



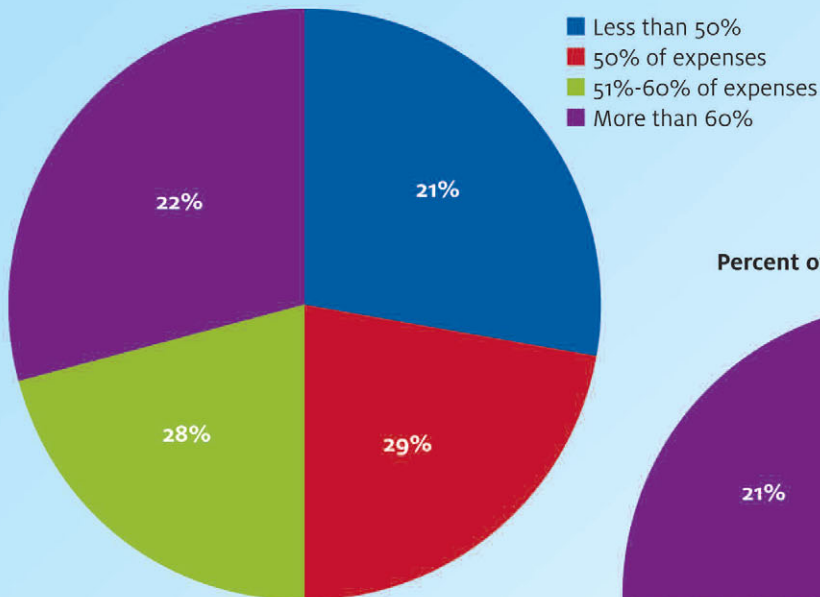
DEVELOPING DATA

These data from the 2010 Urgent Care Benchmarking Survey are based on responses of 1,691 US urgent care centers; 32% were UCAOA members. The survey was limited to “full-fledged urgent care centers” accepting walk-ins during all hours of operation; having a licensed provider and x-ray and lab equipment onsite; the ability to administer IV fluids and perform minor procedures; and having minimal business hours of seven days per week, four hours per day.

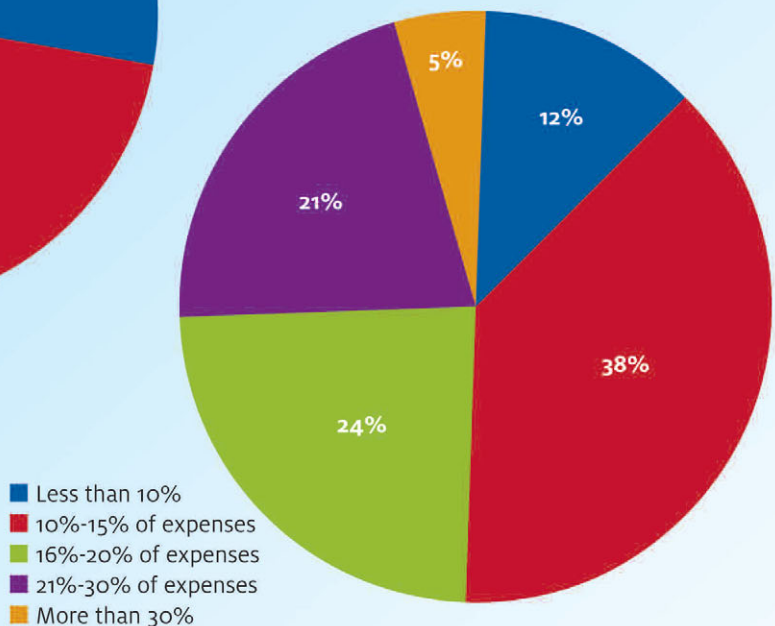
In this issue: What percent of total urgent care expenses go to employee costs (salaries and benefits)?

EMPLOYEE COSTS (SALARIES AND BENEFITS)

Percent of Total Expenses to Salaries



Percent of Total Expenses to Benefits



Employee costs are the largest areas of expense for all centers. Half the centers count over 50% of their expenses as salary, but the mix is quite spread out compared to benefits. This is likely due to the variety of clinical staffing models. Seventy-four percent of centers count 20% or less of their expenses as additional benefits.

Acknowledgement: The 2010 Urgent Care Benchmarking Study was funded by the Urgent Care Association of America and administered by Professional Research Associates, based in Omaha, NE. The full 40-page report can be purchased at www.ucaoa.org/benchmarking.