

Implementing an Employee Health Center



Implementing an employee health center or adding a health solution to your existing care model may seem like a big undertaking, but it doesn't have to be with the right project plan in place. Clients and benefits consultants consistently have given Marathon Health's implementation process a 100% satisfaction rating, so we've broken down the keys to a successful launch in this helpful guide.

"We always say, 'You have a full-time job, so let us do as much of the work as possible.' Our clients get a dedicated project manager to keep everyone moving in one direction. We make this a manageable experience for you," says Jennifer Moore, Senior Director of Client Implementations at Marathon Health.

“ Our project manager was top-notch. She did not miss a beat and established relationships with other people within our organization, like our IT folks and facilities group. She told us when the boxes would arrive, where they had to go, when her team would empty those boxes and who would need to dispose of the cardboard. She was very detail-oriented.”

Amy Crews

Human Resources Director | Wilson Tool

Implementation Launch Timeline



Onsite or Near-site Health Center

Design and build of an employee health center

~120 days



Network Health Center

Join an existing Marathon Health Network in your city*

~90 days



Virtual Care

Plug into Marathon Health's existing Anywhere virtual care model

~90 days



Add New Services to Your Existing Care Model


Services might include behavioral health, physical therapy or occupational health

~90 days

*New Networks may require health center design and buildout, which will increase the timeline

Successful Implementation

During the implementation process, the client experience and project management teams work with you to achieve the project's goals. Each implementation has unique qualities and obstacles. As a result, the project management team will determine appropriate, congruent timelines to ensure a positive and successful launch.

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- We host a kickoff meeting with you that covers key functional areas, learnings about your company and how to serve your employee population best.
 - We will ask you to complete a culture and communications audit/questionnaire. This will assist us in better understanding your company's culture, demographics, best-performing communication methods and available marketing channels.
 - Our experienced project management team will create an in-depth project plan that outlines and directs all teams and their tasks involved in the implementation.
 - Marathon Health holds weekly implementation meetings with you and your team.
 - A dedicated marketing rep will prepare a marketing kit with co-branded materials to help build awareness, create excitement and drive employee engagement.

"Marathon Health brought a level of confidence to the process that made us all feel very self-assured right from the start. We were just so pleased with how the entire process rolled out. "

Tina Shinn
Sr. Account Executive | USI

Implementation Plan

After the kickoff meeting, completion of the culture assessment, and all of the requirements are gathered, Marathon Health creates an implementation project plan.

At a high level, the categories addressed in a plan can include:

- Executing on contracted scope of service
- Recruitment and staffing*
- Communications and patient engagement
- Setting up the health center*
- Data exchange
- Eligibility and claim process
- Health center readiness*
- IT setup*

**New onsite or near-site health center only*

Recruiting Clinicians to Match Your Culture

The timeline for recruiting care team staff can vary based on the location of the health center. We aim to recruit the best clinicians who match your company's culture.

Marathon Health manages all aspects of staff recruitment, including screening and interviewing candidates. Once we've determined a finalist, you're given the opportunity to meet the candidate before an offer is made to ensure a good cultural fit.



I've said if from the beginning, Marathon knows how to hire the right people who are the right fit. We can get [employees] to visit, but it's the staff that keeps them coming back."

Beverly Ambrosio
Benefits and Wellness Manager
City of Plantation, Florida

Onboarding Clinicians

Our clinical implementation team offers all new clinical team members carefully structured onsite and immersive clinical training, education and support. As clinicians themselves, the clinical implementation team has expertise and experience that is incredibly valuable in answering relevant clinical questions, providing guidance and acting as a buffer for any issues that arise. Their goal is to ensure new clinicians feel encouraged as they settle into their new roles.

Week 01

Ambassador onboarding orientation to learn about Marathon Health and our systems (remote)

Week 02

Onsite shadow training at a nearby Marathon Health location

Week 03

Clinical implementation training:

The team initiates patient scenarios, clinical application, partnering and technical training in preparation for the health center's opening.

