



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

UPCOMING EDUCATIONAL EVENTS

2020 Onsite Employee Health Clinics Summit - January 23-24, 2020, Phoenix, AZ.

More information and registration are available at [this link](#). NAWHC members receive a \$250 discount off the conference fee by using "NAW250" as the "keycode" when registering.

2020 On-Site Employee Health Clinics Congress and Corporate Health & Wellness Summit – Jan. 26-28, 2020 – Scottsdale, AZ

More information and registration are available [here](#). NAWHC members can attend any session at the combined program – Use promo code “NWB250” for an additional \$250 off the registration fee.

Improving MSK Health Decisions: Disseminating PCORI Evidence Based Research - May 14, 2020, Dallas, TX

NAWHC is conducting a symposium for employers, clinic vendors and providers on the evidenced-based research developed by PCORI (the Patient-Centered Outcomes Research Institute) related to musculoskeletal conditions to improve worksite clinic employee health improvement decisions. To register or to learn about sponsor opportunities, go to [this link](#).

8th Annual NAWHC Forum – September 24-25, 2020, Chicago, IL

Plan now to be in Chicago on Sept. 24-25th for NAWHC's 8th Annual Forum: *Creating and Expanding the Value of Worksite Health Centers*.

- To register or learn more about the program go [here](#) on the NAWHC website
- Sponsorship information is available at [this link](#).
- Members are invited to volunteer to help identify topics and speakers for the Forum. Contact Larry Boress at lboress@nawhc.org if interested.

NEW NAWHC MEMBERS

We'd like to recognize the following organizations as new and renewed NAWHC members in the last six months: Accordia Health & Wellness; Accreditation Association for Ambulatory Health Care (AAAHC); AdvocateAuroraHealth; Airrosti; Amgen; BetterNight; CareATC; CareHere; Caterpillar Inc.; Cisco; City of Frisco; City of Wauwatosa; Cook Children's Health Care System; Davis Houk Mechanical; Exact Sciences; Foundation for Chiropractic Progress; Froedtert & the Medical College of Wisconsin; Gelin Benefits Group, LLC; Genentech; GOH Medical; Healics; Healthcare Solutions Centers, LLC; HealthPartners; Healthstat; Hunt Refining Company; JNB Associates; Kohl's; LG&E and KU Energy; Eli Lilly and Co.; Memorial Primary Care; Mercer; Merck; MMA; Northwind Pharmaceuticals; OnSite Care; OurHealth; Pafford Medical Services; Sandia National Laboratories; Southwest Airlines; Stanford Healthcare; State of Montana; Texas Children's Medical Center; The Alliance; Walk On Clinic, Inc.; WellStar Health System; and WorkWell Prevention & Care.

INDUSTRY NEWS



Marathon Health and OurHealth Merge

On January 15th, Marathon Health and OurHealth, each a leading provider of onsite and near-site health centers for employers, announced their merger, according to the report in StreetInsider.com. General Atlantic, a leading global growth equity firm and existing investor in Marathon Health, will be the majority shareholder of the combined organization. The combined company will be led by the existing senior leadership of both Marathon Health and OurHealth, including Jerry Ford, CEO of Marathon Health, who will serve as CEO of the combined organization. Ben Evans, Co-Founder and CEO of OurHealth, will assume the role of Founder & Chief Strategy Officer, while Jeff Wells, MD, Co-Founder and President of OurHealth, will serve as President.

RESOURCES/BEST PRACTICES

Questions to Ask Prospective Onsite Dental Service Providers: (Source: D4 Dimension)

- How will success be measured? Does the practice track and report enrollment and participation, services provided and oral health status over time? Does the practice use patient satisfaction surveys?
- Does the program have a Dental Director? If so, what is their role and what are their qualifications?
- Does the program have experience providing care outside a traditional dental office?
- What scope of services will be offered? Which of the following, for example: comprehensive exams, x-rays, cleanings, whitening, orthodontia, restorations (i.e. fillings), crowns, bridges, extractions, emergency root canals, dentures?
- How are oral disease and treatment plans managed by the practice? What is managed onsite and what is referred to offsite practices?
- How are post-appointment emergencies and questions managed, and are the providers available when the clinic is closed?
- What is the continuity of care experience for employees? How often will the provider team come, and will the same provider team come consistently? How will the dental program interact with other health care providers, including any existing employer-sponsored clinics?
- Will the providers be in-network with the employer's dental insurance plan and will they accept other dental insurance plans as well?
- Are prevention services supervised by a dentist, and, if so, how? Is supervision direct or indirect, and if a remote dentist is involved, is that dentist available during the appointment or at a later time?
- Are the providers fully licensed for the scope of services to be offered? This question applies to each dentist, hygienist, and dental assistant.
- Does the program have the appropriate permits and licensing from the state Dental Board and Department of Public Health to provide the services?

Reducing Waste in Pharmacy Benefits

Pharmacy benefit plan sponsors could lower drug spending and out-of-pocket costs for enrollees by reducing the use of high-cost, low-value drugs. Better formulary management can help pharmacy benefit plan sponsors provide their workers with access to appropriate and innovative medications at lower overall cost and ultimately improve health outcomes. Learn more from this [Issue Brief](#) from the Commonwealth Fund.

LESSONS LEARNED AT THE 7th ANNUAL NAWHC FORUM



In this and upcoming NAWHC NOW! issues, we will provide information and lessons learned and shared – the pearls – of several of the sessions at the NAWHC 7th Annual Forum. The complete set of presentations and podcasts are available FREE to members on the NAWHC website- www.nawhc.org under the [Resources](#) tab.

Driving Higher Utilization and Engagement in Your Clinic

Key elements of a communication and marketing campaign:

- Create and conduct relentless messaging–Brand recognition (“BeWell,” “LifeConnections Center”, etc.)
- Get buy in, direction and support of your Vendor and collaborate messaging
- Focus on the right population (those with high-risks and chronic conditions), in the right venue and format
- Publish patient testimonials, which are very powerful
- Make presentations to anyone who will listen – at different dept. meetings, locations
- Send mailers to home–80% of household health care decisions are made by women
- Have a “Call to Action” such as “Education is important but only if acted on” or “Call for your appointment today” or “Focus on specific behavior changes in small steps.”

BENCHMARKING

No Show Rates at Worksite Clinics (Source: 2018 NAWHC-Mercer Survey)

The majority of respondents (65%) to the Mercer-NAWHC survey reported that their no-show rate at their worksite clinics is below 5%. A little over a quarter (28%) have a no-show rate of 5%–10%. Only 7% reported a no-show rate of more than 10%. No-show rates varied little based on employer size but differed considerably by industry. All respondents in the health care sector reported no-show rates below 5%, compared to 50% of those in government and 57% of those in manufacturing.

Topics of Interest to NAWHC Members

Please be sure to complete the new member survey on “Topics of Interest” so our 2020 programs can reflect the subjects of most interest to members. If you haven’t received your survey, please contact mchappell@nawhc.org.

Survey on NAWHC’s “Guidebook for Measuring the Performance of Worksite Clinics”

Another survey is going out to members and others on the use and value of NAWHC’s *Guidebook*. Please complete it so we can gauge its use, value and how it can be improved.

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 centers.

Thank you for your support and involvement in NAWHC.