

Occupational Health and Wellness

Fund 10 • Division 22 • Department 42 • Program 421

PROGRAM DESCRIPTION

The Occupational Health portion of this program was established to provide OSHA blood and airborne pathogen compliance, vaccination and testing services, and other health monitoring for District personnel, as well as other contract agencies. OHS has expanded its range of services to include pre-physical examinations, lead and cholesterol testing, and respiratory protection compliance for outside clients. Contract revenues consistently offset expenditures for this program. The OHS Program supports a Program Manager, Program Assistant, and three part time RNs (0.5 FTE, 0.25 FTE, and 0.25 FTE).

The Wellness portion provides uniformed personnel an annual physical and fitness assessment as outlined in the District's Joint Wellness Fitness Initiative. The Wellness Program coordinates the new hire process for all District employees and works with Human Resources to facilitate the return-to-work and fit-for-duty processes. The program provides a variety of wellness and fitness resources for all District personnel. The program is managed by allocated FTEs; 0.5 FTE Program Manager, 0.5 FTE Program Assistant, and 1.0 FTE Wellness Program Coordinator.

BUDGET SUMMARY

Expenditures	2006-07 Actual	2007-08 Actual	2008-09 Budget	2009-10 Budget
Personnel Services	\$400,191	\$430,204	\$482,378	\$451,185
Materials and Services	146,789	149,535	242,300	253,425
Total Expenditures	\$546,980	\$579,739	\$724,678	\$704,610

Note: Amounts have been restated to reflect the consolidation of the OHS and Wellness programs as of July 1, 2009.

PERSONNEL SUMMARY

Position	2006-07 Actual	2007-08 Actual	2008-09 Budget	2009-10 Budget
Program Manager	1.00	1.00	1.00	1.00
Wellness Coordinator	1.00	1.00	1.00	1.00
Program Assistant	1.00	1.00	1.00	1.00
Nurse	1.00	1.00	1.00	1.00
Total Full-Time Equivalents (FTE)	4.00	4.00	4.00	4.00

Note: The Nurse employee positions reflect the sum of part-time nurses supporting external agency contracts.

2009-10 SIGNIFICANT CHANGES

In 2009-10, the budgets for the Occupational Health Services cost center and the Wellness Program cost center were consolidated.

Budgeted revenues for this cost center are \$253,500 and come primarily from contracts and fees from area agencies served. Expenditures are scheduled conservatively and are typically increased during the budget year, should revenue exceed budgeted revenues and expenditures need to be increased commensurately.

Occupational Health and Wellness, continued

Personnel Services includes \$5,000 in Union Overtime for peer fitness trainers; assistance with mandatory District fitness exams, and working with District personnel on safety and wellness related issues, as well as annual merit, benefit, and salary range increases.

The majority of Materials and Services expenses are in the form of Professional Services for annual, new hire, return-to-work and fit-for-duty physical exams, as well as laboratory services to analyze the results of District employee physicals and cholesterol screening and bloodborne exposures.

STATUS OF 2008-09 SERVICE MEASURES

- **Provide comprehensive communicable disease services** to District employees and contract agencies to maintain OSHA compliance.

Goal(s): VI
Service Type(s): Mandatory
Measured By: Number of agencies and District employees provided training. Data will be gathered based on the calendar year to facilitate timely budget documentation. Approximately 120 presentations given to District and outside agencies annually.
Status or Outcome: District personnel were provided four live and one intranet update for mandatory OSHA compliance. OHS provided approximately 100 communicable disease updates to contract agencies.

- **Develop and implement new and updated OHS services and programs** for TVF&R employees and current contract agencies.

Goal(s): VI
Service Type(s): Essential, Discretionary
Measured By: Report of new and updated services.
Status or Outcome: Completed a comprehensive Fit-for-Duty/Return-to-Work program that the District has implemented. A generic version of this program was provided to outside agencies, which prompted discussions for collaboration of services.

- **Provide education, intervention, and referral for communicable disease** and occupational health issues.

Goal(s): IV
Service Type(s): Essential, Mandatory
Measured By: Number of calls fielded to the exposure service, medical referrals to outside providers, and educational presentations.
Status or Outcome: Continued to provide comprehensive exposure management services to District and contract agencies (see Service Measure to provide effective post-exposure follow-up). Provided a number of interventions and presentations on communicable disease, including a MRSA presentation at the November 2008 Oregon Fire District Directors/Oregon Fire Chiefs Association joint conference.

