

City of Knoxville

Onsite RFP questions/ requests for additional reporting

Current services provided at The Center are occupational health, physical therapy, and acute care. Primary care is not currently in scope for this location.

Scissors

- 1) Can you provide an estimate of the number of allergy shots, Depo-Provera, and testosterone that are administered by the Center providers?

Epic Data:

Type	Visits - 2019	Visits - 2020
Allergy Shot Visit	13	13
Depo-Provera Visit		
Testosterone Visit		

Due to nature of current services focused on Occ Health, injections are not routinely part of current services.

- 2) Please provide any data on the number and type of acute care and health & wellness services provided at the Center in the last two years.

See number 4 for acute visit types and number 9 for visit counts.

Wellness Visits by type and count

Visit Type	Visits - 2020
WELLNESS COACHING, F/U TELEHEALTH PHONE	911
WELLNESS REVIEW TELEHEALTH PHN	489
WELLNESS COACHING, F/U F2F	316
WELLNESS COACHING, INI TELEHEALTH PHONE	214
WELLNESS REVIEW F2F	101
WELLNESS COACHING, F/U F2F PC	18
WELLNESS COACHING, INI F2F	16

Visit Type	Visits - 2019
WELLNESS REVIEW F2F	1080
WELLNESS COACHING, INI F2F	580
WELLNESS COACHING, F/U F2F	467
WELLNESS COACHING, F/U TELEHEALTH PHONE	74
WELLNESS COACHING, F/U F2F PC	46
WELLNESS COACHING, INI TELEHEALTH PHONE	6
WELLNESS COACHING, INI F2F PC	5
WELLNESS REVIEW F2F PC	4
WELLNESS COACHING, INI TELEHEALTH VIDEO	2

Occupational Health Encounters

Classes	Total Encounters - 2019
Case Management	495
Non Visit Services	2,104
Ancillary Services	879
Occupational	862
PT and ERGO	1,016
Surveillance Exams	1,983
Preventive Services	251
-	2

Classes	Total Encounters - 2020
Case Management	534
Non Visit Services	2,477
Ancillary Services	920
Occupational	812
PT and ERGO	1,116
Surveillance Exams	2,049
Preventive Services	243

3) Please provide the estimated number and type of imaging done in the Center and referrals that are currently sent from the Health Center

Acute Imaging:

Order Name	Imaging Ordered and Completed - 2019
Xr Chest 2 Views	24
Xr Fingers 2+ Views Right	6
Xr Foot 3+ Views Left	6
Xr Lumbar Spine 2-3 Views	5
Xr Foot 3+ Views Right	4
Xr Ankle 2 Views Left	3
Xr Fingers 2+ Views Left	3
Xr Knee 1-2 Views Right	3
Mri Brain W Wo Contrast	2
Xr Ankle 3+ Views Left	2
Xr Hip 2 Or 3 Vw Right	2
Xr Thoracic Spine 2 Views	2
Xr Wrist 1-2 Views Left	2
Ct Sinus Wo Contrast	1
Us Limited Rt Lower Extremity	1
Xr Ankle 3+ Views Right	1
Xr Femur 2+ Vw Right	1
Xr Hand 3+ Views Right	1
Xr Ribs 2 Views Right	1
Xr Toes 2 Views Right	1
Xr Wrist 1-2 Views Right	1
Xr Wrist 3+ Views Right	1
Total	73

Order Name	Imaging Ordered and Completed - 2020
Xr Chest 2 Views	20
Xr Foot 3+ Views Left	7
Xr Foot 3+ Views Right	6
Xr Fingers 2+ Views Right	5
Xr Knee 1-2 Views Right	4
Xr Tibia Fibula 2 Views Right	4
Xr Ankle 3+ Views Right	3
Xr Lumbar Spine 2-3 Views	3
Xr Toes 2 Views Left	3
Xr Wrist 3+ Views Left	3
Mri Right Knee W/O Contrast	2
Xr Foot 1-2 Views Left	2
Xr Foot 1-2 Views Right	2
Xr Forearm 2 Views Right	2
Xr Toes 2 Views Right	2
Mri Lumbar Spine Wo Contrast	1
Us Lower Extremity Veins Right	1
Xr Ankle 2 Views Right	1
Xr Clavicle Right	1
Xr Fingers 2+ Views Bilateral	1
Xr Fingers 2+ Views Left	1
Xr Hand 3+ Views Right	1
Xr Shoulder 2+ Views Right	1
Xr Thoracic Spine 2 Views	1
Xr Tibia Fibula 2 Views Left	1
Total	78

