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NAWHC NOW! provides information on surveys, activities, programs and resources offered by the National Association of Worksite Health Centers, as well as from other industry partners and sources related to onsite, near-site, mobile and virtual worksite clinics. Visit www.nawhc.org for details and membership information.

EDUCATION & NETWORKING

2024 Onsite Employee Health Clinics Summit – Feb. 1-2, 2024, Hilton Scottsdale Resort, Scottsdale, Arizona

At this program you will learn what it takes to build and streamline facilities that meet innovative visions for healthcare and wellness. You will also learn the benefits associated with expanding current onsite health facilities. This program is managed by World Conference Forum (WCF). NAWHC members get a \$250 discount with code *NAWHC250*.

[REGISTER HERE](#)

ORGANIZATIONAL UPDATE

New Members and Officers of the NAWHC Board of Directors and its Medical Director Council

At the NAWHC Annual Meeting, the membership elected new members to the NAWHC Board of Directors:

- Dawn Carey, Senior Director of Perdue Healthworks, Perdue Farms
- Lisa Day, Total Rewards Specialist, Kimball International
- Christy Martin, Director, Employer Solutions, Ascension Saint Thomas

The Board of Directors appointed a new member to its Medical Director Council:

- Anthony Musci, MD, Chief Medical Officer, Onsite Care

The Board elected a new Treasurer:

- Penny Gilbert, Specialist, Purchasing, Textron Indirect Center of Excellence

Penny joins President/Chair David Hines (Metro Nashville School District) and Secretary Stephanie Eckerle (Kreig DeVault) to serve as an officer and member of the NAWHC Executive Committee.

Thank you to all the volunteer leaders who provide guidance, advice and direction to NAWHC.

BENCHMARKING

Trends to Watch in 2024

Each year, the [Business Group on Health compiles “trends to watch”](#) for the coming year. Each trend relates to a part of an employer health and well-being strategy, which may be impacted by broader factors.

The most recent report identified the following trends employers are focusing on in 2024:

- To address rising health costs, employers will balance near-term cost management efforts and efforts to drive changes within the health care system to promote value and quality of services



for their plan members. These include addressing the fragmentation of employees' health care experiences and their concerns about the affordability of medications and access to medical services. *Worksite centers can be a solution to address these problems.*

- As mental health services are in greater demand, employers will focus on improving access, and using virtual mental health providers. About a third of employers will offer on-site mental health services at a reduced cost. *Employers want behavioral health services to be a key component of onsite and near-site centers.*
- Employers are recognizing the need for a greater emphasis on early detection of cancer and other chronic diseases and addressing delayed treatment, partially due to difficult access to specialty providers. *Worksite centers offer employers a vehicle to offer preventive and chronic disease care and quick referrals to specialists.*
- To address concerns about cost, quality and outcomes, many employers will look at their vendors and place upon them increased expectations and accountability. Employers will demand greater transparency, reporting and measurement of impact from their partners. In 2024, many employers will revisit contracts with existing partners, and potentially consider consolidation as well as changes to partner relationships.

MARKET DEVELOPMENTS

Pharmacy Chains Face Challenges Offering Primary Care

A recent story by [Axios](#) described the challenges large pharmacy chains are facing as they expand their primary care services offered to employers and the general public. The major investments they've made are apparently not bringing the business to the level expected. The market saw CVS Health and Walgreens recently scale back their primary care initiatives, as they look to slash costs and close underperforming stores. Challenges include labor shortages and walk-outs by pharmacy staff, who were concerned about quality and safety, and online competitors have made it harder for pharmacy chains to rely on products sold at a loss to drive traffic into their stores.

Cigna Ends its Pursuit of Humana

[Reuters](#) reported that Cigna has ended its effort to acquire Humana after the plans couldn't agree on price. Despite the failure to merge, the plans may work together on future activities.

NCQA Developing Virtual Care Accreditation Program

The National Committee for Quality Assurance (NCQA) announced the launch of its [Virtual Care Accreditation Pilot](#) program for organizations that provide care via telehealth or other digital platforms. NCQA selected governmental programs, FQHCs, health providers and digital vendors to pilot and provide input into the proposed virtual care standards. The Virtual Care Accreditation will initially focus on primary care and urgent care with later versions of the standards will cover behavioral health and acute, post-acute or specialty care. *NAWHC will be meeting with NCQA to represent private employers sponsors and the worksite health center industry.*

RESOURCES

Listing of Worksite Health Center



To help NAWHC members find quality partners for worksite center management, programs and services a new listing of “Health Center Vendors and Providers” is now available on the www.nawhc.org website. Another new feature is “Marketplace Developments,” which includes announcements and stories about the health care marketplace and its players. Both new features can be found under the “Resources and Research” tab on www.nawhc.org

Please visit our website at www.nawhc.org and be sure to check in and sign-up at the [NAWHC LinkedIn Group](#) to stay abreast of developments *in NAWHC and in worksite health and wellness*.