



APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: June 3, 2019.** Please include this application form with electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

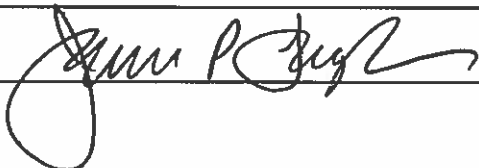
PROGRAM INFORMATION

County: Hanover County
Program Title: Employee Wellness, Health Clinic & Occ Health
Program Category: Organizational Development

CONTACT INFORMATION

Name: Jim Taylor
Title: Deputy County Administrator
Department: County Administrator's Office
Telephone: 804-365-6848 Website: hanovercounty.gov
Email: jptaylor@hanovercounty.gov

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: James P. Taylor
Title: Deputy County Administrator
Signature: 



Hanover County Employee Wellness, Health Clinic, & Occupational Health

Virginia Association of Counties Achievement Award Application
2019

Executive Summary

The idea of an employee health clinic is not a new one. Employee clinics can be found in many local governments and companies across Virginia. After all, an employee health clinic offers a cost-effective and efficient way to help employees and get them back to work as soon as possible. Facing rising health insurance costs, employers are looking for ways to manage this liability. Employee health clinics have been proven to help to mitigate costs. According to the Center for Disease Control, a systematic review of 56 published studies of worksite health programs showed that well-implemented workplace health programs can lead to 25% savings each on absenteeism, health care costs, and workers' compensation and disability management claims costs. (Chapman LS. Meta-evaluation of worksite health promotion economic return studies: 2005 update. *Am J Health Promot.* 2005 Jul-Aug;19(6):1-11.)

What makes the Hanover County program somewhat innovative is the partnership with a local hospital to provide the service. In addition to a convenient and modern clinic being available to employees and their family members, the partnership includes a comprehensive wellness program for employees and spouses and occupational health program all bundled together.

The Hanover County and Bon Secours Good Health Clinic opened its doors on September 1, 2015.



Link to clinic website: <https://bonsecours.com/richmond/find-a-provider/providers/practices/Hanover-County-and-Bon-Secours-Good-Health-Clinic>

Problem Statement

Health insurance costs continue to rise at a significant rate, and this has a corresponding effect on the County's ability to provide services. The cost increase for FY19 is projected to be 10% and the FY20 budget is driven by a 15% increase due to higher claims in both pharmacy and medical costs. If the rate of increase were to continue at 15% per year, then this has the effect of doubling the budget line after five years!

	FY18 Actual	FY19 Budget	FY20 Budget	% Change FY19 to FY20
Expenditures	\$37,549,667	\$41,249,425	\$47,456,700	15.0%

In addition to increasing health insurance costs, sickness and disability among workers affect the organization through decreased productivity. The Integrated Benefits Institute, which represents major U.S. employers and business coalitions, says poor health costs the U.S. economy \$576 billion a year, according to new research. Of that amount, 39 percent, or \$227 billion is from "lost productivity" from employee absenteeism due to illness or what researchers called "presenteeism," when employees report to work but illness keeps them from performing at their best. (Forbes.com)

Condition	Prevalence	Average productivity loss	Aggregate annual loss
Migraine	12.0%	4.9%	\$434,385
Arthritis	19.7	5.9	865,530
Chronic lower-back pain (without leg pain)	21.3	5.5	858,825
Allergies or sinus trouble	59.8	4.1	1,809,945
Asthma	6.8	5.2	259,740
CERD (acid reflux disease)	15.2	5.2	582,660
Dermatitis or other skin condition	16.1	5.2	610,740
Flu in the past two weeks	17.5	4.7	607,005
Depression	13.9	7.6	786,600

Source: Debra Lerner, William H. Rogers, and Hong Chang, at Tufts–New England Medical Center

Copyright © 2004 Harvard Business School Publishing Corporation. All rights reserved.

Program Description

While we considered operating the program ourselves with our own people and facilities, we ultimately decided to contract out for clinic, occupational health, and wellness services with an expert in this area. Hanover County issued a Request for Proposals (RFP) and vendors could bid on any or all of these services. Hanover County received numerous proposals and awarded the contract to provide all three programs to Bon Secours, a local hospital system.

