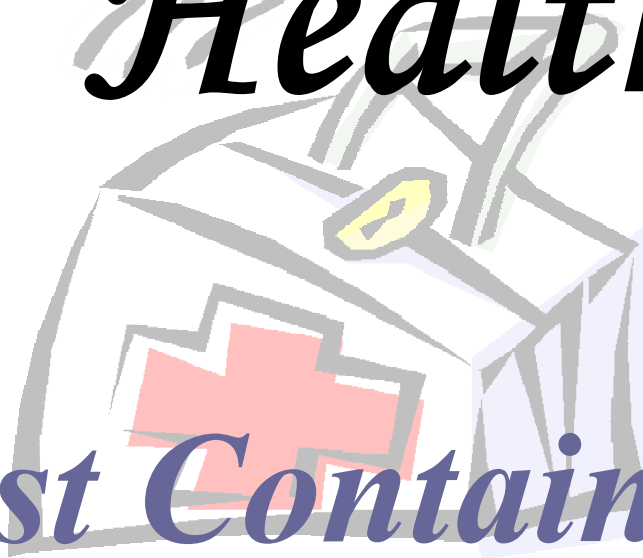


The Business of

Health

Cost Containment

Solutions



Presented by:



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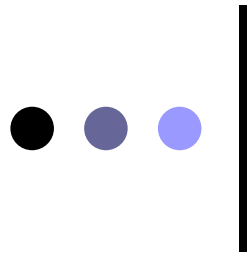
- Permission may be obtained by contacting the author at a.guzik@verizon.net

● ● ● | Rationale for Occupational Health Services

- To ensure that an employer's workforce is medically qualified, fit and available for work
 - Evaluation
 - Protection
 - Promotion
 - Restoration



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Evaluation of Health

- Pre-employment physicals
- Fitness for duty evaluations
- Substance testing
- Injury management

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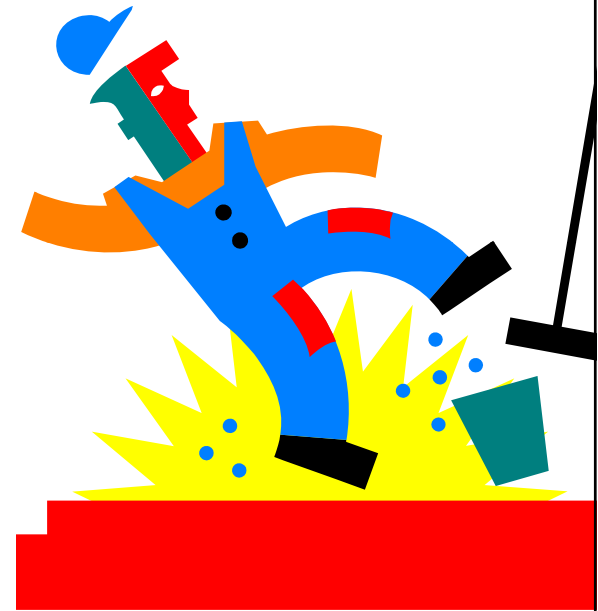




Protection of Health

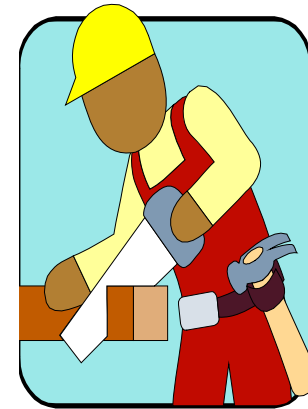
- Regulatory Compliance
- Safety Management
- Hazard Protection
- Medical Surveillance
- Workers' Compensation
- Family Medical Leave
- Disability Management

