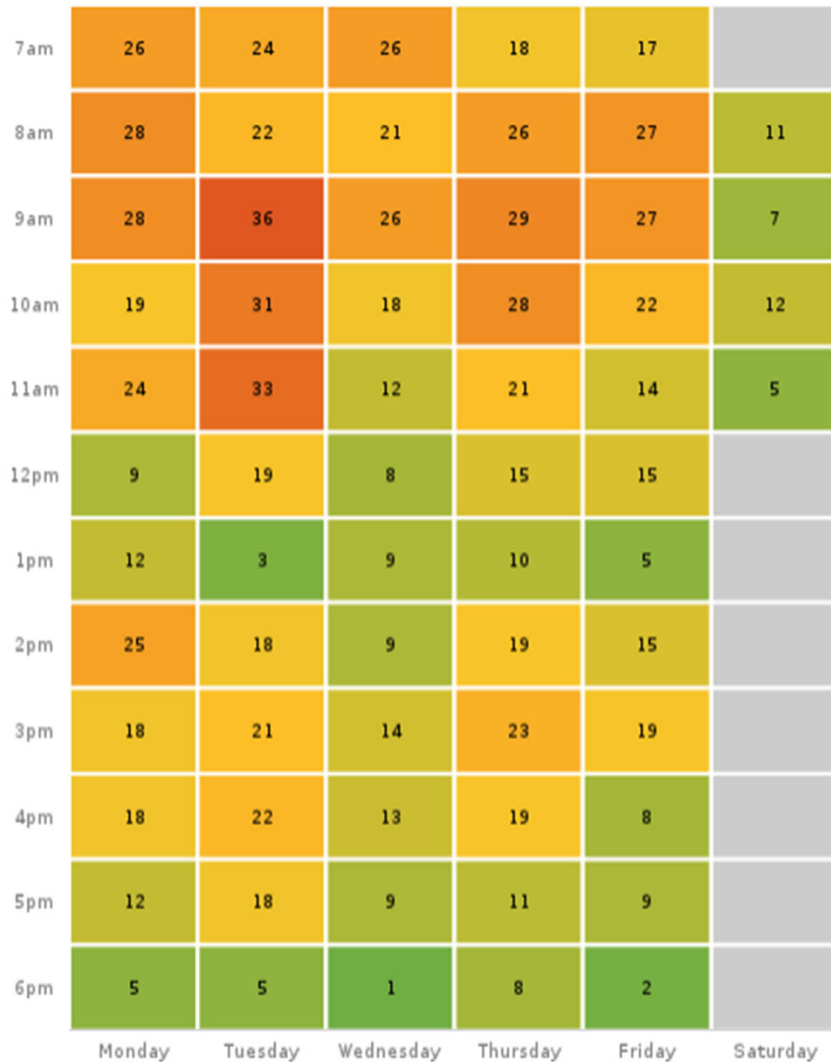
Service Type	1-2 Times	3-5 Times	6+ Times
Medical	11	0	0

CENTER FOR EMPLOYEE HEALTH



APPOINTMENT UTILIZATION OVERVIEW

MAIN LOCATION: MEDICAL



November 1 to November 30, 2023

POINCIANA LOCATION: MEDICAL



CENTER FOR EMPLOYEE HEALTH



MAIN LOCATION: CHIROPRACTOR

7am		5			
8am	2	2	2	1	1
9am	4	5	4	4	1
10am	2	3	4	2	
11am	2	3	6	3	
12pm	6	4	4	5	
1pm	1	2	3		
2pm	4	6	4	1	
3pm	3	3	8	3	
4pm	5	5	8	6	
5pm	2		6	6	
	Monday	Tuesday	Wednesday	Thursday	Saturday

November 1 to November 30, 2023 PHYSICAL THERAPY

7am	1	6	9	6	1	
8am	5	4	7	6	2	2
9am	5	5	5	3	2	1
10am	4	11	7	9	1	1
11am	3	6	6	4	1	
12pm		3	5	5		
1pm	1		1			
2pm	3	7	5	3	2	
3pm	10	10	7	10	2	
4pm	3	5	5	6	1	
5pm	1	2	1	2		
6pm		1				
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

CENTER FOR EMPLOYEE HEALTH



TRENDING INFORMATION: NOVEMBER 2023

MEDICAL ENCOUNTERS

Completed Encounters	2022		2023										Total	
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct		Nov
ANN VISIT	127	127	150	116	137	134	173	209	219	119	107	126	105	1,849
EYE EXAM	13	13		18	12	17	13	20	17	13	16	12	12	176
IN-PER MH	67	56	90	66	92	67	59	63	72	70	72	58	49	881
MED EST	305	311	390	331	383	285	288	249	204	240	191	187	200	3,564
MED EST 60	47	35	44	50	48	45	39	52	29	53	49	20	26	537
MED NEW	22	13	7	10	4	2		1	1	1	2	1		64
MED URGEST	76	89	125	129	152	164	143	148	137	121	137	138	185	1,744
MED URGNEW	19	18	13	13	4	5	6	5	3	7	5	5	9	112
NV LAB	297	267	257	242	321	254	279	314	314	248	255	215	204	3,467
TELEHEALTH	225	219	333	293	313	294	270	256	255	263	250	224	188	3,383
TeleVisit	31	31	7	1	3	3	8	1	1	1	2	1	1	91
VIRT MH						21	26	24	15	14	12	17	15	144
X-Ray 30	111	138	138	123	160	131	127	117	100	115	93	106	90	1,549
Total	1,340	1,317	1,554	1,392	1,629	1,422	1,431	1,459	1,367	1,265	1,191	1,110	1,084	17,561

