



MEMORANDUM

To: Mayor and Members of the City Council

From: Richard Hicks, Interim City Manager

Date: May 20, 2022

Subj: Consideration – Approval of Contract for Employee Wellness and Occupational Health Clinic

BACKGROUND:

The City entered into an agreement on August 1, 2019 with the Chesapeake Hospital Authority for an Employee Wellness and Occupational Health Services Agreement for an Employee Clinic. This agreement will expire on June 30, 2022, and the agreement included an automatic renewal clause for an additional 2 years. Staff chose not to accept the automatic renewal and opted to accept proposals for a new agreement.

ANALYSIS:

An RFP for the Employee Clinic was issued on April 25, 2022. All proposals were due by the close of business on May 19, 2022. Attached for your review and information is a copy of the RFP. Also attached for your review and consideration is a proposal from Chesapeake Regional Healthcare (current provider) and Sentara, the local hospital. Both firms offered very competitive proposals. Both companies have been invited to make a brief presentation to the Council on their proposals and answer any questions that you might have.

STAFF RECOMMENDATION:

By motion, select a firm to operate the Employee Health Clinic to ensure a smooth transition on July 1, 2022



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Response to Request for Proposal for Employee Healthcare Clinic for the City of Elizabeth City

Overview

Chesapeake Regional Healthcare (CRH) is pleased to offer this proposal to Elizabeth City Administration in response to a need for enhanced healthcare services. Chesapeake Regional Health has appropriately assimilated a multi-disciplinary team to create a unique offering that is genuinely responsive to the needs and goals of Elizabeth City and its employees. As a result, we feel that our proposal will decrease costs, increase access, and enhance the health and wellness of the employees.

Chesapeake Regional Healthcare is proposing to provide urgent care and occupational medicine services to the employees of Elizabeth City. The clinic is embedded in Chesapeake Regional Healthcare's existing near-site primary care practice. Chesapeake Regional Health will operate the clinic five days per week and have a dedicated physician and nurse practitioner assigned to meet and exceed the needs of the employees of Elizabeth City. In addition, CRH will have a multi-disciplinary clinical support team in place, ensuring the employees are receiving high-quality healthcare.

Our Proposal

The clinic will be located at 1805 West City Drive. This location will provide convenient access to x-ray and lab services. This location offers over 6000 sq ft. of newly renovated clinical space and all necessary equipment to provide services to Elizabeth City's employees. The clinic operating hours will be from 7:30AM-4:30PM. We will work with all city employee insurance providers as needed.

Total Program Cost: \$58,5000 per year

Payment for services can be made as a lump sum on the anniversary of the contract effective date or disbursed in monthly installments due on the 15th of each month.

Annual cap of three hundred (300) visits per year.

If the threshold of Three Hundred (300) visits is reached in any contract year, all additional encounters will be billed and reimbursed at a per-click rate of One Hundred Seventy-Two Dollars and Fifty Cents (\$172.50) billed on a monthly basis.

Chesapeake Regional Healthcare is proposing to offer urgent care services, which will include but not be limited to the following:

- Walk-in examinations/treatment
- Lacerations
- Return-to-work
- Lab work

Occupational Medicine:

Chesapeake Regional Healthcare can augment our urgent care services and offer an occupational medicine program including but not limited to the following services:

- Initial care for work-related injuries and illnesses
- Physical Evaluation Program
- Drug and Alcohol Screenings
- Department of Transportation (DOT) Physicals

Costs for said services include electronic medical record services/portal access, equipment, and clinical staff salaries/benefits. The clinic will provide urgent care services to all employees, retirees (on plan) and dependents. Chesapeake's clinic is equipped and ready to begin offering these services on July 1, 2022.



Onsite Health Services

Request for Proposals

City of Elizabeth City

05/19/2022

May 19, 2022

Stephen Craig
Vice President of Business Operations, Primary Care
Sentara Medical Group and Ambulatory Services Division
835 Glenrock Road
Norfolk, VA 23502

Re: Sentara Medical Group Response to Manage City of Elizabeth City Onsite Health Services

Dear Mr. Hicks:

Thank you for the opportunity to establish a partnership with the City of Elizabeth City (the City). We appreciate that during this dynamic time, you are looking for ways to harness community expertise and increase healthcare availability and convenience for your employees and their dependents.

As your dedicated community partner, Sentara Medical Group (SMG) can deliver on each component of your strategic healthcare vision. Our proposal will offer the urgent care and occupational medicine services you seek and is a demonstration of our commitment to offering affordable, quality healthcare for the City's employee community. We look forward to a collaborative partnership and hope to further discuss both how you define success for a partner, and how we can best meet those expectations.