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Promotion of Health

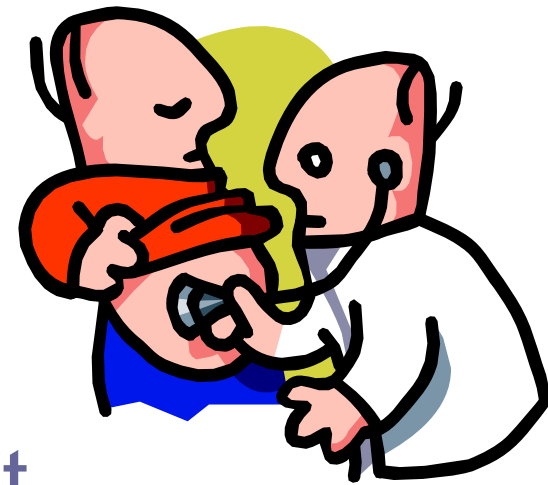
- Wellness
 - Screenings
 - Education
 - Vaccinations
 - Travel health
 - Disease management



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Restoration of Health

- Medical treatment
- Return-to-work
- Absence management
- Disability management



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Issues Affecting Workforce Productivity

- **Poorly managed workers' compensation claims**
- **Drug use in the workplace**
- **Serious health conditions, and those qualifying for FMLA protection**
- **Potential for ADA discrimination**
- **Increased liability under OSHA for failing to maintain workplace safety**
- **Suits for retaliation, tort, etc.**

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How Can I Better Manage the Health of My Workplace?



Employment Physicals

- Right person in the right job
- Able to perform essential functions, with or without accommodation

- Pre-placement
- Regulatory
- Safety sensitive, performance sensitive
- Fitness for duty
 - Performance
 - Return from medical leave

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Drug Free Workplace

- DFWP policy in place
- Employee training
- Supervisor training
- Substance testing
 - Pre-placement
 - Random
 - Reasonable suspicion
 - Work Injury
 - Rehabilitation



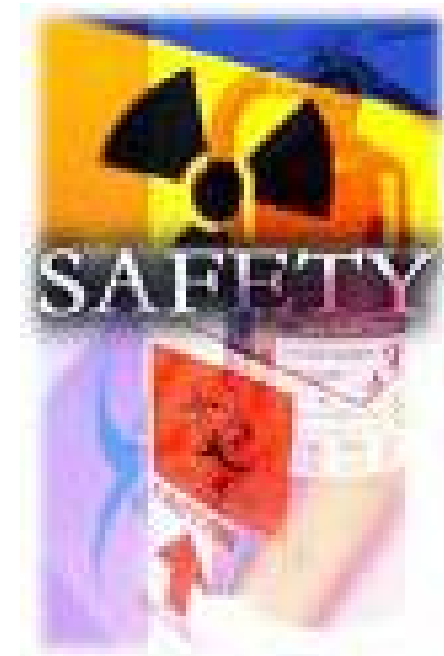
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Safe Workplace

- Regulatory compliance
 - OSHA
 - CDC
- Strong safety philosophy
 - Top down
 - Upstream

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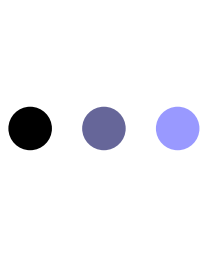




Workers' Compensation Injury Management

- Written policy and procedure
- “Incident” reporting
 - Including near misses
- Early reporting
- Immediate medical evaluation
- Stay at work philosophy
- Aggressive claims management

