

City Council – Action Request Form

Date: January 14, 2019

To: The City Manager

From: Ben Rowe, Assistant City Manager
Carmen Caruth, Human Resources Director

Council Action Requested:

Consideration of a Resolution Authorizing the City Manager to Enter into an Agreement with Wake Forest Baptist Health for Biometric Screening Services

Strategic Focus Area: Service Excellence
Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

The City of Winston-Salem’s employee wellness program is designed to educate participating employees and retirees about their individual health conditions; to provide information and resources needed to manage chronic health conditions; and, ultimately, to encourage healthier lifestyles. As an incentive to participate in this program, the City offers a \$50/month health insurance premium discount and a \$0 copay for certain prescription medications for participants who annually complete a physical examination, one wellness education class, and a Health Risk Assessment (HRA) survey, and participate in biometric screening. The goal of these program requirements is to provide employees with information regarding their health conditions and to empower them to make healthy lifestyle choices and manage chronic health conditions.

The biometric screening part of the wellness program consists of the following: labs to determine blood sugar levels and cholesterol levels (lipids profile); measurements of height, weight/body mass and blood pressure; and screening for nicotine use. The City provides this screening annually at a variety of City facilities during hours convenient for employees’ working day and evening shifts, as well as retirees. There is no cost to the employee/retiree for biometric screening.

Committee Action:

Committee	Finance 1/14/19	Action	Approval
For	Unanimous	Against	

Remarks:

With the exception of the nicotine screening, City staff does not receive individual participant biometric screening results. To protect the individual participant's privacy, these results are provided directly to the participant. However, since tobacco use status triggers additional program requirements for the completion of tobacco cessation programs, the Employee Medical Services staff receives individual results of the nicotine screening only. To provide the City with information about the overall health condition and needs of the workforce as a whole, aggregated data results regarding the general health of City employees and retirees are provided to the City's Employee Medical Services staff.

The current provider of biometric screening services for the City is Wake Forest Baptist Health, whose contract expired on December 31, 2018. In October, City staff conducted a competitive proposal process (RFP) to identify and select a new vendor to provide this service. Notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. The bid opportunity was advertised on the City and State of North Carolina Purchasing websites. See Exhibit A for a complete list of businesses notified of this bid as well as workforce demographics for the recommended vendor.

Two vendors submitted proposals: Vaccination Services of America LLC/dba Total Wellness and Wake Forest Baptist Health.

A team consisting of the following City employees evaluated the proposals: Human Resources Director, Employee Health Services Coordinator, Training Coordinator, Assistant City Attorney/HR, Chief Information Officer, and Diversity Compliance Specialist. Proposals were evaluated based on the following factors (1) quality of the proposal, (2) vendor qualifications and experience, (3) vendor location – within the city limits, (4) MWBE commitment, and (5) cost. A summary of the scoring for both vendors is attached. Based on the five factors, Wake Forest Baptist Health was selected as the recommended vendor.

Therefore, staff recommends that the City enter into an agreement with Wake Forest Baptist Health to provide biometric screening services for City employees and retirees participating in the City's wellness program. The defining factors in this recommendation are Wake Forest Baptist Health's flexible service delivery model relating to clinic set-up, in-house lab services, minimum number of participants screened per clinic, and cancellations/add-ons flexibility. Wake Forest Baptist Health will deliver this service with a core staff of experienced nurses, nurse practitioners and certified nursing assistants, with access to other health care professionals including physicians and dietitians. Additionally, this vendor has access to excellent wellness training, employee engagement services, programs designed to impact risk factors, and on-line resources for employees.

The accompanying resolution authorizes the City Manager to enter into a one year agreement with Wake Forest Baptist Health in an amount not to exceed \$105,000 for biometric screening for employees and retirees participating in the City's wellness program and further authorizes the City Manager to extend the agreement annually for two additional years provided that the amount and terms of the agreement are substantially the same as specified within the provider proposal and that funds are available for this purpose. Funds for this service are budgeted in the Health Benefits Fund.