

# *HEALTH & WELLNESS CLINIC*

DENTON ISD BENEFITS & RISK  
MANAGEMENT



# *MISSION & OUTCOMES*

- Our Faculty and Staff are recognized and appreciated.
- Provide our faculty, staff and families access to medical care that is essential to their well being and our educational mission.
- Ensure any person injured in the course of their work receives the best possible care for a quick and

# *COLLABORATION*

## Internal Collaboration

- Health Services
- Counseling Services
- Occupational Health  
(Worker's Compensation)
- Transportation
- Federal Programs

## External Collaboration

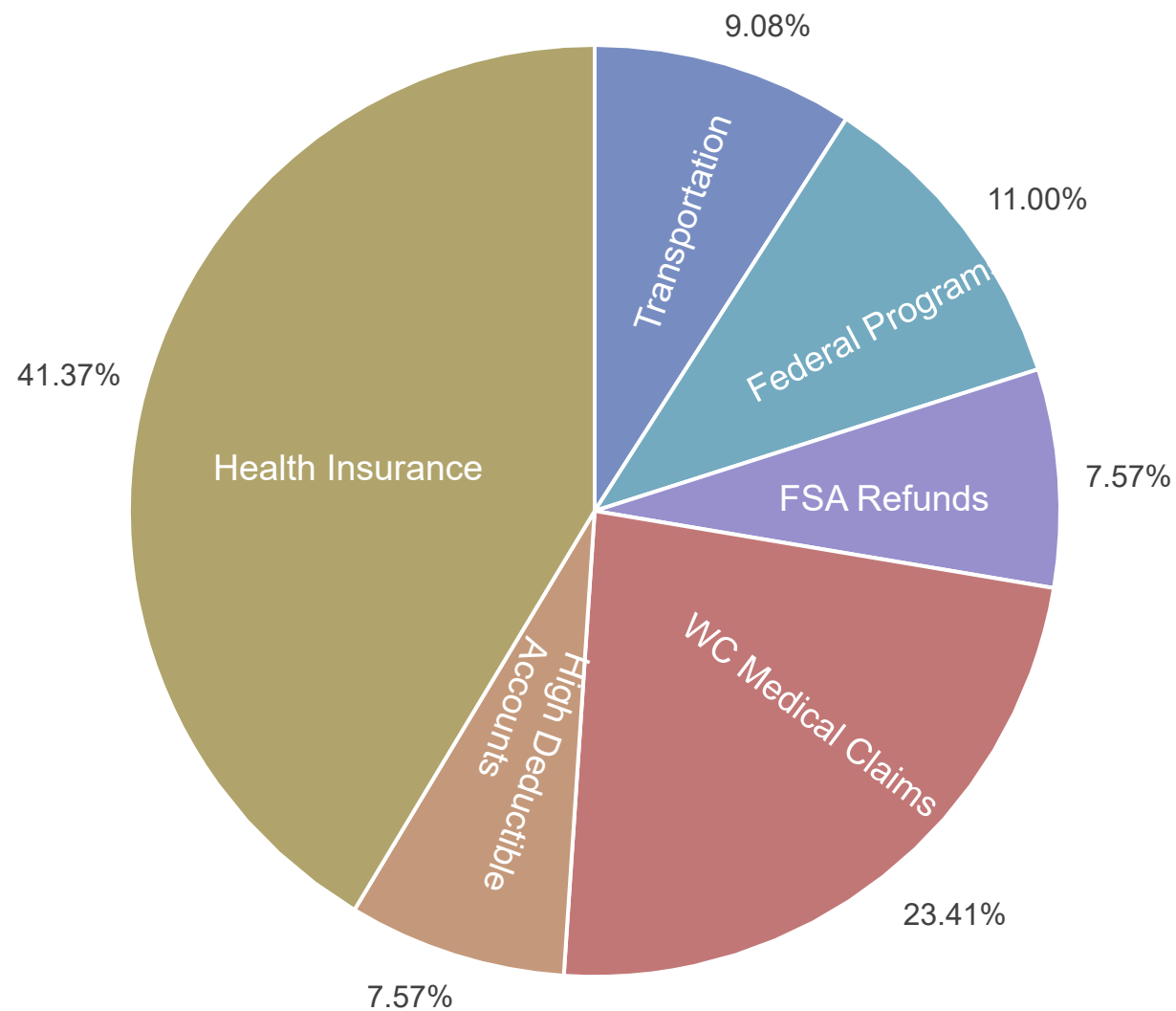
- TASB
- Alliance Network of  
Occupational Health  
Providers
- FBS
- 90 Degree Benefits