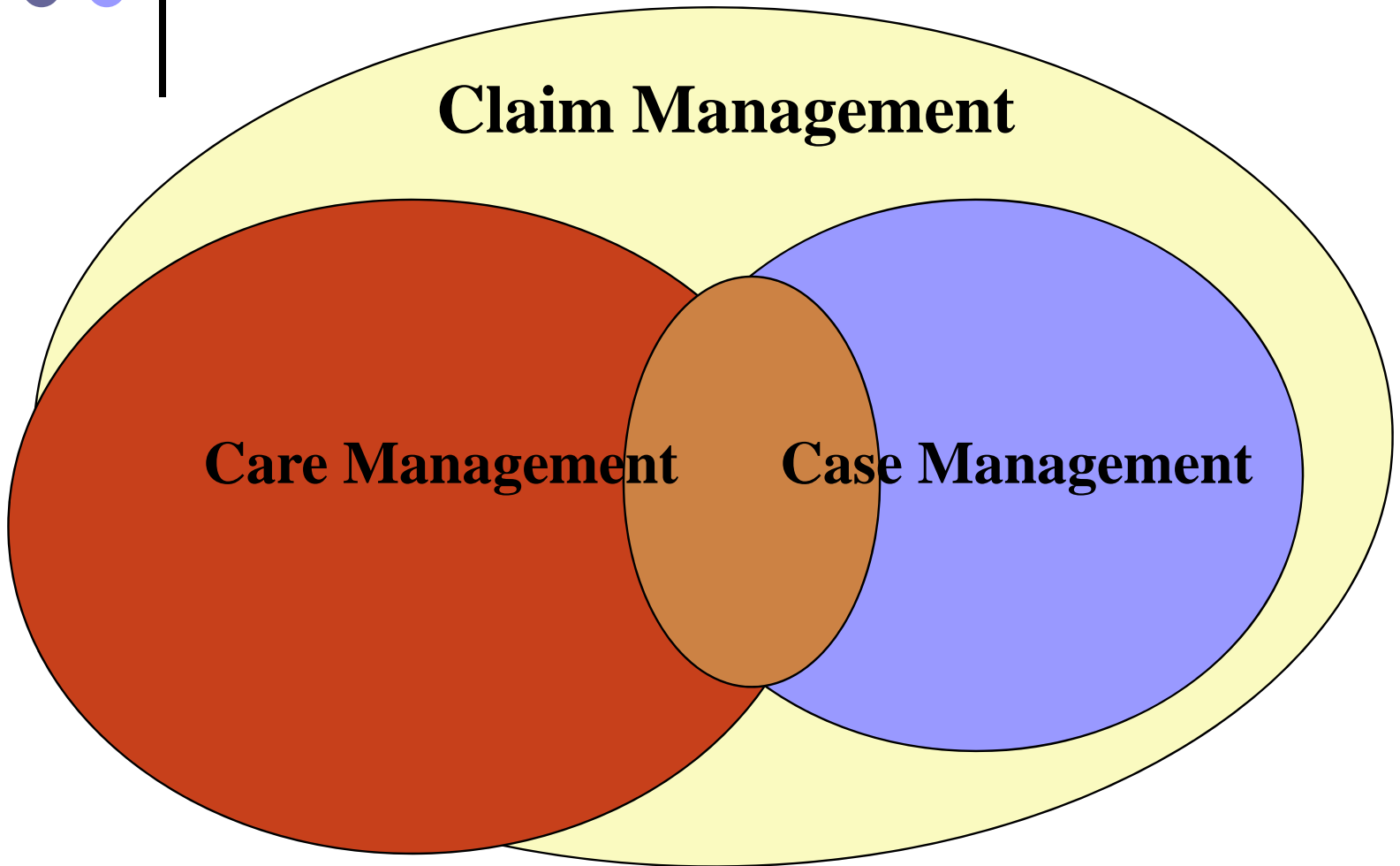
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Core of the Claim



Consistent Philosophy



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The Role of the Primary Treating Provider

- Is to determine if the patient's subjective complaints equate with objective medical findings and can be related to mechanism of injury as the major contributing cause



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Workers' Compensation Statutes

- Statutes are state-specific
 - Having difference legal standards for work relatedness
 - The medical provider must be familiar with statutory and case law definitions for the specific state of practice

