

# It's time to address your VIRTUAL WORKFORCE HEALTH STRATEGY

People rely on their employers to provide virtual care options to help minimize COVID-19 risk exposure and provide convenient options, which can help your organization manage health outcomes and reduce costs.

## More employees are working remotely

It's estimated **25%-30%** of the workforce will work from home multiple days a week by the end of 2021.<sup>1</sup>

## Virtual care is becoming more important

Virtual visits increased **250%** during the COVID-19 pandemic.<sup>2</sup>



### Did you know?

U.S. employers lose **\$36.4 billion** annually because employees miss work due to chronic diseases.<sup>3</sup>

Organizations could save **\$6** for **every \$1** invested in virtual health.<sup>4</sup>

## Getting started

As you reimagine how to accommodate the new virtual world, look to these five steps as you design your strategy:



### ASSESS YOUR NEED

Is your workforce dispersed or in one location? Consider the level of virtual services you'll offer - from **100% virtual** to a combination of virtual and in-person services.

### CONSIDER YOUR SERVICE LINES

You can offer a range of virtual services, from mental health and well-being to lifestyle and condition management to primary and urgent care.



### ASSEMBLE THE CARE TEAM

A coordinated care team becomes even more important in a virtual world to keep employees engaged and on track. Three essential care team members include:

#### Advocates to help with:

- Health care benefits navigation
- Billing questions and concerns
- Appointment scheduling
- Proactive identification of need

#### Care managers to provide:

- Health screening assessments
- Lifestyle and nutrition coaching
- Condition management
- Care gap closure

#### Physicians who can be:

- Virtual
- On-site
- In the community

### DETERMINE YOUR TECHNOLOGY NEEDS

Data-driven technology helps the care team connect with your workforce. Technology should include:

- Secure messaging
- Digital care plans
- Video capabilities
- Personalized communication tools



### INCORPORATE RESOURCES

Consider how you'll incorporate the many existing programs you have in place to create a seamless experience for your workforce, like:

- Employee assistance programs
- Second opinion services
- Price transparency tools
- Community resources to address social determinants of health

## Ready to address your workforce health strategy?

Cerner can help support your virtual health strategy with health advocacy, health coaching and 24/7 primary care services powered by innovative technology solutions. Contact us today at [workforcehealth@cerner.com](mailto:workforcehealth@cerner.com) to learn more.

Sources:

<sup>1</sup> <https://globalworkplaceanalytics.com/work-at-home-after-covid-19-our-forecast>

<sup>2</sup> <https://medcitynews.com/2020/04/seeing-record-numbers-of-patients-will-telehealth-companies-keep-them-after-the-pandemic-ends/>

<sup>3</sup> <https://www.shrm.org/resourcesandtools/hr-topics/benefits/pages/telemedicine-improves-health-saves-money-if-employees-use-it.aspx>

<sup>4</sup> <https://www.cdc.gov/chronicdisease/resources/publications/aag/workplace-health.htm>