

Johns Hopkins Onsite Clinic Impact: Delivering Faster Care, Lower ER Use and Proven ROI for an Academic Health System



Customer Snapshot

A large academic health system established an Onsite Clinic to deliver accessible episodic care, streamline referrals to appropriate providers, manage disease in-house and help employees become savvy health care consumers. The Johns Hopkins-managed Onsite Clinic operates across multiple locations in the health system and serves a workforce of 20,000 whose demographics align with those of a hospital setting, including a predominantly female population.

Customer Objectives

1

Reduce barriers to timely care for employees

2

Lower unnecessary emergency room utilization

3

Minimize time away from work for medical issues

4

Achieve a positive return on investment

Financial Impact

✓ **2.35 ROI**
(Historical range 1.6–3.1)

✓ **\$1.1M**
Avoided costs

Workforce Productivity

✓ **68%**
Immediate return to work

✓ **48%**
Time off cases limited to one day

Care Optimization

✓ **21%**
Reduction in Emergency Room (ER) utilization

Care That Works for Employees — and Employers

The Johns Hopkins Onsite Clinic provides same-day episodic care, triage and referral to specialty care, case management and education on navigating the health care system. The advanced practice provider (Nurse Practitioner or Physician Assistant)-led model emphasizes:

- ✓ Rapid onsite access to **avoid urgent care/ERs** when appropriate
- ✓ Efficient referral to the **right care for complex cases**
- ✓ Helping employees **establish and maintain high-quality PCP/specialist** relationships
- ✓ Coordination that **keeps employees safely at work or returns them to work sooner**

Key Results

Work status outcomes:

68%

of patients returned to **work immediately** with no restrictions, minimizing productivity loss

Only 13%

of patients were put off **duty** following Hospital Epidemiology Infection Control (HEIC) and Occupational Health guidelines

48%

of patients with time off **were limited to a single full day**, demonstrating conservative and targeted leave decisions

Financial impact:

\$1.1M

FY savings in avoided costs:

- **\$370K**
avoided external outpatient claims
- **\$389K**
productivity savings from time away for care
- **\$322K**
productivity savings from quicker return to work

Emergency room utilization impact:

28%

reduction in ER visits for those with access to the onsite clinic compared to a control group

21%

reduction in ER visits among frequent clinic utilizers

Value of the Johns Hopkins Onsite Clinic and associated Care Navigation:

- Significantly **reduced time** to obtain medical care
- Employees reported becoming **more knowledgeable health care consumers**
- **Expedited referrals** for complex cases
- **Case management** helped employees establish and maintain relationships with excellent primary and specialty providers



Outcomes

The Johns Hopkins Onsite Clinic met all objectives: it provided fast, accessible care; efficiently triaged complex cases to appropriate resources; and helped employees build and sustain high-quality primary and specialty care relationships — empowering them to become more informed health care consumers.

Lower operating costs and reduced time to care have produced a consistently positive return on investment.

About Johns Hopkins Onsite Clinics

Johns Hopkins Onsite Clinics deliver customized primary, preventive, chronic and occupational care at the workplace — backed by Johns Hopkins Medicine's excellence — to improve outcomes, lower costs and elevate the employee experience. With 150 years of clinical leadership, 100 years in occupational health and more than 40 years of national workplace health experience, we offer unparalleled care and results. Longstanding client partnerships (25+ years) and tenured clinicians (10+ years average retention) reflect our stability and continuity. Our customer-centric approach aligns services to each organization's culture and goals, delivering measurable value and exceptional experiences across the U.S.

150 years of clinical leadership

We advance the Johns Hopkins mission: improving community health through exceptional care, research-driven innovation and education — at work.

Contact us today to learn more about Johns Hopkins Onsite Clinics

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