



March 2020

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

Creating a Waste-Free Formulary for Your Drug Benefits and Worksite Clinic – March 17 – Webinar

In this webinar, you will learn how to better manage your pharmacy benefits and clinic formulary to provide workers with access to appropriate and innovative medications at lower overall costs and with better outcomes. The webinar is free for NAWHC members. Register at [this link](#).

The Worksite Clinic Journey – April 30, Indianapolis, IN

NAWHC joins the Wellness Council of Indiana in conducting a full-day program on the value of and developing a worksite clinic. Registration and sponsorship information to be posted next month.

Best Practices in Treating MSK and Back Pain in Your Worksite Clinic- May 14, 2020, Dallas, TX

Musculoskeletal conditions and pain management are top clinical problems for employers and their health centers. To address this, a special targeted event will provide the latest research, best practices and experiences in treating these conditions with traditional and alternative approaches. To register or to sponsor go to [this link](#).

Coordinating Worksite Clinics and HSA Plans – May 20, 2020 – 12:00 PM ET - Webinar

NAWHC member and Partner Mercer will present the results of a recent employer survey on how they address the pricing, process and other challenges of offering worksite clinic services to employees with HSA plans. This webinar is free for NAWHC members. Register at [this link](#).

2020 Onsite Employee Health Clinics Summit – June 25-26, 2020, Chicago, IL

Hear from employers and other experts on developing worksite clinics. 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. This program is conducted by World Conference Forum (WCF).

2020 On-Site Employee Health Clinics Congress - July 16, 2020, Chicago, IL

At the 2020 On-Site Employee Health Clinics Congress, you will hear cutting-edge information on successful strategies, up-to-date trends, innovations, and best practices in on-site clinics. Register at [this link](#) and use "NAW250" as the "Promo code" for a \$250 discount. This program is conducted by BRI Network).

Creating and Expanding Worksite Health Centers – The 8th Annual NAWHC Forum – September 24-25, 2020, Chicago, IL

Plan now to be in Chicago for NAWHC's 8th Annual Forum to do a deep dive into high priority challenges and best practices in managing worksite health and wellness centers.

Contact Larry Boress at lboress@nawhc.org if you're interested in speaking on one or more of these topics.

REGISTER and learn more about the program go [here](#) on the NAWHC website. Sponsorship information is available at [this link](#).

ADVOCACY



Addressing the “Fair Market Value” Requirement for HSA Clinic Users

NAWHC is forming a collaborative of employers, vendor partners, providers and other interested parties to explore how to change or repeal the requirement that employers who offer free health center services, must charge a “fair market value (FMV)” fee for those services to employees with Health Savings Accounts (HSAs). If you’re interested in being part of and supporting the collaborative, please contact Larry Boress, NAWHC Executive Director, at lboress@nawhc.org.

BENCHMARKING

Behavioral Health Services at Clinics – NAWHC/Loyola University Survey

NAWHC is partnering with Loyola University of Chicago in conducting a survey of employers on the behavioral health services and staff offered through their worksite health centers. Please complete this survey if you receive an invitation to participate. Aggregate results will be shared with the membership and a “best behavioral health practices” program and materials will be prepared using this information.

Telehealth Services Offered in Worksite Clinics (Source: 2018 NAWHC-Mercer Survey)

When telehealth services are provided by clinic-based staff, there is an opportunity for a closer connection between patient and provider. Unlike independent telemedicine providers, clinic staff typically have access to the full patient history and medical information, allowing for more holistic treatment, tracking of prescriptions and follow-up. The most frequent services offered by clinics via telehealth:

- Telephonic consultation - 82%
- Video-based consultation - 71%
- Secure messaging to provider (e-mail, text, IM) - 54%
- Lifestyle management - 32%
- Disease management - 25%
- Behavioral health - 18%

Key Factors Contributing to Physician Burnout

With provider turnover a key challenge for worksite health centers, employers and vendor sponsors should consider the results of a 2020 survey by Medscape on physician burnout and suicide. It found ten factors that contribute most to physician burnout:

- Too many bureaucratic tasks: 55%
- Spending too many hours at work: 33%
- Lack of respect from administrators, employers, colleagues or staff: 32%
- Increasing computerization of practice (EHRs): 30%
- Insufficient compensation/reimbursement: 29%
- Lack of control/autonomy: 24%
- Feeling like a cog in a wheel: 22%
- Decreasing reimbursements: 19%
- Lack of respect from patients: 17%
- Government regulations: 16%

RESOURCES



Planning for and Responding to the Coronavirus

The Centers for Disease Control and Prevention (CDC) provides briefings on the coronavirus for businesses and health professionals. They usually last less than half an hour and there will likely be a recording available afterward. If you register for one, you'll hopefully get notified about future updates. Besides these updates for [employers](#), CDC is providing information to different audiences, including [healthcare professionals](#) and [public health officials](#), as well as [general briefings](#) and [health alerts](#).

The American College of Occupational and Environmental Medicine (ACOEM) is also monitoring this situation. Go to [this link](#) for the ACOEM recommendations.

Best Hospitals

HealthGrades released its list of the top-quality hospitals by region. See the results at [this link](#).

LESSONS LEARNED AT THE 7th ANNUAL NAWHC FORUM

Advantages Onsite vs. Near-Site/Multi-Employer Clinic

An onsite clinic:

- Offers a cultural fit to employer
- Provides greater employee convenience and access, leading to higher utilization
- Symbolically demonstrates commitment by the employer to its population
- Allows for customization to employer benefits
- Is preferred by larger and more stable, financially sound employers
- Capital investment required for build-out and operations
- Requires higher headcounts to support full-time staff or ancillary services

A near-site/shared clinic:

- Offers economies of scale to allow for broader service offerings
- Being off employer property may reduce concern of privacy invasion
- May be more accessible for dependents
- Limited/ minimal capital investment required
- No requirement for space
- Enables employers with smaller headcounts in a location (<750 employees) to offer site-based health care
- Alleviates concern/barrier of jobsite safety and security for spouse/dependent access
- No upfront capital investment and possible sharing of costs with other employers
- A network of dispersed shared clinics offers easy access to those living away from worksite

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.