



March 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](http://www.nawhc.org) for details and membership information.

## NAWHC BOARD OF DIRECTOR OPENINGS

There are two employer openings on the NAWHC Board of Directors. Any NAWHC employer or union member who has been involved with the organization and has experience in offering or operating an onsite, near-site, mobile or virtual health center is eligible to be a candidate. A director is expected to participate in 3-4 conference calls and one in-person meeting each year. Travel is covered for NAWHC meetings. If you'd like to be considered for a Board seat, send a letter of interest and a bio to Larry Boress at [lboress@nawhc.org](mailto:lboress@nawhc.org). Your name will be forward to the Nominating Committee.

## EDUCATION & NETWORKING

### **Call for Speakers for NAWHC Annual Forum – Sept. 7-8<sup>th</sup>, Minneapolis, MN**

NAWHC members with interest and experience in the following topics are invited to submit their names to be on a panel at the NAWHC Annual Forum, Sept. 7-8, 2023, at the Radisson Blu at the Mall in Minneapolis, MN:

- *Creating An Integrated Behavioral Health Service In The Center*
- *Planning Your First Onsite Or Near-Site Center*
- *Integrating Occupational Health Services Into A Primary Care Worksite Center*
- *Successful Small Employer Centers*
- *Successful Large Employer Centers*
- *How To Measure And Reduce The Time To Reach Your Financial And Outcomes*
- *Developing A “Click And Mortar” Strategy: How To Integrate Virtual And In-Person Services*
- *Why Clinics Fail And What You Can Do To Prevent Problems*

Contact Larry Boress at [lboress@nawhc.org](mailto:lboress@nawhc.org) if interested in speaking at the Annual Forum.

## **REGISTRATION AND SPONSORSHIP INFORMATION FOR THE ANNUAL FORUM**

### **Transitioning to a New Worksite Health Center Vendor Partner – April 26, 2023, 11 AM Webinar**

This webinar will provide an insight into the transition issues for employers and their new vendor partners. The webinar is free for NAWHC member, \$50 for non-members.

### **REGISTER**

### **Missed a Program? It's on the NAWHC Resources Page**

To access past program recordings, Members should login and go to the [NAWHC website](http://www.nawhc.org) where the recordings are stored and look at the webinars for topics of interest or need.

## **BENCHMARKING**

10260 N Central Expy, Suite 285 Dallas, TX 75231 Phone: 214-665-8893  
[info@nawhc.org](mailto:info@nawhc.org) / [www.nawhc.org](http://www.nawhc.org).



### 2023 Plan Design Survey: Best Practices in Health Care

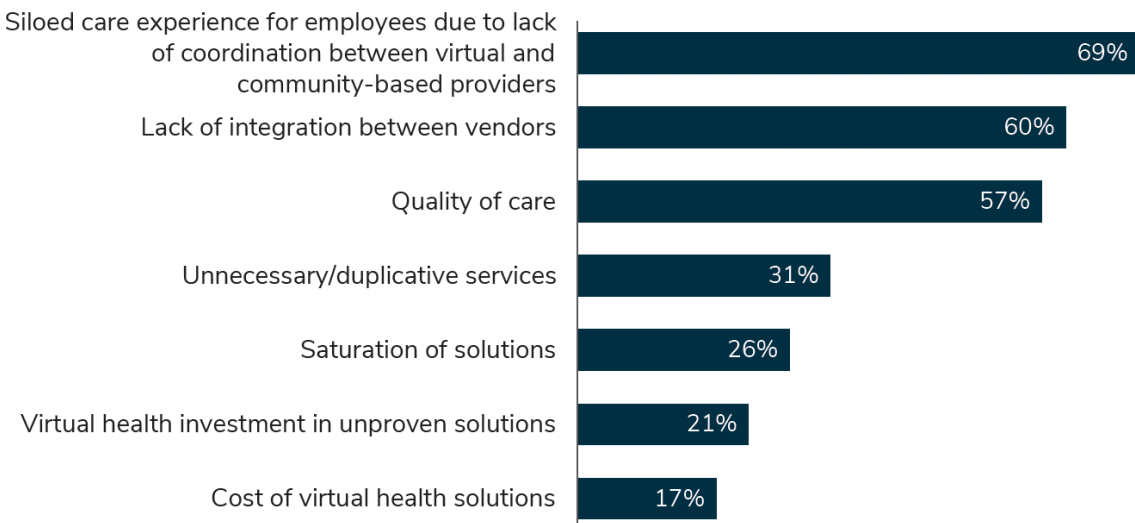
WillisTowersWatson released the findings of its [survey of employers on best practices in health care](#).

