

2007 Showcase in Excellence Awards Recipient

Employee Health Initiatives (EHI) Department – Maricopa County - “Pharmacy Renewal & Redesign Process”



Mike Schaiberger

Company Information:

Highest Ranking Official:

Mike Schaiberger
Director Employee Health
Initiatives

Contact Person:

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Type of work:

The Employee Health Initiatives
Department manages the health
care program for over 30,000
Maricopa County employees and
dependents.

Workforce:

Employee Health Initiatives –
27 employees;
Maricopa County –
Approximately 12,000 employees

Testimonial of Value of Arizona State Quality Awards Program

“Competing for the Governor’s Arizona State Quality Award has given the Employee Health Initiatives Department a vigorous and insightful learning opportunity that will intensify our focus to improve an exceptional health care program for our employees and their dependents.”

-Mike Schaiberger, Director Employee Health Initiatives

Highlights of Organizational Process:

- Since 2003, Maricopa County employer / employee prescription costs have been reduced by \$1.14M.
- The 2006 and 2007, Maricopa County employer /employee annual pharmacy increases have been at least 6.1% below industry trend.
- When compared to other similar Walgreens Health Initiatives governmental clients over the same 3 year period, the average cost increase for Maricopa County has been 5.5% compared to 11.98% for other “like” government clients.
- Maricopa County’s generic drug utilization comprises 70% of all prescriptions filled compared to other Walgreens Health Initiatives (WHI) commercial employer groups which utilize generic drugs at a rate of 57% (for the period ending 4th quarter 2006, WHI’s commercial book of business number was 57.9%).
- The Employee Health Initiatives Department has been recognized by the National Association of Counties for 2 “health care innovation” programs which contribute to and enhance county government in the United States.
- For the last 2 years, employee satisfaction with the health care program and the pharmacy program has been maintained at a satisfaction rate of 94% and 86% respectively.

- Maricopa County has nationally led all similar Walgreens Health Initiatives employer groups with the “best” generic dispensing rate for the last 2 years.
- The Employee Health Initiatives Department strives to encourage freedom of choice, cost conscious consumerism, economic protection, healthy lifestyle, and sound financial management by providing internal education and outreach to employees.
- Showing strong commitment to provide affordable quality health care to Maricopa County employees and their families is very important to the executive leadership of Maricopa County. The Employee Health Initiatives Department reports directly to the County Manager and the Chief Officer of the Office of Management and Budget. The Employee Health Initiatives Department collaborates with executive management, external partners, and employees to develop and provide fiscally conscious and innovative health care programs for Maricopa County employees.
- Employees and external partners are integrated into the data capture and priority setting process when designing new products and continuously improving existing products.
- Priority setting and “customer” satisfaction data is gathered from internal employee benefits satisfaction surveys, exit surveys, external vendor partner customer satisfaction surveys, employee advisory and focus groups, national benchmark sources and internal and external reports.