Occupational Imaging:

2019 - OHM Occ Health - Radiology Procedure Counts	
RADEX ANKLE COMPLETE MINIMUM 3 VIEWS	4
RADEX ELBOW 2 VIEWS	4
RADEX FINGR MINIMUM 2 VIEWS	5
RADEX FOOT COMPLETE MINIMUM 3 VIEWS	4
RADEX HAND MINIMUM 3 VIEWS	10
RADEX SHOULDER COMPLETE MINIMUM 2 VIEWS	1
RADEX SPINE CERVICAL 2 OR 3 VIEWS	2
RADEX SPINE LUMBOSACRAL 2/3 VIEWS	3
RADEX SPINE LUMBOSACRAL MINIMUM 4 VIEWS	1
RADEX SPINE THORACIC 2 VIEWS	1
RADEX TOE MINIMUM 2 VIEWS	1
RADEX WRIST 2 VIEWS	3
RADEX WRIST COMPLETE MINIMUM 3 VIEWS	1
RADIOLOGIC EXAM CHEST 2 VIEWS	385
RADIOLOGIC EXAMINATION ANKLE 2 VIEWS	1
RADIOLOGIC EXAMINATION KNEE 1/2 VIEWS	3
Total	429

2020 - OHM Occ Health - Radiology Procedure Counts	
RADEX ANKLE COMPLETE MINIMUM 3 VIEWS	10
RADEX ELBOW 2 VIEWS	1
RADEX ELBOW COMPLETE MINIMUM 3 VIEWS	1
RADEX FINGR MINIMUM 2 VIEWS	8
RADEX FOOT COMPLETE MINIMUM 3 VIEWS	1
RADEX HAND MINIMUM 3 VIEWS	5
RADEX HIP UNI COMPL MINIMUM 2 VIEWS	1
RADEX SPINE CERVICAL 2 OR 3 VIEWS	1
RADEX SPINE LUMBOSACRAL 2/3 VIEWS	2
RADEX SPINE THORACIC 2 VIEWS	1
RADEX WRIST 2 VIEWS	1
RADEX WRIST COMPLETE MINIMUM 3 VIEWS	4
RADIOLOGIC EXAM CHEST 2 VIEWS	113
RADIOLOGIC EXAMINATION FOOT 2 VIEWS	1
RADIOLOGIC EXAMINATION KNEE 1/2 VIEWS	3
X-RAY EXAM OF LOWER LEG	1
Total	154

Acute Referrals

Referral Specialty	Referrals – Outgoing - 2020
Dermatology	4
Podiatry	1
Gastroenterology	2
Physical Activity	2
Dental General Practice	1
Family Medicine	34
Lab	59
Otolaryngology	3
Urology	3
Allergy and Immunology	1
Psychology	1
Physical Therapy	7
Sleep Medicine	2
Pain Medicine	1
Neurosurgery	1
Hematology and Oncology	1
Internal Medicine	2
Total	125

*There is no data for referrals in 2019

Occupational Health Visits drive the majority of imaging studies:
 397 uniformed police 319 uniformed fire each get x-rays every 5 years along with new recruits for Police and Fire of approximately 190/year.

4) Can you share what the current top 10 reasons are for provider visits?