# ***FUNDING***

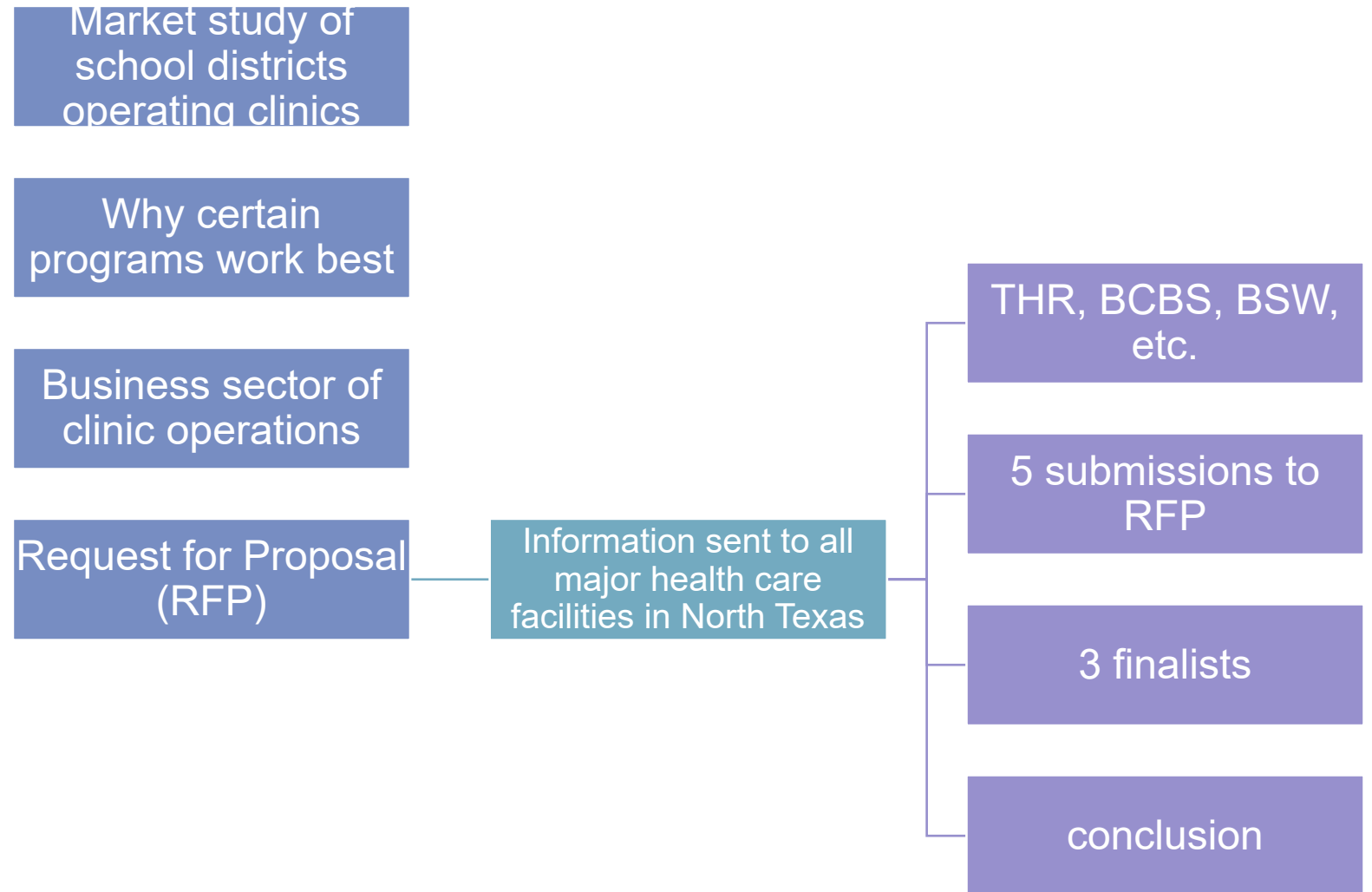
## **Goal**

- Provide funding that meets the operational needs of Denton ISD, while staying net neutral to current and future budget
- Budget formula for annual Worker's Compensation
- Existing medical expenses incurred by Denton ISD
- Leverage existing contractual relationships
- Utilization to off set expenses for Occupational and Medical visits