Hanover County and Bon Secours Good Health Clinic

Hanover County cares about its employees and their families, and we want them to be healthy and productive. We hope the convenient clinic and services will be viewed as an important employee benefit to help the County to hire and keep great people. By partnering with Bon Secours and focusing on employee wellness and preventive services, we are committed to helping our staff “Be Well.” We hope these services will result in cost savings to participants as well as to the county’s health plan.

The Hanover County and Bon Secours Good Health Clinic is conveniently located in Medical Office Building IV on the campus of Bon Secours Memorial Regional Medical Center. The address is 8200 Meadowbridge Rd., and the clinic is on the 3rd floor. Parking is readily available outside of the building, and there are even five, premier parking spots reserved exclusively for clinic patients. The clinic provides extended hours on Monday-Friday from 8:00am-8:00pm and Saturdays from 8:00am-2:00pm. Walk-in appointments are available, and the wide array of services includes office visits, school/sports physicals, sick visits, occupational health services, onsite x-ray, basic labs, and health/wellness screenings. The Good Health Pharmacy at Hanover is also conveniently located next to the clinic and is open from 8:30am-4:30pm Monday-Friday.





Hanover employees can also access the Bon Secours Good Health Express Urgent Care Center, located at 9851 Brook Road, Glen Allen. It is open from 8:00am-8:00pm seven days a week for urgent care services.

All Hanover County, Hanover County Public Schools, Pamunky Regional Jail, and Pamunky Regional Library employees and family members have access to these convenient locations. Those on the Hanover County health insurance plan do not have a copay for the office visit. That is right; there is no cost to participants for services within the clinic! Employees who are not on Hanover's insurance are subject to their plan's primary care services copay.

Those on the Hanover County health insurance plan do not have a copay for the office visit.

Link to clinic video: <https://www.youtube.com/watch?v=IWVQmMOcQOM>

Employee Wellness



Hanover County Wellness Mission Statement

Hanover County views health as a key determinant in the ability to maintain independence and a high quality of life. Being healthy is vital to productivity and well-being, which in turn, is essential for success. The mission of our wellness program is to be committed to and supportive of an environment that cultivates health promotion, disease prevention, and safety, that encourages our employees to reach their highest potential, serve as role models, and create a culture of wellness in our community.

As Hanover has made great strides and commitment to the health, safety and well-being of its employees, it is our duty to derive a sustainable plan with goals that are specific, measurable & attainable, as well as equitable, relevant & innovative to our mission, while we remain time-bound to successfully continuing this benefit and the commitment to our long term goal of building a culture of wellness in Hanover County.

Hanover County's "Be Well" employee wellness program is a multifaceted approach to keeping our employees healthy and productive. Each fall, we collaborate with Bon Secours and Cigna to offer free biometric screenings for our employees and their spouses. Those completing the biometric screening receive a financial incentive of \$120 (\$60 for spouses) and the opportunity to earn an additional \$120 throughout the year based on wellness activities. Additionally the County provides free flu shots at the screenings.

FitThumb is a social infrastructure that engages and motivates individuals and/or teams to increase activity levels and wellness potential through many different engaging models and challenges.

Through FitThumb, participants can access [myCigna](#) and utilize the offered wellness options available through the site, to include online and telephonic coaching and care management.

Occupational Health

Hanover County has also partnered with Bon Secours to provide occupational health and workers' compensation services for our employees. Located at the clinic, Bon Secours provides pre-employment testing, post-employment physicals, care for work-related injuries, and return to work evaluations. Services in this program are primarily utilized by the public safety departments, including the Sheriff's Office, Fire & EMS, Pamunkey Regional Jail, and Animal Control as well as Public Utilities and School Transportation.

By being bundled with the employee health clinic and the wellness program, employees can view this program as a medical home and establish relationships with stable and dedicated providers.



