



**Examine the expansion of Onsite services and
diversification of employee wellness
opportunities**

**Sharla Smith- Onsite Employee Health & Wellness
Katie Massman- Alive& Well Program**

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM

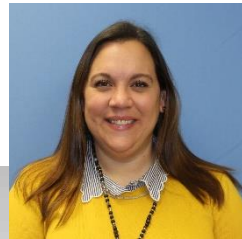
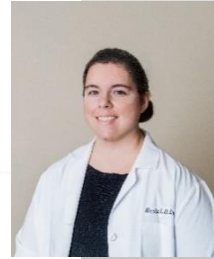
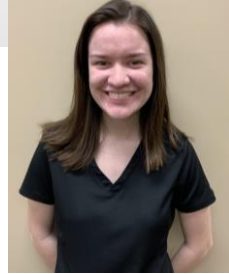


Sharla Smith, RN

Onsite Employee Health & Wellness Manager

Onsite

Employee Health and Wellness



Onsite Team Members

Onsite's Current Status

- Onsite Employee Health and Wellness currently provides acute and chronic care services similar to local family practice clinics.
 - All medical care is without cost to employees and their covered dependents that are enrolled in the health insurance plan offered through the Insurance Trust.
- Patient volume has steadily increased from **21,566 in 2014** to **25,306 in 2018**, and to the highest capacity of **28,143 in 2019**. Each month steadily rises in patient capacity.
- January 2020 was our highest month ever with **2800+** patient visits!

Onsite's challenges

- The challenge continually arises- how do we assist more patients and provide more services?



- The Onsite Employee Health and Wellness Clinic has continued to research growth opportunities for the Onsite clinic by exploring the provision of additional patient services.

Identification of needs - PATIENT COMMUNICATION



- Basic communication was occurring and more efficiency was necessary due to growing patient demand of Onsite services.
- One opportunity was to purchase an EMR partner product that organizes patient communication and engagement with the use of unlimited faxing (Updox).
- Initially, Onsite began the implementation solely of the unlimited faxing feature of Updox's services.
- After a successful two-month period, further services were added, including the use of secure email, phone calls, and texts for appointment reminders.
- In January 2020, another patient feature was added that allowed the Onsite staff to send a secure text message to the patient regarding lab and imaging results, referral information, and follow-up appointment necessities.

Identification of needs – MENTAL HEALTH

- Challenges arise with Providers needing time to “counsel” patients with mental health needs. Most Onsite mental health services for patients are outsourced and in many instances, the timeframe for the initial appointment is approximately two to three months in the future.
 - We recognize the need for a faster patient response and that there is a growing patient demand for this specialty area.
- Can Onsite provide a Licensed Mental Health employee for counseling rather than outsource? **YES**; Rather than outsourcing, Onsite is preparing to hire an employee within the next month.

Identification of needs - INFUSION SERVICES



- Can Onsite assist with “cutting costs” for covered members in other health-related areas?
 - Infusion services- researched and identification
 - One member was identified that was receiving a monthly injection at a Vanderbilt infusion service facility of a medication that Onsite could easily administer.
 - Outreach was performed and care was coordinated and now the member’s medication is drop shipped to Onsite and the injection is received each month.
 - **This simple process change has benefited the Insurance Trust costs by reducing costs of over \$9,000 monthly / \$108,000 yearly.**

Identification of needs - INFUSION SERVICES



- What other infusion services opportunities exist?
- Remicade- a drug infused for some patients with Crohn's disease.
- Onsite currently employs staff that can provide infusion services, which will result in a reduction of outsourcing of some of these costly services.
- How to help? Ask these patients to transfer their infusion to our Onsite facility and potentially use a biosimilar drug (Inflectra).
- With this change, the Insurance Trust would potentially recognize an additional savings of over \$500,000 annually.

Identification of needs - LOCATION

- Where can we provide all of these expanded services?
 - Onsite currently has one Main clinic with five satellite clinics; however, none of the satellites are utilized 5 days / weekly. Onsite is preparing for the further utilization of the satellite clinics in provision of further services.
 - Current tracking shows satellite clinic numbers average 36% of the total patient visits.
 - Northeast's satellite clinic is the highest satellite clinic utilized. It's doors are open 3 - 4 days / weekly.
 - Onsite has also finalized architectural renderings for the Main clinic at Veterans Plaza for the Fall 2020 expansion of the main clinic. Plans presented to the Insurance Trust in January 2020 were approved so that the Onsite Main clinic's physical location more than doubles in capacity.

Next steps

- As the main clinic expansion occurs, there will be a need to continue to promote the usage of the clinic and its services. Onsite promotes at major Montgomery County and CMCSS events and there is an online presence on Facebook, Instagram, and Twitter.
- Continue to look into patient scheduling through the existing EMR, although at present there are system deficiencies with online patient scheduling.
- Explore other EMR capabilities to rationale switching systems or to keep the existing Onsite EMR. It will be necessary to explore systems that will continue to work with the Updox platform as it utilizes necessary patient capabilities and has the capability to assist with online patient scheduling.
- Continue to track usage of Onsite clinic patient numbers and explore additional service options, along with the hiring of additional staff to accommodate the increase of patients.



Alive & Well
Employee Wellness Program

Katie Massman, Registered Dietitian
Coordinated School Health Supervisor

Alive & Well Overview

CMCSS Employee Wellness Program

What's new?

- Wellness Rep Program Restructure
- Be Alive Points Program Changes
- Group Fitness and Events Added
- Stress Management Opportunities



Wellness Rep Program Restructure

Past: Wellness rep in each school; paid up to 25 hours

NEW: Wellness rep in each school with lesser hours

- Added Regional Wellness Reps to mentor and communicate, lead events, assist with program administration
- Added Group Fitness Instructors to teach regularly scheduled classes each week throughout the district



Be Alive Points Program

Enrollment and participation has been steady over the last 3 years.

NEW:

- Consistent group fitness classes
- Health fair
- Online nutrition and health courses
- Stress and mental health classes



Stress and Mental Health Workshop

Contract with Connect Counseling Center

- Provide workshops on stress and mental health for teachers/staff
- Especially in relation to reducing stress and handling stress as it comes
- Will continue to provide workshops this semester/summer (ENGAGE)

Stress Management Intro Course Available Online

Wellness Rooms Throughout School System

Weekly Yoga Classes