We are eager to partner with the City and look forward to sharing our proven success and solutions, as we have for several other employers and universities. We have the experience and capability to activate our resources quickly. We are already part of the Elizabeth City community and stand ready to implement your vision as your collaborative partner.

Molly Burke, Regional Director for Business Operations, and I will be your main points of contact for the purposes of this proposal. I can be reached at 757.252.3090 or SACRAIG@sentara.com. Molly can be reached at 757.409.8280 or MABURKE@sentara.com. We look forward to meeting with you.

Sincerely,



Stephen A. Craig

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Scope of Services and Approach

Urgent Care:

- Provide acute primary care for employees, retirees, and dependents on the City's health plan for conditions such as but not limited to lacerations, sore throats, earaches, and asthma issues 5 days a week from 8:00a to 6:00p both in person and virtually, or according to a schedule determined in partnership with the City.
- Provide appointed, same-day, walk-in, and virtual urgent care visits. Same day and virtual access will help reduce unnecessary ED visits.
- Provide easy appointment scheduling through our locally operated primary care call center.
- Perform phlebotomy and waived lab testing such as Glucose, Urinalysis, Urine pregnancy, Mono screen, Influenza A/B, Strep A and Hemocult.
- Provide appropriate use of generic prescribing to help reduce pharmacy costs for employees.
- Access to Sentara nurse advice is available at times when the clinic is not open, *at an additional cost.*

Occupational Medicine:

- Provide initial care for employees with work related injuries not requiring an Emergency Department visit for employees needing rehabilitation and return to work documentation.
- Provide Physical Evaluations for employees.
- Provide drug and alcohol screenings.
- Provide Department of Transportation (DOT) Physicals.

Referral management and collaboration:

Employees with medical diagnoses that cannot be managed within the clinic and need specialty care will be referred to the appropriate location or specialist within their insurance network. SMG has established relationships and appropriate cost-effective referral pathways with providers within NENC and surrounding communities.

Reporting:

SMG will provide summarized data for those seen in the clinic, to include utilization, health summaries, referral tracking, and other reports determined in collaboration with the City.

Approach and Clinic Specifications:

- We propose that the City employees, retirees, and dependents receive near-site health services at our existing Sentara Family Medicine Physicians practice at 100 Medical Drive, Elizabeth City, NC 27909. Care will be provided by our highly skilled advanced practice providers, under supervision of a physician credentialed in the State of North Carolina and an additional staff member to aid in both clinical and clerical needs, all in good standing in all respects with appropriate licensing agencies and medical boards.
- Verification of licensure and authorization to practice in the State of North Carolina can be provided.
- SMG will provide EPIC, the electronic medical record used by all Sentara providers, hospitals, EDs and outpatient facilities. This will help ensure continuity of care and flow of patient information should someone need additional care. In addition to

ensuring complete medical information is present on every patient at each entry point, EPIC provides a patient portal for viewing test results online (results available 36 hours after tests completed), and email communication with the care team. These features are available on a mobile device as well.

- As HIPAA and OSHA rules require that occupational health/employee health records be kept separate from a person's general/private health records, SMG will provide Agility as the Occupational Medicine services EMR.
- SMG will ensure that all medical records are maintained in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- SMG provides individual and group customer service and patient experience training for staff and providers.

Qualifications

SMG brings together more than 1,400 primary care and specialty providers to care for patients across Hampton Roads, Charlottesville, Harrisonburg, Halifax, Northern Virginia, and Northeastern North Carolina. Our physicians and Advance Practice Providers are dedicated to quality and are actively working to test new technologies, pilot new care delivery models, and act as innovative industry leaders defining the future of healthcare. We collaborate with area employers, schools, cities, and health plans to help achieve their healthcare goals by providing expanded access to quality care, care coordination, and excellent patient service. The employees and retirees of the City of Elizabeth City and their dependents will benefit from our commitment to clinical quality, patient safety and individualized attention.

SMG has extensive experience in the management of acute and complex health conditions while providing convenient access to providers in the clinic, virtually and through our patient portal, MyChart. SMG is focused on reducing the cost of care by getting patients to the right care, at the right place, at the right time. The clinic will assist the City and its employees in reducing healthcare costs through access to quality care.

Qualifications and Experience:

SMG is highly qualified and well suited to meet and exceed the expectations and requirements outlined in the RFP. We have experience providing quality care and health services at on-site and off-site employer and student clinics. Our providers and staff are full employees of Sentara Healthcare and participate in all Sentara recruitment screening, onboarding, training, proficiency review and clinical, quality, and service expectations. Our worksite and student health clinics are held to the same high standards as our community practices. Patient feedback for these clinics is consistently very high, with explicit appreciation for the continuity of care throughout the Sentara network.