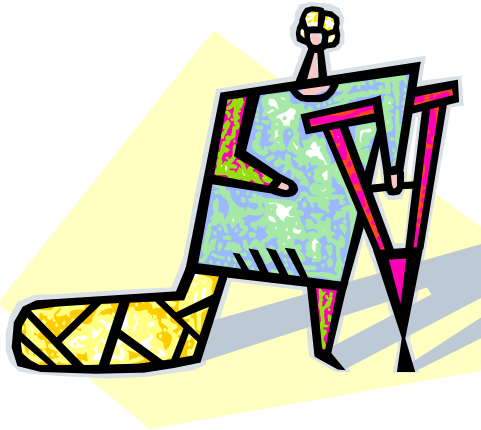
***** HOWEVER *****

- Legal distinctions do not differ
 - State statutes do not alter the science involved in establishing an association or lack-thereof between health and work

Major Contributing Cause Burden of Proof



- If an employee gets hurt at work
 - The burden of proof is on the **EMPLOYER** to prove they did not

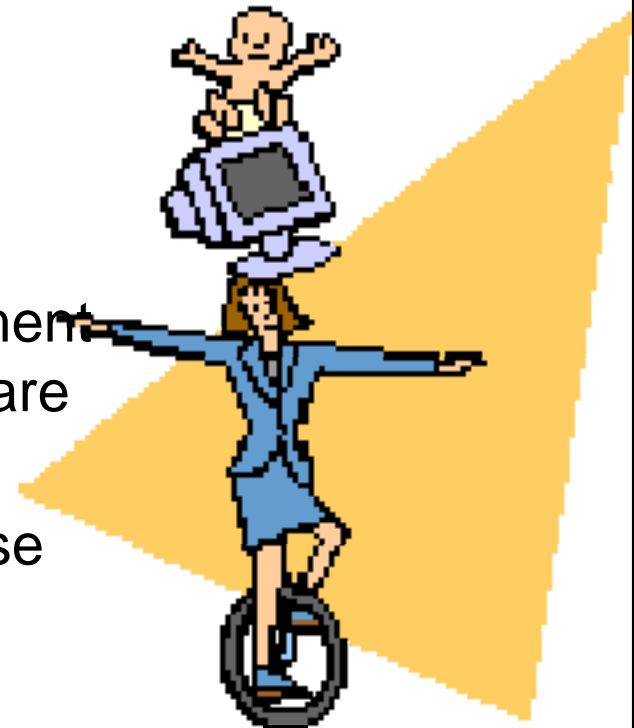


Excellent medical
evaluations help
prove the point

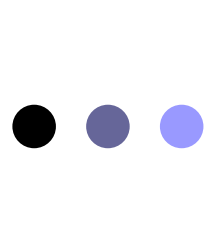
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● ● ● | Injury/Illness Must Occur Within Course and Scope of Employment

- There must be a causal connection between injury and employment
- Or have some risk incidental to or connected with employment
- The injury must flow from the employment as natural result
- And occur within period of employment and when employee is where they are supposed to be
- Must be the major contributing cause

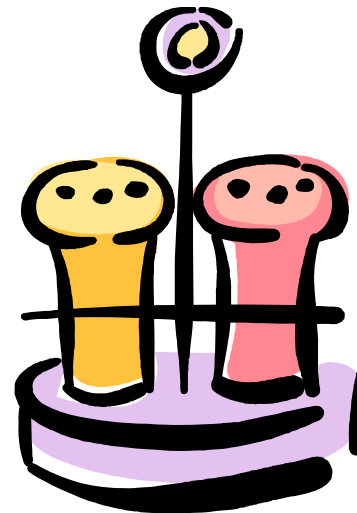


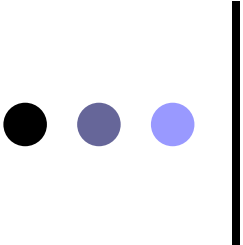
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SPICE Model

- **S** = Simplicity
- **P** = Proximity
- **I** = Immediacy
- **C** = Centrality
- **E** = Expectancy





Simplicity

- When simply benign conditions are treated in a complicated fashion.....
 - They become complicated
 - Overemphasizing the potential seriousness of a patient's symptoms can lead to the employees' overreacting to their discomfort and subsequently negatively affecting their recovery.