- **Provide excellent and safe health services.**

Goal(s): IV
Service Type(s): Essential, Discretionary
Measured By: Number of adverse reactions and customer satisfaction surveys.
Status or Outcome: There were no significant adverse reactions reported. Forty-one customer surveys were returned with most ratings in the four to five range (five being excellent).

Occupational Health and Wellness, continued

- **Maintain partnerships with public agencies and businesses** by promoting and providing occupational health services.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Number of contracted outside agencies.
Status or Outcome: OHS currently has contracts with 68 agencies (three of those are new clients this year) for provision of services. OHS is looking to consolidate in a smaller venue and a more manageable service area.

- **Provide accurate and timely data collection and billing systems.**

Goal(s): IV
Service Type(s): Essential, Management
Measured By: Number of invoices paid within 60 days; goal of 95%.
Status or Outcome: Currently, 98% of all invoices are paid.

- **Continue to maximize revenue-producing services** to provide cost recovery of the OHS program.

Goal(s): IV, VII
Service Type(s): Essential, Discretionary
Measured By: Total revenues.
Status or Outcome: OHS had a modest profit of \$9,387 in the last fiscal year.

- **Provide effective post-exposure follow-up** through facilitation of the 24-hour exposure consortium.

Goal(s): IV
Service Type(s): Essential, Discretionary
Measured By: Number of clients served and phone calls fielded. Currently, approximately 10,000 combined persons covered. Data will be gathered based on the calendar year to facilitate timely budget documentation.
Status or Outcome: The Exposure Service fielded 180 calls from January 2008 to January 2009.

- **Maintain intranet and Internet web sites.**

Goal(s): IV
Service Type(s): Discretionary
Measured By: Increased updates and formatting on websites.
Status or Outcome: OHS continues to expand its website. Additionally, staff assisted with the new Fit-for-Duty and Return-to-Work forms on the intranet and Internet. OHS, with the assistance of Information Technology, was also able to upload the Communicable Disease presentation to the Internet for use by contract agencies.

- **Provide annual pre-physical examinations** for all uniformed and volunteer personnel; attain greater than 98% compliance.

Goal(s): IV
Service Type(s): Essential
Measured By: Number of examinations completed
Status or Outcome: With the new coverage issues, staff is looking at scheduling the pre-physicals in September. In addition, on-site services will be provided to keep personnel in their response areas and minimize impact to District operations.

Occupational Health and Wellness, continued

- **Provide annual physical examinations** for all uniformed and volunteer personnel; attain greater than 98% compliance.

Goal(s): IV
Service Type(s): Essential
Measured By: Number of examinations completed
Status or Outcome: Physical exams will be scheduled for September to December 2009, to reflect the changes in the pre-physical testing cycle. State-mandated hazardous materials exams will be provided to identified personnel and as a method to test the on-site delivery system in March.

- **Provide pre-hire physicals** for new District employees.

Goal(s): IV
Service Type(s): Essential
Measured By: Number of physicals completed
Status or Outcome: Pre-hire physical exams will be completed as needed.

- **Provide annual fitness assessment** for all uniformed personnel; attain 90% compliance.

Goal(s): IV
Service Type(s): Essential
Measured By: Number of assessments completed
Status or Outcome: Fitness assessments were completed in September to October 2008, with 90% compliance attained.

- **Streamline Return-to-Work and Fit-for-Duty processes** with the assistance of Human Resources and Training Divisions.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Satisfaction surveys
Status or Outcome: A Return to Work (RTW) instructional document was created and disseminated to Human Resources, Occupational Health, and Duty Chiefs in September 2008. Appropriate Standard Operating Guidelines (SOG) and RTW procedures were made available on both the intranet and Internet sites.

- **Coordinate Peer Fitness Trainer (PFT) program. Increase PFT roles and responsibilities.**

Goal(s): IV
Service Type(s): Discretionary
Measured By: Number of tasks completed
Status or Outcome: The Peer Fitness Trainers assisted Wellness with the annual fitness assessments in June 2008. A Peer Fitness Trainer (PFT) course is scheduled for September 2009.

- **Evaluate annual wellness questionnaire** and determine appropriate educational seminars.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Member participation and satisfaction surveys
Status or Outcome: The annual wellness questionnaire was completed in January to February 2008. Data will be detailed in the annual Wellness Services report.

Occupational Health and Wellness, continued

- **Work with Behavioral Health and Occupational Health staff** to increase familiarity of mental health avenues within the District.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Employee satisfaction surveys
Status or Outcome: The District's Behavioral Health Specialist completed the annual Behavioral Health survey in December 2008, in addition to delivering a presentation on addictive disorders to all uniformed staff in July to October 2008.