CENTER FOR EMPLOYEE HEALTH



TRENDING INFORMATION: NOVEMBER 2023

TELEPHONE INTERACTION

Count	2022		2023									Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	
Lab Results	22	38	13	20	7	17	11	14	10	7	5	164
Lab Results, Medical - Outreach		3								1		4
Lab Results, Professional Collaboration		1	1	6	5	6	4	4	3	2	3	35
Lab Results, Question for Provider	1		1	4	4	5	4	2	2	2	1	26
Lab Results, Question for Provider, Professional Collaboration			1			1		5				7
Lab Results, Question for Provider, Rx											1	1
Lab Results, Question for Provider, Rx, Professional Collaboration									1			1
Lab Results, Rx	1	2	2	2		3	3		1			14
Lab Results, Rx, Professional Collaboration				1	1	1	2				1	6
Medical - Outreach	3	6	3	3	5	7	2	3	4	1	4	41
Medical - Outreach, Professional Collaboration		1										1
Professional Collaboration	35	29	52	40	38	44	54	24	42	57	18	433
Question for Provider	17	5	11	10	9	9	14	12	12	9	11	119
Question for Provider, Medical - Outreach					1							1
Question for Provider, Professional Collaboration	2		3	3	2	10	12	3	2	8	5	50
Question for Provider, Rx	1	1	2	4	1	2	2		4	2	3	22
Question for Provider, Rx, Professional Collaboration											1	1
Rx	40	25	32	19	27	32	28	26	31	14	22	296
Rx, Medical - Outreach							1					1
Rx, Professional Collaboration	2	5	5	2	2	7	13	5	4	3	8	56
Total	124	116	126	114	102	144	150	98	115	107	83	1,279

CENTER FOR EMPLOYEE HEALTH



TRENDING INFORMATION: NOVEMBER 2023

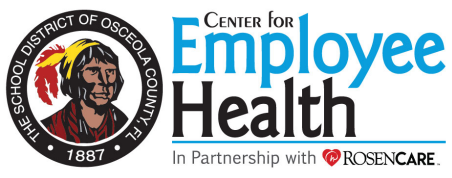
PHYSICAL THERAPY

Completed Encounters	2022		2023											Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	
PT ESTPT	192	198	270	298	313	280	276	241	247	255	200	169	156	3,095
PT ESTPT45	44	40	33	27	22	10	9	7	20	43	24	38	25	342
PT NEWPT	57	46	53	59	55	42	35	44	53	41	32	34	43	594
Total	293	284	356	384	390	332	320	292	320	339	256	241	224	4,031

WELLNESS COACHING

Completed Encounters	2022		2023											Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	
NUTR EST	22	14	36	31	36	33	31	37	29	33	29	26	33	390
NUTR NEW	25	15	32	16	23	23	23	31	19	16	20	18	14	275
NUTRTELEST	50	37	52	59	68	75	62	54	44	63	43	44	57	708
NUTRTELNEW	14	8	21	5	17	11	10	10	9	14	14	20	7	160
Total	111	74	141	111	144	142	126	132	101	126	106	108	111	1,533

CENTER FOR EMPLOYEE HEALTH



TRENDING INFORMATION: NOVEMBER 2023

WORKERS COMPENSATION

Completed Encounters	2022		2023											Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	
MED WCEST	2		1		28	61	78	45	22	33	57	54	31	412
MED WCNEW				2	27	29	32	17	3	38	24	36	13	221
PT WCEST	42	40	56	41	21	54	117	49	21	44	65	68	51	669
PT WCNEW	8	5	3		4	19	13	9	4	9	11	14	10	109
WC Chiro45												1		1
WC ChPT													1	1
X-Ray WC30					3			1		4				8
Total	52	45	60	43	83	163	240	121	50	128	157	173	106	1,421

Center for Employee Health



TRENDING INFORMATION: NOVEMBER 2023

OCCUPATIONAL HEALTH

Completed Encounters	2022		2023											Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	
OCC	26	2	18	20	21	13	6	4	5	7	14	18	19	173
OCC 60	18	17	18	17	20	18	22	20	18	18	14	16	17	233
Total	44	19	36	37	41	31	28	24	23	25	28	34	36	406

CHIROPRACTOR

Completed Encounters	2022		2023											Total
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	
CHPT EST	146	135	167	169	166	168	175	148	137	166	135	165	135	2,012
CHPT NP	19	22	28	16	27	18	28	25	18	23	19	15	15	273
CHPT URG				1	2								1	4
Total	165	157	195	186	195	186	203	173	155	189	154	180	151	2,289


Satisfaction Survey for October 2023:

4.84/ 5

In November 2023

788 surveys completed

Number of surveys completed 2021-2023
Year to Date:

	Jan 21	Feb 21	Mar 21	Apr 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21
	385	388	559	652	643	799	718	715	776	188	760	794
	Jan 22	Feb 22	Mar 22	Apr 22	May 22	June 22	July 22	Aug 22	Sept 22	Oct 22	Nov 22	Dec 22
	635	663	842	756	732	783	734	751	557	652	552	524
	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23
	1035	975	1083	938	955	1010	910	1222	1124	1159	788	

AVERAGE REVIEW SCORE OF ALL TIME: 4.88

Every Child, Every Chance, Every Day!



Questions
Comments