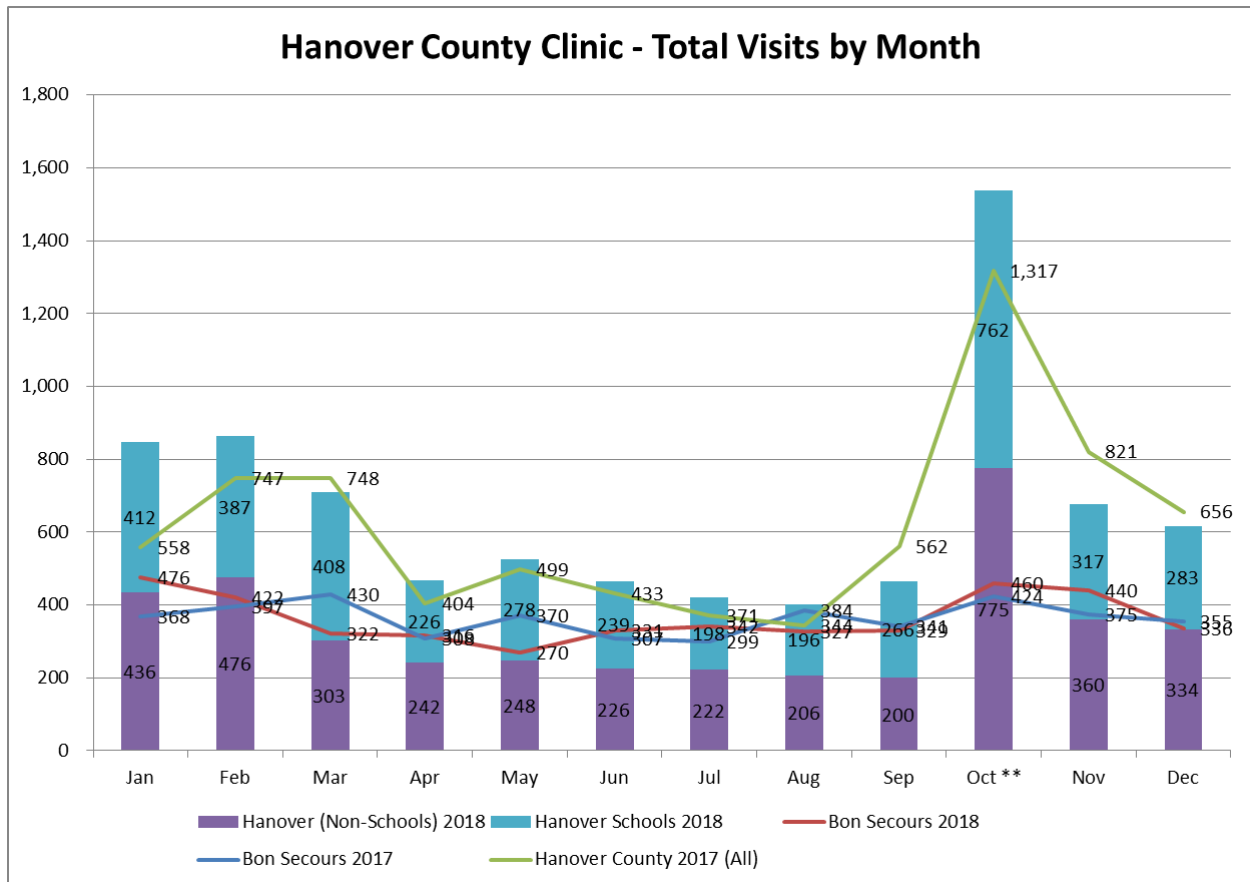
*Dr. Alan Thurman,
experienced occupational health
physician*

Program Success

Hanover County has seen great success from the employee clinic, wellness program, and occupational health with good utilization among staff and family members and positive satisfaction from surveys.

In terms of costs, the employee clinic has consistently cost less (\$83 per office visit) than primary care providers and substantially less than emergency rooms and other urgent care centers. In 2018 there were 10,647 procedures conducted at the clinic at a total plan cost of \$572,111. Emergency room visits among plan participants decreased by 13% in 2017. The County has been able to pass along some of these savings to the employees in terms of no copay at the clinic, which positively impacts morale. Furthermore, the clinic is centrally located, convenient, and efficient, which helps to return employees back to work quickly.