Epic Data:

Top 10 Provider Visit Reasons - 2019
Sinusitis
Follow Up Respiratory Issue
Respiratory Issue
Ear / Eye / Nose/ Throat Issue
Follow Up Ear / Eye / Nose/ Throat Issue
Skin Issue
Urinary Issue
Eye Problem
Nasal Congestion
Fever

Top 10 Provider Visit Reasons - 2020
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Ear / Eye / Nose/ Throat Issue
Screening-Infectious Disease
Skin Issue
Respiratory Issue
Sinusitis
Upper body pain / injury / swelling
Follow Up Respiratory Issue
Urinary Issue
Musculoskeletal Issue

*The visit reason “-“had visit types of: Covid19 Screening Telephonic, Office Visit Extended. Office Visit New PC, Office Visit PC, Telehealth Phone, Wellness Coaching, F/U F2F PC

Occupational Health Visit Reason:

Visit Reason Description 2019	Total Encounters - 2019
Administrative Task	825
Physical Therapy - Follow Up	784
Medical Test Analysis, Review, Consult	649
Telephone Consultation - Initial	631
Drug Screen Collection	487
OCC Injury/Illness/Exp - F/U	437
Police Surveillance Exam Phase I	417
Police Surveillance Exam Phase II	388
Case Management Activity - Occ	356
Firefighters Surveillance Exam I	356

Visit Reason Description 2020	Total Encounters - 2020
Administrative Task	1,578
Physical Therapy - Follow Up	738
Drug Screen Collection	634
Police Surveillance Exam Phase I	503
Medical Test Analysis, Review, Consult	496
Case Management Activity - Occ	480
Police Surveillance Exam Phase II	452
OCC Injury/Illness/Exp - F/U	433
Hearing Conservation Annual Surv Exam	370
Firefighters Surveillance Exam II	316

5) What is the average age of your employee population?

Epic Data:

Average Age by Gender	Q4 2020
Female	43.4
Male	42.7

Average Age by Gender	Q4 2019
Female	44.3
Male	45

OHM Data:

Average Employee Age - 2020	41
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Average Employee Age - 2019	41
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6) Can you provide us with reports detailing the disease prevalence/cost for your population and your Lifestyle Management and Disease Management program ROI thus far in the current onsite center?

Chronic condition management is not part of current scope of services.

7) Please provide the year-end health plan summary report, showing utilization and unit cost performance.

Premise Health does not maintain data on overall health plan administered by BCBS.

8) Top 20 diagnoses and/or meds prescribed via the center?

Acute Diagnosis:

Top 10 Diagnosis Names - 2020
Cough
Sore throat
Acute nonintractable headache, unspecified headache type
Viral upper respiratory tract infection
Muscle pain
Acute maxillary sinusitis
Acute bacterial sinusitis
Acute upper respiratory infection
Loss of sense of smell
Loss of taste

Top 10 Diagnosis Names - 2019
Viral upper respiratory tract infection
Acute maxillary sinusitis
Acute upper respiratory infection
Acute bacterial sinusitis
Cough
Bronchitis
Acute bronchitis, unspecified organism
Wheezing
Contact dermatitis due to plant
Sore throat

Occupational Health:

Top 10 Diagnosis Category - 2020
Health Service Exam
Administrative Exam
Cancer Screening
Immunization
Strains/Sprains
Pre-employment exam
Other Specific Health Care
Malaise and fatigue
BMI Results
Other Exams

Top 10 Diagnosis Category - 2019
Administrative Exam
Health Service Exam
Immunization
Pre-employment exam
Strains/Sprains
Low Back Pain
Cancer Screening
Musculoskeletal Pain
Injuries to the wrist, hand and fingers
Other Specific Health Care

Epic - Top 20 Medications 2020	
Med Generic Name	Med Total Prescriptions
methyIPREDNISolone	279
Amoxicillin-Pot Clavulanate	178
Triamcinolone Acetonide	152
Sulfamethoxazole-Trimethoprim	85
Azithromycin	84
Cetirizine HCl	74
Doxycycline Hyclate	63
Escitalopram Oxalate	53
tiZANidine HCl	48
Benzonatate	41
Fluconazole	41
Meloxicam	37
Amoxicillin	32
Nicotine	30
Albuterol Sulfate	28
Oseltamivir Phosphate	26
Ondansetron	25
Venlafaxine HCl	23
Diclofenac Sodium	22
predniSONE	22