- **Aggregate annual fitness assessment data** and share with District staff.

Goal(s): IV
Service Type(s): Management
Measured By: Increase/decrease in fitness measures
Status or Outcome: Fitness assessment data was reported to staff in November 2008.

- **Develop and present annual Wellness performance measures** to management.

Goal(s): IV
Service Type(s): Management
Measured By: Performance measures report
Status or Outcome: The 2008 Wellness Report was published in February 2009.

STATUS OF 2008-09 CHANGE STRATEGIES

- **Evaluate the Possible Expansion of Occupational Health and Wellness Services to Additional Contract Agencies** - Currently, OHS staff provides annual occupational health services by contract to other government agencies with little impact to regular OHS operations. By providing services such as pre-physical exams, fitness evaluations, and educational seminars to contract agencies, TVF&R is able to offset OHS operational costs by 20-25%. Expanding existing services to additional contract agencies is anticipated to offset operational expenses by up to 50%. The application of TVF&R staff time to prepare for and administer off-site services will have a moderate impact on daily OHS operations. An additional part-time OHS employee may be necessary, especially to ensure no adverse impact on the provision of services to TVF&R's members.

Goal(s): VII
Budget Impact: Resource Neutral
Duration: Year 2 of 2
Budget Description: Any further expansion of services will require additional support. Any added resources would be tied to contract revenues, which would keep budget impact neutral.
Partner(s): Wellness
Status or Outcome: Assess current contracts and service delivery area for feasibility and begin to restructure a more sustainable and manageable operation. OHS is currently on target to have revenues exceed expenses.

Occupational Health and Wellness, continued

- **Increase Multi-Media Education Tools** - Expand use and functionality of OHS multi-media educational tools. OHS will work with Media Services and Training to expand existing, and develop additional, multi-media educational tools covering the areas of communicable diseases, safety information, and wellness topics such as physical fitness, nutrition, and injury prevention. This strategy would allow mandatory, as well as educational information to be distributed to all District members and contract agencies in a convenient, cost-effective, and time-sensitive manner.

Goal(s):	VII
Budget Impact:	Resource Neutral
Duration:	Year 2 of 2
Budget Description:	Staff is currently trying to “work the bugs out” of newly installed software and programs and continue their optimistic attitude that new technologies will have a positive impact and reduce an estimated 120 bloodborne pathogen lectures currently provided in person by staff.
Partner(s):	Information Technology, Media Services
Status or Outcome:	IT staff assisted Wellness to develop a database and subsequent reporting system for the fitness assessment data. OHS was able to utilize the FTP system and provide Bloodborne Pathogen presentations for contract agencies over the Internet.

ADDITIONAL 2008-09 ACCOMPLISHMENTS

- The Occupational Health Service Program again had revenues that exceeded expenses.
- The District Fit-for-Duty and Return-to-Work programs were completed and implemented with the coordination of Human Resources and Operations.
- Throughout 2008, the Wellness Coordinator conducted job-specific fitness and lifestyle counseling to uniformed, volunteer, and support staff. Uniformed staff received on-site seminars related to dynamic flexibility and strength training. Support staff received seminars tailored to their specific occupational functions. Additionally, 41 District employees were assisted in meeting their wellness goals by providing personalized fitness routines, nutritional support, health education, and motivation provided by the Wellness Program Coordinator.
- Throughout 2008, Wellness and OHS have worked with Media Services to develop an efficient method of broadcasting wellness information to all District staff, including developing wellness presentations using Microsoft Producer. This program merges PowerPoint and video clips into a single web-based format and allows staff to view wellness presentations from their computer work stations. In October and November 2008, the Wellness SharePoint site was created, which includes literature related to fitness, nutrition, behavioral health, and injury prevention.

SERVICE MEASURES

Wellness Program Status	2005-06 Actual	2006-07 Actual	2007-08 Actual	2008-09 Estimated	2009-10 Projected
Completed annual pre-physicals for all uniformed staff	99%	99%	99%	99%	99%
Completed annual physicals for all uniformed staff	99%	99%	99%	99%	99%
Completed annual fitness assessments	75%	70%	90%	90%	95%
Survey aerobic activity participation in line personnel	68%	75%	68%	70%	75%
Survey strength training participation in line personnel	45%	43%	47%	45%	50%
Survey flexibility participation in line personnel	28%	34%	29%	30%	40%

Occupational Health and Wellness, continued

2009-10 SERVICE MEASURES

- **Provide comprehensive communicable disease services** to District personnel and contract agencies to maintain OSHA compliance. This will include education, intervention and referral for communicable disease and occupational health issues and provision of and effective post-exposure follow-up through facilitation of the 24-hour exposure consortium.

