



May 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.

BENCHMARKING

2023 Mercer-NAWHC National Worksite Health Center Survey

If you haven't done so already, employer and union members are strongly encouraged to complete the recently launched NAWHC-Mercer "Worksite Health Center National Survey." [You can access the survey here.](#) Please complete it by May 31, 2023. This survey, conducted every two years, is THE LARGEST SOURCE of key benchmarking data on the operations, management, staffing and key issues impacting worksite centers of all sizes and industries. No individual responses will be identified, but all firms participating will receive an aggregate report on the findings. Three respondents will be randomly selected to receive a \$100 gift card.

Musculoskeletal Services at Worksite Health Centers

Here are key findings from the NAWHC survey of members to compare MSK services and staffing:

- MSK conditions rank in the top three conditions in terms of cost and prevalence for 53% of respondents and in the top five for 69%
- Top MSK services available are wellness and fitness centers, early consultation on conditions, onsite/near-site providers, training and education on preventing MSK and ergonomics
- 58% offer virtual MSK services
- Types of providers available are PTs (42%), Athletic Trainers (37%), Fitness professionals (37%), Chiropractors (16%), Acupuncturists (11) and Massage Therapists (11%).

Three survey respondents received a \$100 gift card as a recognition of their participation: Eric Robinson, Medcor; Ashley Roberts, Metro Nashville Public Schools; and Cathy Fleenor, Hunt Refining.

Employers Not Satisfied with Access to Mental Health Services

[A recent survey](#) of employers by the National Alliance of Healthcare Purchaser Coalitions found that only 31% of employers were satisfied with network access for behavioral health services according to a survey of 221 employers that provide health coverage to over 10 million employees and dependents. This study highlights the importance and value of offering behavioral health services by a worksite health center.

Well-Being's Path Forward: Employer-Sponsored Wellness Benefits in 2023

The Business Group on Health and Fidelity Workplace Consulting recently [released the results](#) of their national survey of employers on trends and emerging well-being strategies.



Key Findings:

- Employers onsite initiatives that had been stymied by the pandemic should return to pre-COVID numbers in 2024.
- Nine in 10 (90%) employers stated that the current economic environment would *not* lead to a reduction in their investment in well-being and three in 10 (31%) planned to increase their investment, with 73% offering financial incentive to reward positive well-being actions.
- Global well-being strategies continue to evolve as employers strive for global consistency while adapting initiatives to meet the needs of employees at the local level.
- Onsite activities where employers will increase investment include: yoga or meditation; onsite fitness, health fairs and counseling.
- Employers continue to evaluate the impact of diversity, equity and inclusion (DEI) and well-being, and employee feedback is valued above all else.

EDUCATION & NETWORKING

Recording Now Available for Roundtable for Worksite Centers Using EPIC for Reporting

NAWHC held an online roundtable for members who use EPIC for their data and patient recordkeeping systems. The participants discussed an array of items, including the possibility of creating a NAWHC EPIC User Group. A recording of the discussion you can find it on the website under ACTIVITIES, ROUNDTABLES, EPIC Roundtable, or go to this [link](#).

If you want to be notified if we do create an EPIC USER Group, contact Larry Boress at lboress@nawhc.org.

2023 Onsite employee Health Clinics Forum – June 26-27, 2023, Nashville, TN

Come to Nashville to learn leading strategies to build and expand worksite clinics, reduce medical expenses, ensure/maintain a competitive benefits strategy and achieve a high-performing & healthy workforce. This program is sponsored by the World Conference Forum (WCF) which provides NAWHC members with a \$250 discount with code "NAW250." [REGISTER HERE](#)

NAWHC Annual Forum – Sept. 7-8th, Radisson Blu Mall of America, Bloomington, MN

NAWHC members and their clients are invited to attend, speak and exhibit at the NAWHC Annual Forum, Sept. 7-8, 2023. Sessions will cover the following topics:

- *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 and 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*

REGISTRATION AND SPONSORSHIP INFORMATION FOR THE ANNUAL FORUM

MARKET DEVELOPMENTS



Do Clinics in Meat and Poultry Plants Endanger Workers?

