



July 2023

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

Roundtable on Musculoskeletal Services – August 9, 2023, 10 AM CT - Webinar

Join us for a 1-hour virtual roundtable discussion on Musculoskeletal Prevention & Care Innovations for Onsite and Near-site Centers. Participants will receive information on the findings of our recent musculoskeletal prevention services survey, followed by an interactive conversation among participants on MSK preventive and treatment services offered thru their centers.

[REGISTER HERE](#) (There is no cost to members. Non-members have a \$150 registration fee.)

Louisville Area Roundtable for Employers with Onsite/Near-site Centers – August 28, 2023, 9-11 AM CT, Gallery Room in Exchange 2, Humana Tower, 500 W. Main St., Louisville, KY

Employers with onsite/near-site centers in the Louisville and surrounding area are invited to participate in an in-person, informal roundtable. Topics will include Worksite Center Performance Dashboards, Maximizing Engagement, Managing Staffing Issues, Integrating with the Healthcare Ecosystem and anything else of interest to participants. Bring your questions and problems to discuss in a confidential, employer-only session. Tours of the Humana onsite center will be arranged for interested parties.

[REGISTER HERE](#) There is no cost to participate, but you need to register. Non-members can attend.

NAWHC 11th Annual Forum: “Directions and Trends for Onsite and Near-Site Health Centers” – Sept. 7-8th, Radisson Blu Mall of America, Bloomington, MN

Attend the NAWHC Annual Forum, Sept. 7-8, 2023. Sessions will cover the following topics:

- *Trends, Directions, Innovations and Technology for Worksite Centers*
- *How to Create an Integrated Behavioral Health Service in The Center*
- *Planning Your First Onsite or Near-Site Center*
- *Legal and Regulatory Developments Impact Worksite Centers*
- *Integrating Occupational Health Services into A Primary Care Worksite Center*
- *Successful Small and Large Employer Centers*
- *How To Measure Performance and Quality in Your Center*
- *Developing A “Click and Mortar” Strategy: How to Integrate Virtual and In-Person Services*
- *Increasing Utilization in Your Center’s Services and Wellness Programs*
- *Why Clinics Fail and What You Can Do to Prevent Problems*

REGISTRATION AND SPONSORSHIP INFORMATION FOR THE ANNUAL FORUM

BENCHMARKING

10260 N Central Expy, Suite 285 Dallas, TX 75231 Phone: 214-665-8893

info@nawhc.org / www.nawhc.org.



Patient Care Costs to Rise 7%

The Health Research Institute forecasted 7% increase in patient care costs in 2024. The major reasons cited included increases in general inflation, costs of specialty drugs and health care labor costs. The report states employers are offsetting some of this increases the use of biosimilars and offering access to lower cost medical care in outpatient and virtual settings. Read the full report [here](#).

MARKET DEVELOPMENTS

OTC Birth Control Now Available: Should Employers Cover It?

Mercer recently provided a [report and recommendations](#) for employers on the newly approved OTC birth control medication Opill, a progestin-only pill, which will be available online and in stores across the U.S. for individuals of all ages in early 2024. Before then, employers may want to determine how, and if, health plan coverage of OTC birth control pills fits into their worksite center reproductive health and family planning services, and if so, whether to charge or not. Read the full report [here](#).

Telemedicine and ChatGPT

A blog in “HealthPractices” discusses the impact of AI (Artificial Intelligence) on telemedicine. It concludes: “ChatGPT has made a significant impact on telemedicine, revolutionizing patient-provider communication, enhancing triage and diagnosis, ensuring accessibility, and overcoming language barriers. As this powerful AI technology continues to advance, it holds the potential to further transform the landscape of telemedicine, improving healthcare delivery and expanding access to quality medical services for all. Read the full blog [here](#).

RESEARCH AND RESOURCES

A Quality Checklist for Virtual Behavioral Health Care Solutions

A new Mercer resource recommended the following areas be reviewed before an employer contracts with one of the many digital behavioral health care solutions:

- Check the organizational chart of a vendor to ensure the vendor has strong clinical leadership from behavioral health experts and does not rely heavily on technology experts backed by venture capitalists, leading to gaps in care quality. A best-in-class solution includes psychiatrists, psychologists, clinical social workers, licenses counselors and therapists
- A best-in-class quality-monitoring program should feature rigorous vetting before a provider is admitted to a network and ongoing proactive monitoring of access and quality
- A quality digital vendor offers diverse provider networks that allow members to select behavioral health experts based on race, ethnicity, language, or LGBTQIA+ status
- Consider the support available to providers in the digital network to see if it provides in-house opportunities for continuing education at no cost to the provider

Read the full report [here](#).

Incorporating Quality Measures into Telemedicine

An article by researcher David Nash focuses on the need to use quality measures for providers offering virtual health care services. He discusses recommendations from the American College of



Physicians to ensure the appropriate use of performance measure to evaluate the quality of clinical care provided in the telemedicine environment. Read the full article [here](#).

Seven Steps to Increase Employee Engagement

CareATC recently provided “[Key Steps to Implement and Employee Wellness Program](#).” The recommendations from various organizations included:

- Assess employee needs and interests via surveys, focus groups and one-to-one interview
- Set clear, achievable program goals and outcomes for clear direction and to enable you to track progress
- Create a holistic wellness plan, include physical, mental and emotional health aspects, and offer a range of activities and resources
- Communicate the benefits of the programs and secure senior leadership support, which will create a positive culture and demonstrates C-suite commitment to the health and well-being of workers
- Design clear, continuous effective communication strategies including all types of channels and identify the benefits to different types of employees
- Implement and evaluate program on participation rates, satisfaction and outcomes, making adjustments as needed to sustain utilization and create new initiatives
- Sustain the program with continuous support and resources, celebrate individuals’ achievement, include testimonials and how the organization has benefited

Protecting the Health and Safety of Temporary Workers

The CDC has a new publication how to protect and promote the safety and health of temporary workers. Many factors may contribute to an elevated risk of work-related injuries among this population, including:

- Newness to the workplace and unfamiliarity with the job/tasks
- Insufficient or lack of communication between the employer and the temp
- Insufficient or lack of training
- Unexpected changes to the temp job duties that are not reported to the staffing company
- Issues related to subcontracted, dual employment arrangements

Obtain the full report [here](#).

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*.