

## CASE STUDY

# Providing reliable backup child care for front-line workers.

One Medical, an innovative primary care practice that offers 24/7 access to care and same-day appointments, supports its doctors, nurses and staff by partnering with UrbanSitter to offer backup child care, as well as inclusive care options for employees who require pet sitting, senior care, and household services.

### THE CHALLENGE

One Medical's mission is to make getting quality care more affordable, accessible, and enjoyable for all by providing comprehensive care at offices in twelve major U.S. cities, as well as on-demand access to virtual care. Providing such a service requires consistent and predictable staffing.

"If our doctors and nurses can't get to work, that means somebody who needs to see a doctor is getting pushed a day," said One Medical's Senior Total Rewards Manager, Kaori Woodbine.

Standing by its commitment to same-day appointments, it was vital that all One Medical employees have access to back up child care options, especially through the pandemic with unpredictable daycare and school closures.

Additionally, One Medical needed a care benefit that would cover their entire employee population geographically, across a dozen U.S. cities with new offices opening rapidly and remote workers in additional locations.

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**Kaori Woodbine, Senior Total Rewards Manager**



ESTABLISHED  
**2007**

INDUSTRY  
**Healthcare**

EMPLOYEES  
**2,000+**

HEADQUARTERS  
**San Francisco  
California**

**one medical**

## CASE STUDY

# Finding measurable success.

### THE SOLUTION

One Medical partnered with UrbanSitter to provide an employee benefit that offers backup child care, as well as inclusive care options for employees who need pet sitting, senior care, and household services like cleaning and errands.

No matter their location, all One Medical employees now have access to UrbanSitter's vast nationwide network of background checked caregivers, plus a subsidized care credit to cover expenses.

"It's great to be able to find a child care provider that you can trust," said Woodbine. "The credit that we give is something to make people feel better. They don't have to stress. They don't have to think to call a family member or decide if they can afford it."

### THE RESULTS

Since adding UrbanSitter's child care benefit, One Medical receives positive feedback from employees and sees strong repeat use (83%).

"The app is so easy to use, the customer service is extremely helpful, and the babysitters all respond in a timely manner," said One Medical employee Laura Flowers, "I am able to plan ahead and book for several weeks, or months ahead of time, or I can easily find a same day babysitter when in a bind."

After adding subsidized care credits to their benefit, job bookings rose 72% year-over-year as more employees utilized the allowance. The benefit attracts prospective employees as well.

"Knowing that One Medical cares about you and your family helps on the recruiting side," continued Woodbine. "We always want to have family-friendly benefit offerings. We have a good parental leave policy and offer One Medical memberships to families. UrbanSitter fits nicely with that."

BENEFITS PACKAGE  
**UrbanSitter Membership  
& Annual Care Stipend**

EXCELLENT BACKUP  
CARE COVERAGE

**38%**

Jobs Booked With  
Under 24-Hour Notice

SATISFIED EMPLOYEES

**83%**

Repeat Use

THOUGHTFUL  
FINANCIAL SUPPORT

**72%**

Increased Usage  
With Stipend