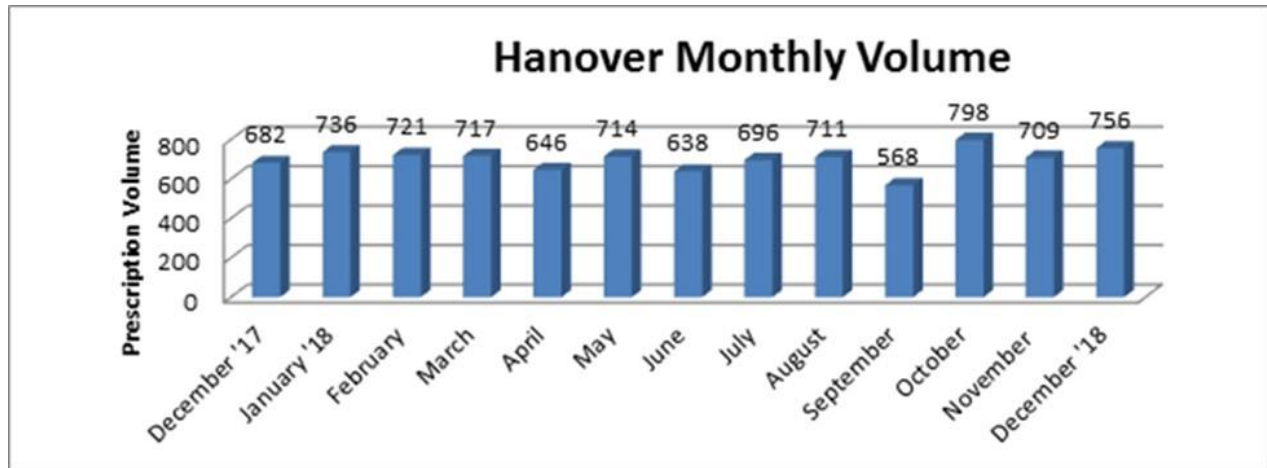
The clinic has consistently served at least 400 people each month, with some months reaching 800 or more visits.



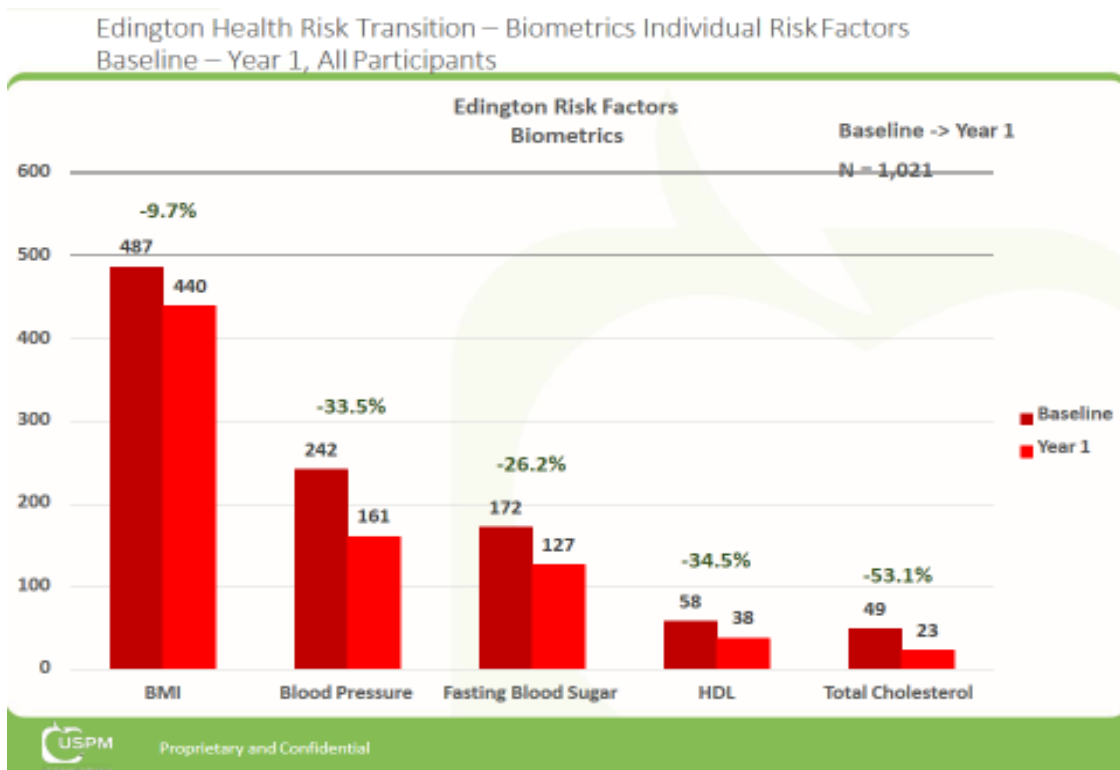
A patient satisfaction survey is conducted each month with results being shared with the County.

