

## City Council – Action Request Form

**Date:** October 16, 2023

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

**From:** Ben Rowe, Assistant City Manager  
Dr. Marquis H. Barnett, Human Resources Director

**Council Action Requested:**

Resolution Authorizing the City Manager to Enter Into an Agreement with Novant Health to Provide Advance Practitioner Services to the Employee Health Clinic

**Strategic Focus Area:** Service Excellence

**Strategic Objective:** N/A

**Strategic Plan Action Item:** No

**Key Work Item:** No



**Summary of Information:**

City of Winston-Salem staff recently completed a Request for Proposals for employee medical services including pre-employment testing. 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.

**Committee Action:**

<b>Committee</b>	CD/H/GG-10/09/2023 FC – 10/10/2023	<b>Action</b>	Approval
<b>For</b>	Unanimous	<b>Against</b>	
<b>Remarks:</b>			

### **Current Spend**

The City of Winston-Salem currently spends approximately \$282,000 on new hire physicals, clinical supplies, and other clinical services. A breakdown of the current expenses is below.

- New hire physicals: \$117,853
- Clinical Services: \$147,192
- Clinical Supplies: \$17,000

When comparing the current clinical spend of \$141.53 per clinical hour to the proposed rate of \$151.73, the City stands to gain a significant amount of support and guidance in achieving overall employee health and wellness goals for an additional \$10.20 per clinical hour.

### **Future State**

The expansion of the employee health clinic will include 40 hours of onsite medical support in the form of an advanced practitioner who can evaluate, diagnose and treat acute and chronic medical conditions, and a certified medical assistant. Additionally, the City will benefit from the medical oversight of a medical doctor in the conduct of clinical activities, wellness program assistance, and employee education.

### **Request for Proposals**

The City/County Purchasing Department managed the competitive Request for Proposals (RFP) process which included publicly advertising the request, scope of work, and other relevant details. Two respondents were deemed respondent and were able to be considered for award of the contract. Those respondents were Novant Health and Radish Health. Respondents were evaluated on the following criteria:

- M/WBE Commitment – 20%
- Cost Effectiveness/Price Value – 25%
- Qualifications/Experience – 35%
- Reference List of Governmental Clients – 20%

A listing of points awarded is below:

<b>Respondent</b>	<b>Points Awarded</b>
Novant Health	360
Radish Health	265

### **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 proposal from Novant Health and awarding the contract not to exceed \$350,000 annually.