Key findings included:

- Employers expect a 6% increase on health care costs in 2023
- Top health priorities:
  - Mental health and emotional well-being
  - Managing health care plan costs
  - Add/enhance benefits for unique populations to address diversity, equity and inclusion issues
  - Achieve health program costs that are affordable, especially for lower-wage workers
- 84% of employers believe that integrating virtual health and in-person care delivery is essential and the most important action their partners can take. Otherwise, the virtual health experience may lead to duplication of services, unnecessary care, wasteful spending and a fragmented care experience
- Due to COVID-19<sup>th</sup> long term impacts, employers are keeping many pandemic-related health and well-being offerings, specifically virtual care services, in place for the foreseeable future
- For the first time in the history of this survey, cancer has overtaken musculoskeletal (MSK) conditions as the top cost driver.

### Concerns About Virtual Care Services

The WTW survey found that employers had several concerns about offering virtual care services. The chart below shows the areas needing attention:



### Employees Not Using Mental Health Services

A new report by [One Medical and Workplace Intelligence](#), which surveyed 800 employees and 800 human resources (HR) professionals, found that (91%) of employees said mental health was

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negatively impacting their productivity, but Less than a fifth (19%) of employees said they used their mental health care benefits in 2022. Key reasons:

- Difficulty in finding out what treatment options are available
- Difficulty in finding out costs of treatment options
- Difficulty in scheduling an appointment with a provider

## MARKET DEVELOPMENTS

### ***Retail Clinics Continue to Grow as Major Retailers Focus on Health Care***

A Reuters article found major U.S. retailers including Best Buy, Walmart, CVS and Amazon are increasing their offerings of health care and health-related products. Best Buy recently kicked off a partnership with Atrium Health, part of Advocate Health, one of the country's largest nonprofit hospital systems. Walmart announced plans to open 28 new health centers in Texas, Arizona and Missouri, bringing the national total to more than 75 locations. Amazon completed a \$3.5 billion acquisition of primary care provider One Medical in February.

The NAWHC Annual Forum will included a panel on the increase, impact and use of retail clinics by employers.

## RESEARCH AND RESOURCES

### ***Guidebook for Measuring the Performance of Worksite Health Centers***

An ad hoc committee is developing the 7<sup>th</sup> version of NAWHC's [Guidebook for Measuring the Performance of Worksite Health Centers](#), which is currently available free to members. The Committee is looking for metrics and general recommendations on how to best measure virtual care and occupational services. Please send your comments to Larry Boress at [lboress@nawhc.org](mailto:lboress@nawhc.org).

### ***Most Specialty and Primary Care Telehealth Visits Unlikely to Need In-Person Follow-Up***

[EPIC Research](#) reported that patients who had a specialty telehealth appointment often did not require an in-person follow-up appointment within the next three months. In addition, they found that 61% of the time a patient did not have an in-person follow-up in the same specialty as their initial telehealth visit. General pediatrics was the most common primary care specialty to need in-person follow-up, but patients still had in-person follow-up less than half of the time.

However, they cautioned that those not seeking a follow-up in primary care might be an underestimate. Primary care physicians treat a wide variety of conditions, so the subsequent in-person visit might not have been related to the reason for the telehealth visit.

Please visit our website at [www.nawhc.org](http://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*.