# FUNDING SOURCES



# SELECTION





# A clear and compelling vision for Denton ISD

Denton Independent School District (DISD) is seeking a qualified vendor to provide offsite or onsite/near-site health and wellness clinic services.

## Onsite Clinic for Denton ISD

- A freestanding health clinic completely dedicated to Denton ISD employees, spouses and dependents
- Hours designed to meet the needs of Denton ISD and promote easy access to care with appointments and walk-in visits available
- Scope of services customized to meet the Denton ISD's goals and the ability to change and grow with the changing needs of your employees and their families
- Electronic medical records system and employee portal where patients can view medical records, communicate with their clinician and schedule appointments
- Leadership support and dedicated account management
- Ability to work with Denton ISD's vendor partners



# The nation's #1 workforce health provider for 42+ years

By providing a variety of clinical and preventive services, our onsite programs help you maximize productivity, reduce health care costs, and helps employees get and stay healthy.

## Company Highlights

- Nearly 520 medical centers and 155+ onsite clinics
- 1 out of 5 workplace injuries treated in U.S.
- 50,000+ patients per day
- 1,800+ clinicians and 1,200+ physical therapists, providing evidence-based medicine to deliver best outcomes
- Partners with 250,000+ employers nationwide, including 85% of the Fortune 500, and clients like **Amazon, Volvo, Dell, DFW Airport, Louisville Metro Government, Marion County, Discover, Bridgestone, Firestone, PepsiCo, and Toyota**
- Proven medical models, early intervention approach
- Quality clinicians with ongoing training, support, and oversight
- Medical Expert Panels on key issues that affect employers, employees, workforce
- More than 30 years of experience in onsite clinic management
- Patient experience rating exceeds 91% for all employers with Concentra onsite clinics
- Industry-leading employer-focused telemedicine solution available 24/7 in 40+ states



## Experience with Texas School Districts

- |                                 |                  |
|---------------------------------|------------------|
| • Dallas ISD                    | • Amarillo ISD   |
| • Arlington Public Schools      | • El Paso ISD    |
| • Irving ISD                    | • Waco ISD       |
| • Carrollton-Farmers Branch ISD | • Austin ISD     |
|                                 | • Round Rock ISD |



# Ensuring success

Concentra's extensive experience managing onsite programs has taught us what it takes to achieve successful outcomes.

