

Memorandum



CITY OF DALLAS

DATE August 2, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on Dedicated Public Safety Health Clinic**

On February 28, 2018, Council authorized a contract with CareATC to operate and manage employee on-site and off-site primary care medical clinics. The term of the contract was four-years, with two, one-year renewal options. The contract also authorized a health clinic for uniformed employees, retirees and their dependents at a location to be determined. The contract was written to be “scalable” which allows the City of Dallas to ramp up clinic hours and access locations as utilization increases.

In an effort to acquire input from our uniformed officers, Human Resources (HR) Benefits staff met with representatives from the Police and Fire Departments on November 27, 2018 to discuss the amenities they believed would be most beneficial to them. Their suggestions included: convenient location, variable hours to accommodate shift schedules, appropriate square footage to provide comfort and sufficient space for waiting area, uniform and weapon storage, and other clinic services, excellence in customer service and most importantly, primary provider must be a medical doctor (M.D.), not a mid-level provider (Nurse Practitioner or Physician Assistant). Additional needs expressed included programs especially designed to address the clinical wellness needs of uniformed officers, safe and discreet entry and exit accommodations to the clinic and ample parking.

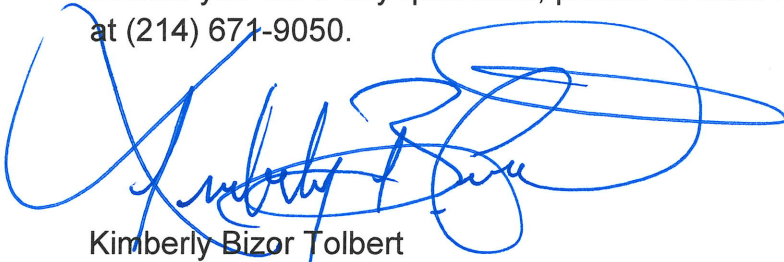
On December 28, 2019, HR staff met with CareATC leaders and issued a formal written notice outlining the performance concerns and lack of progress on development of the dedicated clinic for uniformed officers and their dependents. It was also explained that immediate improvement and compliance was imperative; or, we would be forced to terminate and remove the creation of the dedicated clinic requirement from the contract. The other components of the contract were performing in a satisfactory manner and would continue through the remainder of the Contract on March 31, 2022.

HR staff continued to meet with CareATC leaders to monitor progress and ensure ample opportunity for performance improvement. Follow-up meetings were held with CareATC on January 14, 2019 and January 29, 2019. Unfortunately, there had been insufficient focus and minimal progress made. Therefore, after consultation with the Office of the City Attorney, a formal notification was sent to CareATC via certified mail on March 15, 2019 informing them of our decision to eliminate the development of a dedicated clinic from the current CareATC contract. CareATC was also advised that all communications surrounding this component on behalf of the City of Dallas should cease and any previous communications should be treated as privileged and highly confidential.

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As of this writing and after creation of a new clinic leadership team, the City Hall CareATC clinic has seen significant improvement in utilization and quality of care. Dedicated HR staff leaders are working closely with CareATC and regularly reviewing utilization and clinical care reports. Based upon the feedback obtained from the uniformed officers, the HR wellness and benefits team has engaged CareATC and other health vendors in development of a 2025 Employee Wellness Plan. This plan includes a collaborative approach in meeting not only the clinical needs of our employees, retirees and their dependents; but also includes programs designed to address serious health concerns such as diabetes, pain injuries and improved access to mental health services.

Should you have any questions, please contact Nina Arias, Director, Human Resources at (214) 671-9050.



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Chief of Staff to City Manager

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Chris Caso, City Attorney (Interim)
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