The American Medical Association's *Journal of Ethics* recently published [an article](#) examining and commenting on the ethical challenges for health providers who work in meat and poultry clinics, which the authors believe endanger the health of workers. The clinics described apparently only provide occupational, not primary care health services.

NAWHC would like to respond to the article and clarify the differences between the clinics they refer to and the onsite health centers offering a range of services and supporting their health providers. If you would like to add your comments to our response, please send them to Larry Boress at lboress@nawhc.org.

Employers Response to Court Ruling on Preventive Care Services

[Health Finance reported](#) that, despite a Texas court ruling that invalidated the ACA's requirement that preventive services be offered at no cost, a survey by the National Alliance of Healthcare Purchaser Coalitions found that 72% of employers will continue to offer such services without cost sharing.

OSHA Citing Employers for Mismanagement of Employee Injuries

The [National Law Review recently published an article](#) describing OSHA's more aggressive enforcement approach toward workplace ergonomic hazards by focusing on the medical management of employee injuries. On April 18, 2023, the agency issued a General Duty Clause (GDC) citation (Inspection 1610874) to an Amazon fulfillment center that, in effect, alleges medical mismanagement of ten identified employee injuries that caused or was likely to cause additional harm or impair recovery of employees.

The author recommends *"It would be prudent for employers who utilize onsite workplace clinics or similar arrangements to ensure its worksites have appropriate medical protocols (developed or reviewed by physicians with adequate knowledge of occupational medicine), which are documented and properly implemented with the required medical supervision and appropriate quality review."*

Telehealth Use Declining

[Healthcare Dive reported](#) that Fair Health (a research entity that collects and analyses health plan data) found that telehealth use was declining. According to Fair Health, the top five diagnoses in telehealth claim lines were mental health conditions, acute respiratory diseases and infections, joint/soft tissue diseases and issues, developmental disorders and endocrine and metabolic disorders. The most common asynchronous telehealth diagnosis was acute respiratory diseases and infections at 26%.

RESEARCH AND RESOURCES

Employers Health Innovation Roundtable

NAWHC members have a unique opportunity to partner with the [Employers Health Innovation Roundtable \(EHIR\)](#).

EHIR has offered a special opportunity to create a private cohort of NAWHC members to participate in a day long meeting at which you would hear from a select number of innovative health care and benefit firms, vetted by EHIR, that employers have found to be most interesting. EHIR was started ten years ago to provide employers a peer collaboration group to objectively assess new and innovative

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solutions in health care and has grown to include over 100 employers as members. NAWHC members who join this special cohort would be the beneficiaries of the unique insights coming from EHIR and would be able to streamline their own processes for identifying innovators who best fit their needs.

EHIR will conduct an informational meeting with NAWHC members who may be interested in pursuing this unique opportunity. If interested, contact Larry Boress at lboress@nawhc.org.

Onsite Clinic Legal Issues

[WELCOA recently published an article](#) providing an overview of the legal issues involved in opening and managing an onsite or near-site clinic.

Creating a Vaccination-Friendly Culture

The Northeast Business Group on Health has published the "[Guide to Creating a Vaccination-Friendly Culture](#)". This guide outlines steps employers can take to support employees and their families in getting vaccinated, promoting vaccines, communicating the importance of vaccination as essential to good health and well-being, and increasing vaccination rates in employee populations and beyond.

Integrating Primary Care and Behavioral Health Services

The Commonwealth Fund has created a series of papers on behavioral health issues. This one focuses on how to [integrate behavioral health services into a primary care practice](#). While it doesn't specially address worksite health centers, many of the recommendations do apply to those centers offering primary care services. The other papers are available at the same site.

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*.