## Challenges

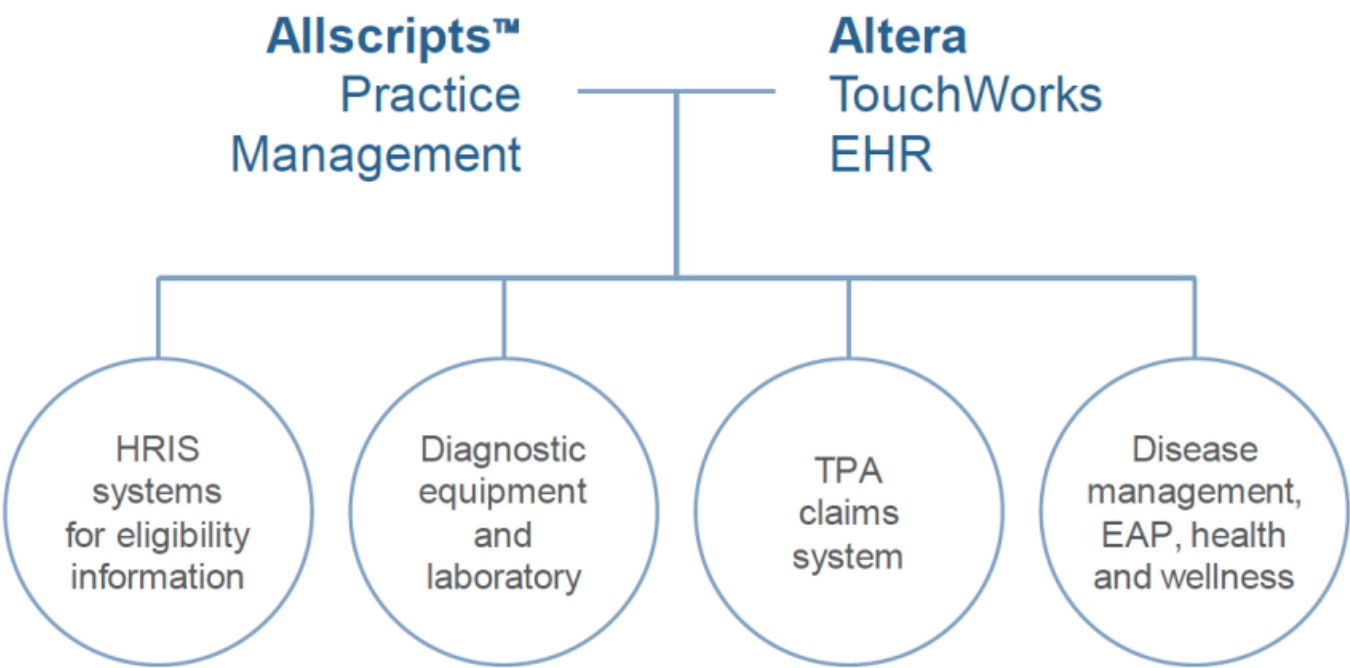
- 01** Obtaining support from leadership and multiple stakeholders
- 02** Driving employee engagement
- 03** Alignment of services
- 04** Understanding needs (resources, technology, knowledge)
- 05** Applied insights into clinic performance
- 06** Focus on participant experience
- 07** A vision for what's next (evolution) and continuing program support
- 08** Understanding of legal and regulatory compliance requirements of onsite clinics

## Addressing The Challenges

- 01** Implementation plan includes leadership orientation calls and department meetings so key stakeholders are prepared to drive health care utilization.
- 02** An employee engagement strategy that commences prior to onsite clinic opening and continues throughout the life of the onsite clinic, building strategies with the DISD population base.
- 03** Dedicated scope of work meetings with DISD early on in the implementation timeframe. Agreement and communication of scope to all key stakeholders.
- 04** An organizational assessment to clarify DISD's entire health care program needs and vision prior to launching any programs.
- 05** Collaboration prior to clinic launch to define which metrics are important to DISD and create methods to track/trend data.
- 06** Differentiate the clinic from a community provider to help drive utilization – this includes walk-in visits, extended time with the provider, and out of pocket (fee-for-service/co-pay) costs.
- 07** Identified/dedicated points of contact for both Concentra and DISD to steward the relationship and ongoing meetings to track progress on goals and strategies.
- 08** Determination of compliance responsibilities with internal DISD executives prior to onsite clinic launch; ensuring processes/procedures are clearly defined.

# Integrated technology platform supports continuity of care

Concentra proposes to implement the Allscripts Practice Management (APM) system and the Altera TouchWorks® Electronic Health Record (EHR). APM and TouchWorks EHR offers an integrated platform that enables Concentra clinicians to access employee records from any onsite clinic, Concentra medical center, or Concentra Telemed site in the country, supporting continuity of care and an exceptional customer experience.



- Comprehensive, best-in-class, ICD 10-compliant and Meaningful Use-certified technology that supports all aspects of the Concentra onsite clinical and support operations
- Single electronic practice management system/electronic medical record system enables Concentra clinicians to access employee records from any Concentra onsite clinic or Concentra medical center location in the country
- Web-based platform ensures integrity of medical data and access from any workstation with proper security clearance
- Robust, meaningful stewardship reporting
- Platform facilitates referral processes for diagnostic testing, specialist visits, and physical therapy
- Single sign-on/proximity card for ease of use and security

## Implementation

# High-level sample implementation timing and deliverables

