

Employee Health Center Agenda for Finalist Meeting

Meeting Overview:

The EHC finalists meeting will consist of four parts. The meeting is intended to be interactive (round table discussion) with members of Wake's team. While powerpoint slides/handouts are welcome, this should not be a formal presentation. Please make sure your subject matter experts are in attendance or available via phone/skype. If you need any additional information in preparation for the meeting, please notify Meegan Broll by Monday, May 15th.

Part 1 - Present your strategy for Wake County's Health Centers

Wake has two primary goals for their Employee Health Centers: To improve the health of our employees/members and reduce healthcare costs.

Considering what you know about Wake (size, demographics, work schedules, claims data) - propose to us how you would **meet these goals, along with increasing utilization and engagement**, should you be selected as our new Health Center vendor. Please be sure to address how you would use the following, including but not limited to:

- Technology
- Pharmacy
- Health coaching
- Telemedicine/telecoaching
- Disease Management/Chronic Conditions Programs
- Staffing Model

Part 2 - Patient Experience

Discuss your philosophy and approach to the patient experience, including responses to the following questions:

- What tools/resources do your providers have (EMR or otherwise) to ensure a comprehensive approach to total patient care?
- How do you influence behavior change?
- What difference will our employees experience/notice with your providers as opposed to others?
- How do you measure your success with patients, in terms of both satisfaction and outcomes?

Part 3 - Partnership with Wake (Administrative)

Please speak to how you will partner with Wake County and other Wake vendors. These may include designing and implementing innovative initiatives, collaborating on programs and streamlining processes for employees.

Part 4 - Cost Savings

Your proposal costs are higher than what we're currently paying to run our EHCs. Please address the following:

- What outcomes can we expect with an increased expenditure?
- What are the projected savings? Initial vs over the course of the contract.
- What guarantees do we have that these savings will be achieved?

In addition to the discussions above, Wake may also have vendor specific questions based off your proposal, first round presentation or other discussions.