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Proximity

- Involves the need to keep the injured worker emotionally and geographically tied to the workforce
 - Includes all components that improve the work environment, including physical, mental, and social elements.



Immediacy

- Reflects the need to deal with work injuries in a timely manner to avoid establishing “disabled” behavior
 - Delays in treatment significantly increase psychosocial issues and promotes delayed recovery



Immediacy

- If a disability exists:
 - Teach the patient to adapt to the disability
 - Increase functioning to maximal level
 - Focus on “ability” not on “disability”
 - Bring case to closure



Centrality

- All providers involved with the injured worker must share a common vision and common goals for successful return to work
 - medical services are sometimes fragmented and organized around medical specialties
 - often, no one has ultimate responsibility for directing treatment.

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Centrality

- **The value of the Medical Care Coordinator**
 - Provides the link into or establishes a network of healthcare providers, adjusters, case managers willing to utilize established protocols, provide immediate communication, and establish uniform expectations in approaching the full spectrum of the injured worker's needs

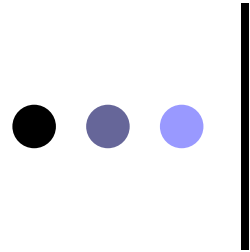
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Expectancy

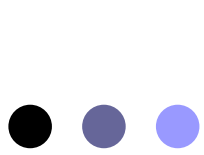
- Reflects the concept that injured workers often fulfill the clinical and labeling expectations placed upon them
 - Often times, the physician or case manager “takes on” the character displayed by the patient
 - Instead must maintain an objective view of the case with a vision of case closure

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Expectancy

- Establish treatment goals and timelines with all providers, the employer and the patient
 - Move toward maximum medical improvement
 - Encourage self-responsibility and motivation on the part of the patient



The Ultimate Goal:



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Best Practice: Primary Treating Provider

- Assure that injury occurred during course and scope of employment
- Pre-existing conditions considered
- Co-morbid conditions considered
- Support return to work with medically appropriate restrictions
- Direct medical care within reason
- Appropriate disability rating

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Managing Care

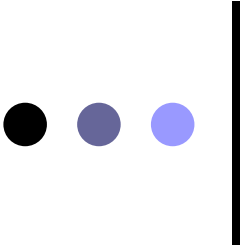
- Pre-selected providers for referrals – who you can work with best
- Use the same provider from pre-employment evaluations to injury management
 - Medical records capture it all
- Quality oriented is best



Strong Customer Relations

- Visit job sites
- Know essential functions of job descriptions
- Know the regulatory requirements that impact employers and employees
- Familiar with company health and safety policies and procedures

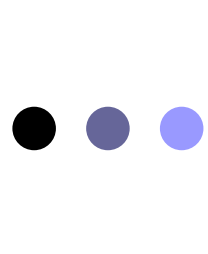
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Company Philosophy

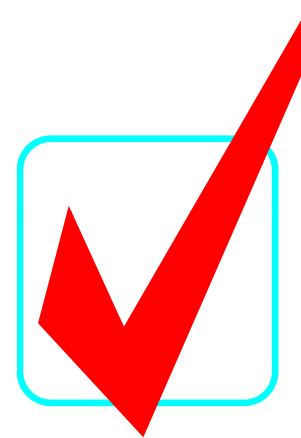
- Hire people who are fit-for-duty
- Maintain a safe & healthy workplace
- Maintain a productive workforce
 - Maximize potential
- Return WC injured/ill employees back to work in a most expedient manner
 - Minimize disability

