

City Council – Action Request Form

Date: April 7, 2025

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: William J. Crandell, Interim Human Resources Director
Sharon Wojda, Assistant City Manager

Council Action Requested:

Resolution Ratifying City Manager's Actions Regarding a Contractual Amendment with Novant Health

Strategic Focus Area: Service Excellence

Strategic Objective: N/A

Strategic Plan Action Item: No

Key Work Item: No



Summary of Information:

The City of Winston-Salem operates an Employee Medical Services Center at the Jocelyn V. Johnson Municipal Services Center at 2000 Lowery Street for employees to manage acute medical needs. Employee Medical Services also houses a Novant Health Wellness Center which operates for 20 hours weekly to assist employees with both acute and chronic medical needs.

Employees who visit Employee Medical Services can be tested for a variety of medical conditions, including COVID-19, the flu, strep throat, and pregnancy. The clinic is operated by an advanced practitioner (e.g. Physician Assistant/Nurse Practitioner) and staffed by Registered Nurses, Licensed Practical Nurses, and Certified Medical Assistants. The City also sends candidates for employment to one of two third-party facilities at an additional cost.

Previously, the Novant Health contract was not to exceed \$350,000 annually. However, with the expansion of the Employee Health Clinic and an increase in medical supplies and services, the contract amount has risen to \$375,911.66. To ensure continued support for employee healthcare needs, staff recommends approval of the Novant Health contract amendment and increase of 25,911.66, increasing not-to-exceed amount to \$500,000 for the remaining terms of the contract, in alignment with the City Manager's increased approval authority.

Committee Action:

Committee

Action

For

Against

Remarks:

Current State

The Employee Health Clinic has expanded to provide comprehensive onsite medical support, now offering 40 hours of care per week with an advanced practitioner who can evaluate, diagnose, and treat both acute and chronic medical conditions, supported by a certified medical assistant. The clinic also benefits from the medical oversight of a physician, ensuring high-quality care, assistance with the wellness program, and ongoing employee health education.

In addition to managing all drug screenings and pre-employment physicals, the clinic now offers a range of essential health services, including COVID-19, flu, and strep throat testing, blood sugar and A1C checks, skin cancer screenings, cholesterol checks, urinalysis, confidential health counseling, medical referrals, prescription writing, and assistance with finding primary care providers. This expansion reflects the City's ongoing commitment to employee health and well-being, providing accessible, high-quality medical care directly in the workplace.

Cost for these services have increased since the initial contract was created.

Recommendation

Novant Health is the current clinical services provider and is one of the contracted partners used to complete offsite pre-employment assessments including drug screens and physicals. In addition to scoring the greatest number points in the competitive RFP process, the City will benefit from no disruption in current services at the clinic and the continuity of care will benefit employees. Staff recommends acceptance of the Novant Health amendment for contract not to exceed \$500,000 annually in alignment with the City Managers increased approval amount.