The health center goes live, and the clinical implementation team remains in place for a few days as a backbone and support system for any issues that may arise during the team's daily workflow.



Avoiding Implementation Delays

While many implementations go smoothly, there can be delays along the way. Here are a few common ones that can affect the timeline.

Recruitment and Hiring Clinicians

Geographical or transition challenges sometimes arise, such as 90-day leave notices from current roles, which can delay when providers start.

Required Eligibility File

An eligibility file must be loaded into our system in a specific format before we can communicate with employees or have the information in our EMR to be able to begin patient visits.

If you have an internal resource to pull the eligibility file from your human resources information system (HRIS), health center implementation typically moves on pace.

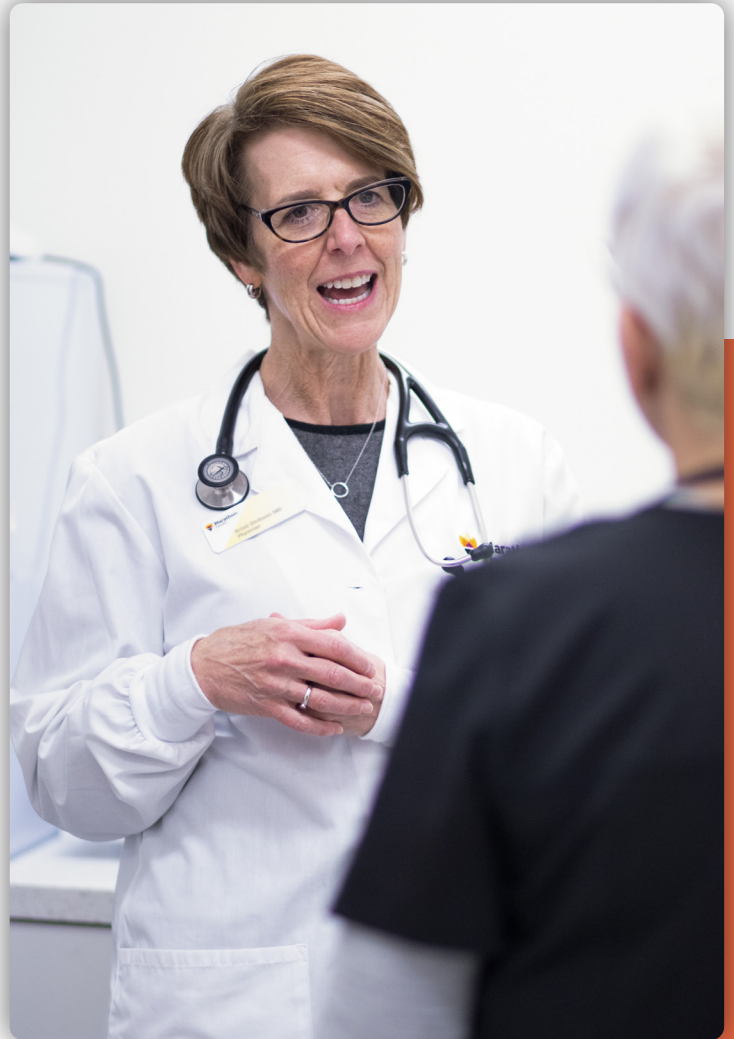
If the eligibility file comes from an insurance carrier, it can take longer to get the file in the right format, which could add to the implementation timeline.

Internet Service

Internet service installation can take up to four months in a new building which hasn't previously had service in it.

Receiving Necessary Materials

Our clients sometimes experience shipping delays with their construction material vendor and have seen supply chain issues with medical office furniture.





Promoting the Health Center to Employees

Our goal is to make it easy for you to promote the health center to your employees so they begin taking advantage of the healthcare services immediately. Our onboarding marketing kit includes:



Emails



Posters and handouts



Digital slides



FAQs

And more!

Many clients will also work with Marathon Health to hold a grand opening and open house so members can meet the healthcare staff and visit the center before ever making an appointment.

Talk to our team to learn more about launching an employee health center to improve your population's health, while reducing healthcare costs. Email us at

hello@marathon-health.com