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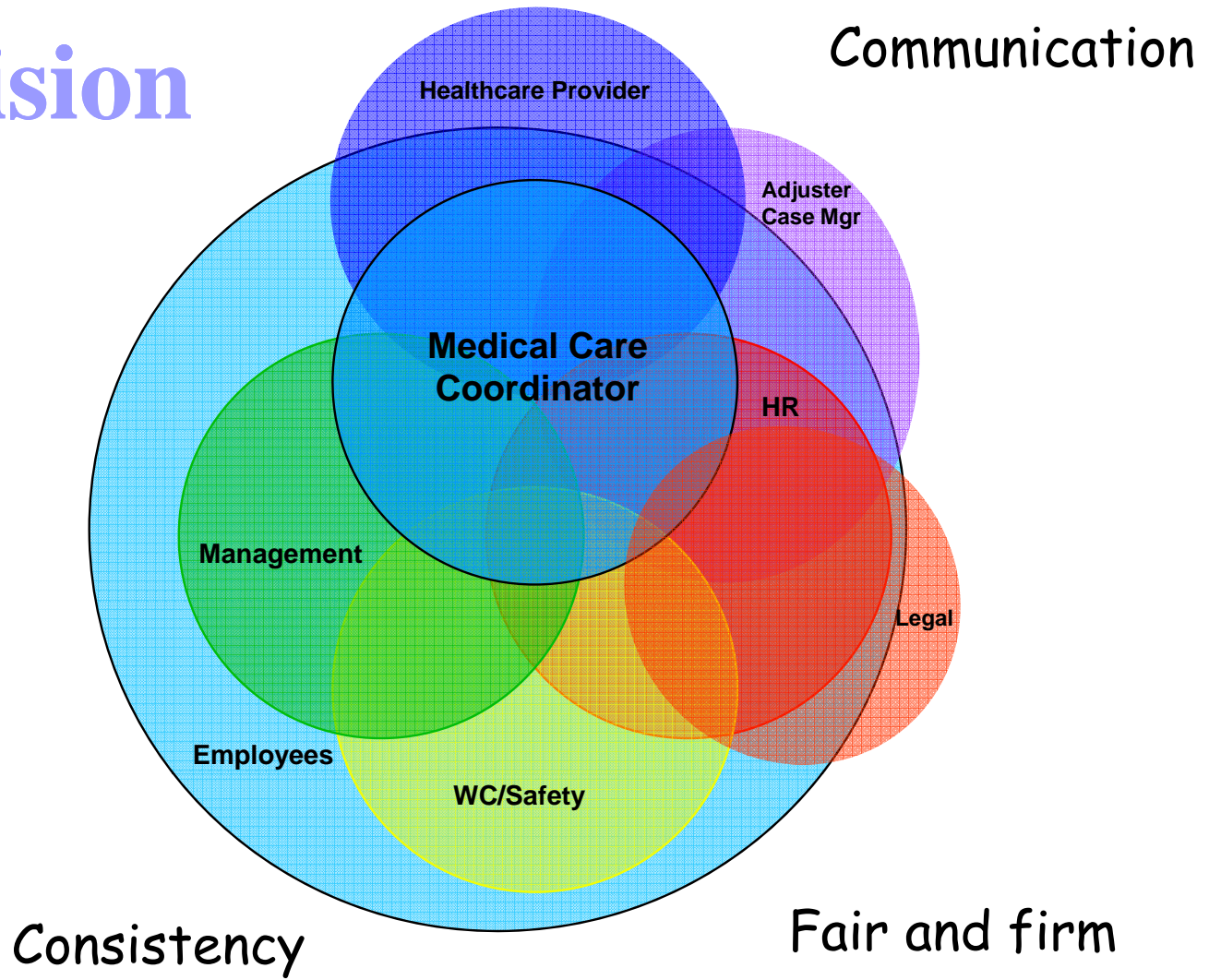
Business of Health

- ◆ Improved productivity
- ◆ Reduced absenteeism
- ◆ Reduced health benefits costs
- ◆ Reduced WC costs
- ◆ Reduced disability costs
- ◆ Reduced turnover
- ◆ Enhanced morale
- ◆ Increased loyalty



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● ● ● | **Vision**



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Expectations of the Occupational Health Provider

- Knowledge of regulations
 - WC, OSHA, CDC, FMLA, ADA, etc
- Consistent philosophy
- Common goals
- Teamwork
- Support for corporate mission



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