CITY AUDITOR'S OFFICE

TO: Rob Hernandez, City Manager

FROM: Andrea R. Russell, City Auditor

DATE: June 8, 2021

SUBJECT: My Health Onsite Program Review

At the May 20, 2021 Director's meeting, and in conjunction with the upcoming Return on Investment (ROI) presentation from My Health Onsite (MHO) at the June 9th Committee of the Whole meeting, you requested that I perform a program review of My Health Onsite. The following summarizes the review performed.

Background

In August 2019, the City of Cape Coral entered into a health care medical services agreement (Agreement) with MHO to provide "comprehensive, employee health, occupational health and wellness programs, and services to employers for eligible employees, retirees and dependents through health centers located at facilities provided by" the City. The clinic opened at the height of COVID-19 shutdowns in March of 2020.

At a meeting on June 1, Gehring group presented it's ROI Analysis to City management. I have reviewed the information and methodology and feel the analysis is accurate and complete.

Scope and Methodology

The purpose of this memo is to evaluate the program in comparison to the Agreement. As part of the Agreement, MHO was to provide the following reports according to Exhibit A4 of the Agreement:

- Client activity and trends reports including visit volume (Visits for acute care, occupational health to include workers compensation, risk reduction and disease management, group work, and telephonic consults), high risk patients engaged, high risk patients making progress, encounters and diagnoses by coding, prescriptions dispensed/written within the health center
- Annual Reports include:
    - Population stratification report
    - Year end report identifying health center operations including: health center volumes, patient engagement, overall improvement in population health

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status, customer satisfaction, cost reductions strategies via health center operations and return on investment analysis, results of at-risk pay for performance metrics, and plan for continuous quality improvement.

To evaluate compliance with the requirements of the agreement we requested reports received from March 2020 through present (April 2021) from the Human Resources Benefits Manager and discussed the process with the Assistant City Manager.

Results

We received the following reports from HR:

- Monthly Utilization
- Monthly Visits by Type
- Monthly Trend
- Wellness engagement report

The reports provided include the information described in Exhibit A4, per the Agreement. Annual reporting requirements are included in the ROI presentation to be made before council on June 9th. In addition, the Assistant City Manager confirmed that the City and MHO meet formally each month to review the reports noted above. A client satisfaction survey has not been completed to date but will be distributed in the Fall of 2021. The decision to wait on the survey was made based on several extenuating circumstances that occurred last year, including the COVID pandemic as well as the re-entry of the IAFF to the City's health plan.

Based on the review, it appears MHO materially complied with the requirements of the Agreement.

C: Mayor and Council
Lisa Sonego, Human Resources Director
Audit Committee