Overall Section Question	Mean
Overall	90.7
Focus Questions	90.7
Ease of scheduling appointments ^{^ †}	93.8
Ease of getting clinic on phone ^{^ †}	95.4
Information about delays ^{^ †}	93.2
Friendliness/courtesy - nurse/asst ^{^ †}	94.2
Concern of nurse/asst for problem ^{^ †}	94.1
CP explanations of prob/condition ^{^ †}	90.1
CP concern for questions/worries ^{^ †}	92.0
CP information about medications ^{^ †}	89.6
CP instructions for follow-up care ^{^ †}	89.8
Patients' confidence in CP ^{^ †}	91.2

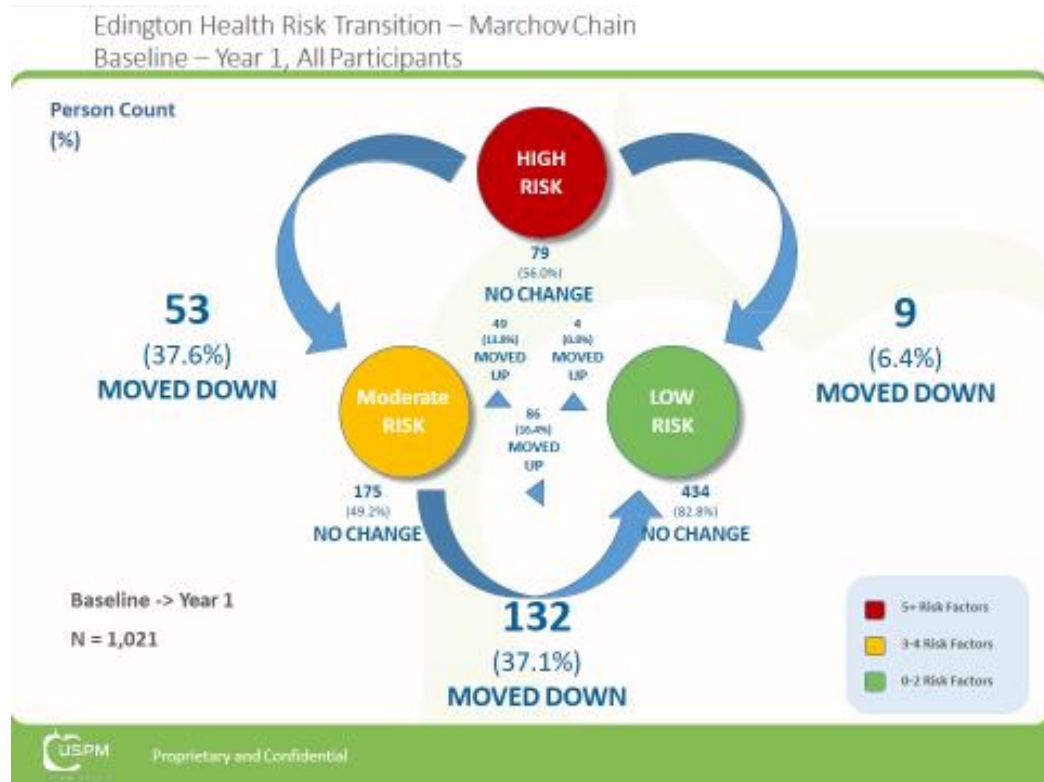
Adding to the convenience of the clinic is the onsite pharmacy, which fills 600 to 700 prescriptions for employees and dependents each month.



The Wellness program has seen good participation among employees with 37% participating in the health assessment and biometric screening in 2016, 46% participating in 2017, and similar participation in 2018. The wellness program is a long-term investment in our employees, which will have a positive impact on our employees and our health insurance costs in the years to come. We have seen some preliminary success based on those who have completed the screenings.



Those participating experienced decreased risk factors in blood pressure, cholesterol, blood sugar, and body mass index. Additionally, 37% of the participants in the high risk category moved down to moderate risk, 37% of those in the moderate risk moved down to low risk, and even 6% of those in the high risk moved down to low risk. It has been proven that managing these risk factors will eventually lead to better health outcomes and lower health insurance claims.



Worthiness of an Award

The Hanover County Employee Wellness, Employee Health Clinic, and Occupational Health program can be highlighted due to its **public-private partnership**, its **bundling of all three employee health components** under one umbrella, and a **commitment to its employees and their families**.

Another locality wishing to invest in its employees while also trying to contain health insurance costs could implement a similar program, assuming that there is a willing vendor in the area to offer these professional services.

We continue to look for ways to improve our wellness program, including offering financial incentives for healthy outcomes and the further use of technology to gain efficiencies.