Epic - Top 20 Medications 2019	
Med Generic Name	Med Total Prescriptions
Triamcinolone Acetonide	281
Amoxicillin-Pot Clavulanate	279
methyIPREDNISolone	216
Azithromycin	181
Sulfamethoxazole-Trimethoprim	105
Amoxicillin	92
Doxycycline Hyclate	82
Benzonatate	77
Loratadine	53
Escitalopram Oxalate	51
tiZANidine HCl	51
levoFLOXacin	46
Meloxicam	42
predniSONE	38
Oseltamivir Phosphate	34
Fluconazole	30
Nicotine	28
Varenicline Tartrate	26
Albuterol Sulfate	24
Promethazine-DM	23

9) Please provide current health center utilization reports by day, hour, appointment, and by provider?

Acute Care Visits:
BY MONTH - 2020

Month Year	Visits – 2020
Jan-20	441
Feb-20	361
Mar-20	393
Apr-20	342
May-20	285
Jun-20	404
Jul-20	478
Aug-20	553
Sep-20	575
Oct-20	644
Nov-20	970
Dec-20	984
Total	6430

Month Year	Provider Visit Count
Jan-20	198
Feb-20	149
Mar-20	161
Apr-20	86
May-20	52
Jun-20	89
Jul-20	87
Aug-20	91
Sep-20	124
Oct-20	124
Nov-20	141
Dec-20	303
Total	1605

BY MONTH – 2019

Month Year	Visits
Jan-19	287
Feb-19	396
Mar-19	444
Apr-19	409
May-19	421
Jun-19	382
Jul-19	430
Aug-19	419
Sep-19	609
Oct-19	703
Nov-19	479
Dec-19	428
Total	5407

Month Year	Provider Visit Count
Jan-19	150
Feb-19	135
Mar-19	145
Apr-19	117
May-19	127
Jun-19	92
Jul-19	129
Aug-19	110
Sep-19	138
Oct-19	151
Nov-19	142
Dec-19	195
Total	1631

Occupational Health Visits:

BY MONTH - 2020

Month Year	OHM Encounters – 2020
Jan-20	1,230
Feb-20	642
Mar-20	725
Apr-20	437
May-20	564
Jun-20	566
Jul-20	635
Aug-20	629
Sep-20	598
Oct-20	666
Nov-20	622
Dec-20	624

Total Encounters 2020: 7,938

BY MONTH – 2019

Month Year	Visits
Jan-19	1,029
Feb-19	423
Mar-19	493
Apr-19	598
May-19	746
Jun-19	518
Jul-19	607
Aug-19	626
Sep-19	621
Oct-19	693
Nov-19	560
Dec-19	547

Total Encounters 2019: 7,461

10) What is the x-ray volume?

See answer to question 3 for x-ray volumes.

11) What is the current claims spend for users of the clinics vs. non-users?

- a. What is your current definition of participation?
 - i. How is participation being tracked?
- b. What is your current definition of an engaged patient?
 - i. What % of engaged patients are making clinical progress towards their goals?
 - ii. What % of the engaged patients are at the standard of care?

Premise Health does not maintain data on community provided health services

12) What % of the eligible population is at the standard of care?

- a. What are your current protocols for closing gaps in care?
- b. How are you assessing gaps in care?

Gaps in care reporting for primary care services are not in current scope of work.

13) Please provide the volume of non-occupational health services outlined in the scope of services on pages 13-14 and Exhibit F.

Non-Occ Volume for 2019: Physical Therapy 883 total encounters+5407 total acute encounters=6290

Non-Occ Volume for 2020: Physical Therapy 861 total encounters+6430 total acute encounters=7291

14) Could you provide member data regarding the frequency of physical therapy services used in the community at this time?

Premise Health does not maintain data on community health services utilization.