SMG has been offering worksite and student health clinics since 2012. Our approach is a collaborative partnership with the universities we serve. We work with university leaders, human resources, and wellness committees to manage on-site clinics for several employers and schools and provide clinical support to several others off-site. The clinics include on-site primary care, acute care, and wellness services for:

- Two ship repair companies serving about 1000 employees and their family members
- An internationally owned manufacturing company with 1,900 local employees and over 4,000 eligible clinic members
- The students of two local universities with over 11,500 total students

Personnel Qualifications:

The clinic staff will perform the services outlined throughout this proposal under the oversight of an experienced physician: Dr. Sidney M. Sutton, Director Medical Operations, and in partnership with Molly Burke, Regional Director of Business Operations for SMG's provider practices in Northeast North Carolina.

Dr. Sutton received his medical degree from Eastern Virginia Medical School and completed his Residency with the Medical College of Virginia. Dr. Sutton is board certified in family medicine and has been a family physician for 36 years at SMG's practice in Elizabeth City.

Kelsey Booth, NP received her Doctor of Nursing Practice as a Family Nurse Practitioner from East Carolina University. Prior to this she was an RN for five years working in emergency departments and advanced heart failure units. She is a member of the American Academy of Nurse Practitioners and the American Nurses Association.

Molly Burke has worked in the healthcare industry for 34 years. Currently, she serves as the Regional Director over the Southside Central region, which includes NENC. She has oversight of primary and medical specialty care clinics and worksite clinics in the region. Molly works closely with Shereen Davis, Operations Director for the NENC region, to continually improve our operations to increase efficient use of staff, resources, and space.

Additional support will be provided by additional team members assigned as needed.

All Sentara employees are required to attend extensive training relevant to their role and responsibilities at hire. This includes quality and safety, HIPAA training, emergency preparedness, documentation compliance, infection prevention, phlebotomy, and medication safety. Sentara also performs annual clinical competency assessments.

Sentara employees undergo annual mandatory training to refresh their knowledge and skills. Additionally, all providers and clinical staff are required to maintain a current BLS certificate as a condition of their employment.

Conclusion:

Sentara is committed to the health of our communities. We would be pleased to partner with the City to improve the health of your employees, retirees, and dependents. Should we be selected, we would be pleased to begin providing services by July 1, 2022.

We will provide excellent clinical quality, physical and virtual access to the care team, collaborative partnership, and communication with leadership as we collaborate to improve health outcomes, reduce time lost and absences, and ensure that your employees, retirees, and dependents receive the right care in the right place by the right provider at the lowest cost.

Proposed Cost

Year 1: \$58,858

Year 2: \$56,261

Cost includes all operating expenses to provide scope of services which include but are not limited to: allocation of provider and staff salaries and benefits, provider insurance, portion of rent and utilities, supplies, drugs, purchases and contracted services, electronic medical record build and licensing.

As requested, the proposed cost covers 300 urgent care and occupational medicine visits annually. Should the visits exceed the contractual visits by 10% (330 visits), an additional cost of \$152 per visit in Year 1 and \$157 per visit in Year 2 will be billed to the City.

References

- Organization Name: Elizabeth City Fire Department
 - Contact Name: Chris Carver, Fire Chief
 - Address: 305 E. Main Street, Elizabeth City, NC 27909
 - Phone Number: 252.338-3913
 - Email Address: ccarver@cityofec.com
 - Providing services since 2020
-
- Organization Name: Virginia Wesleyan University
 - Contact Name: Keith Moore, Vice President for Campus Life and Operational Management
 - Address: 5817 Wesleyan Drive, Virginia Beach, VA 23455
 - Phone Number: 757.455.3273
 - Email Address: kmoore@vwu.edu
 - Providing services since 2017
-
- Organization Name: Regent University
 - Contact Name: Adam Williams, Dean of Student Services
 - Address: 1000 Regent University Drive, SC 201, Virginia Beach, VA 23464
 - Phone Number: 757.352.4894
 - Email Address: awilliams@regent.edu
 - Providing services since 2012
-
- Organization Name: Técnico Corporation
 - Contact Name: Ray Wittersheim, President & CEO
 - Address: 831 Industrial Avenue, Chesapeake, VA 23324
 - Phone Number: 757.545.4013 ext. 1044
 - Email Address: rwittersheim@tecnicocorp.com
 - Providing services since 2015
-
- Organization Name: MHI Ship Repair and Services
 - Contact Name: Victor Brannon, General Counsel and VP of Compliance
 - Address: 543 E Indian River Rd, Norfolk, VA 23523
 - Phone Number: 757.222.4855
 - Email Address: victor.brannon@mhi-shiprepair.com
 - Providing services since 2015