

# Leading restaurant chain leverages Virtual Care to improve employee retention and recruitment

## How a restaurant chain stands out among competitors by offering a new kind of perk

### Objectives

**Strong recruitment and retention strategy while adding employee value**

In today's increasingly competitive labor market, especially among organizations hiring part-time employees, adding employee value is a creative way to attract and retain staff. One leading restaurant did just that, investing in a new kind of perk for non-medically eligible employees and their dependents.

The organization partnered with Included Health to address their top goals:

- Attract employees and return turnover
- Provide an affordable, innovative health solution that addresses the physical and mental health of employees
- Improve workplace productivity and enhance employee health
- Drive employee satisfaction

### At a Glance

**Industry**

Restaurant Chain

**Members**

1M+

**Launch Date**

2022

**Solutions**

Everyday & Urgent Care, Behavioral Health, Rx discount card

**Challenges**

- Recruitment and retention of part-time employees in competitive labor market
- Affordable physical and mental health solution for workforce
- Address social determinants of health

**"Very helpful. I'm in a lot of pain and [my doctor] helped me figure out what it could be and how to get better. Thank you!"**

— Restaurant employee

## Solution

### Comprehensive medical perk for non-medically eligible employees

This leading restaurant chain partnered with Included Health in 2022 to offer their independent owner/operators a comprehensive medical perk for non-medically eligible employees, and their dependents. The solution gives employees access to high-quality physical and mental virtual care.

Employees have access to Everyday & Urgent Care to see a doctor in as little as five minutes—compared to an average 29 day wait time to see an in-person family medicine physician.\* Additionally, employees have access to Included Health's Behavioral Health offering to see a therapist or psychiatrist for a full spectrum of mental health needs in days. And all visits are offered virtually—so employees can visit with a provider 24/7 from anywhere, without having to leave work.

The perk supports better employee work-life balance, enhances employee health, job satisfaction and productivity, all while also serving as an advantage when recruiting employees.

## Results

At Included Health, we measure the success of our virtual care through important results:

### Impact

**20%**

franchisee opt-in rate within first five month of program

**95%**

case resolution rate for our Everyday & Urgent Care offering

### Among employees served:

**41%**

reported that having access to medical and behavioral health care at \$4 per visit extremely influences their decision to stay with their employer

**4.95/5**

member rating

## About Included Health

Included Health is a new kind of healthcare company, delivering integrated virtual care and navigation. We're on a mission to raise the standard of healthcare for everyone. We break down barriers to provide high-quality care for every person in every community — no matter where they are in their health journey or what type of care they need, from acute to chronic, behavioral to physical. We offer our members care guidance, advocacy, and access to personalized virtual and in-person care for everyday and urgent care, primary care, behavioral health, and specialty care. It's all included.

## Contact us

Email: [connect@includedhealth.com](mailto:connect@includedhealth.com) | Website: [includedhealth.com](https://www.includedhealth.com) | [\\*SURVEY OF PHYSICIAN APPOINTMENT WAIT TIMES](#)