Goal(s): VI
Service Type(s): Mandatory
Measured By: Number of agencies and District personnel who received services from the OHS program. To include number of calls fielded to the exposure service, vaccination and testing services, and educational presentations. Data will be gathered based on the calendar year to facilitate timely budget documentation.

- **Develop and implement new and updated OHS and Wellness services and programs** for TVF&R personnel and maintain partnerships with public agencies and businesses by promoting and providing occupational health services.

Goal(s): VI
Service Type(s): Essential, Discretionary
Measured By: Report of new and updated services

- **Provide excellent and safe health services.**

Goal(s): IV
Service Type(s): Essential, Discretionary
Measured By: Number of adverse reactions and customer satisfaction surveys

- **Provide accurate and timely data collection and billing systems.**

Goal(s): IV
Service Type(s): Essential, Management
Measured By: Number of invoices paid within 60 days; goal of 95%

- **Maintain intranet and Internet web sites and integrate SharePoint.**

Goal(s): IV
Service Type(s): Discretionary
Measured By: Increased updates and formatting on websites

- **Provide annual pre-physical and physical examinations** to all uniformed, volunteer, and new employees; attain greater than 98% compliance. This process is mandatory for all uniformed personnel. Volunteers are required to complete selected pre-physical testing annually and required to complete a medical exam every two years (see new Change Strategy; Leverage Use of Existing Resources to Conduct Pre-physical Exams in a Manner that Enables Critical Response Readiness).

Goal(s): IV
Service Type(s): Essential
Measured By: Number of examinations completed

Occupational Health and Wellness, continued

- **Provide annual fitness assessment** for all uniformed personnel; attain 95% compliance.

Goal(s): IV
Service Type(s): Essential
Measured By: Number of assessments completed

- **Streamline Return-to-Work and Fit-for-Duty processes** with the assistance of Human Resources and Training Divisions.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Satisfaction surveys

- **Coordinate Peer Fitness Trainer (PFT) program.** Increase PFT roles and responsibilities.

Goal(s): IV
Service Type(s): Discretionary
Measured By: Number of tasks completed

2009-10 CHANGE STRATEGIES

- **Synchronize existing partnerships to provide cost-effective Occupational Health Services to contract agencies.** Currently, OHS staff provides occupational health services such as vaccinations and testing, pre-physical exams, fitness evaluations, and educational seminars to other government agencies. By providing services to contract agencies, OHS is able offset OHS operational costs and return a modest profit to the general fund. The application of TVF&R personnel time to prepare and for and administer off-site services will have a moderate impact on daily OHS operations. An additional part-time OHS employee may be necessary, especially to ensure no adverse impact on the provision of services to TVF&R's personnel. OHS will begin to work with Logistics and Operations to plan for a new service delivery model for 2010. OHS will revise its billing matrix and business plan to provide a more manageable service delivery area.

Goal(s): VII
Budget Impact: Resource Neutral this fiscal year, begin to plan for fiscal year 2010 and new service delivery system.
Duration: Year 1 of 2
Budget Description: Further expansion of services may require additional staffing. Typically, added resources are tied to contract revenues and keep budget impact neutral.
Partner(s): OHS

- **Increase Multi-Media Education Tools.** Expand use and functionality of OHS multi-media educational tools. OHS will work with Media Services and Training to expand existing, and develop additional, multi-media educational tools covering the areas of communicable diseases, safety information, and wellness topics such as physical fitness, nutrition, and injury prevention. This strategy would allow mandatory, as well as educational information to be distributed to all District members and contract agencies in a convenient, cost-effective, and time-sensitive manner.

Goal(s): VII
Budget Impact: Resource Neutral
Duration: Year 2 of 2
Budget Description: Staff continues to work with Information Technology on newly installed software and programs. New technologies will have a positive impact and reduce an estimated 120 bloodborne pathogen lectures currently provided in person by staff.
Partner(s): Information Technology, Media Services

Occupational Health and Wellness, continued

- **Certify Ten New Peer Fitness Trainers (PFT) and Establish Accountability Measures for Annual Tasks.**

Currently, the District has five PFTs and with the certification of ten additional individuals, the District will be able to utilize the PFTs for the Recruit Academy and to assist District personnel to achieve and maintain personal wellness.

Goal(s): VII
Budget Impact: Increase Required
Duration: Year 1 of 2
Budget Description: Funding required for initial certification. Ongoing education and training required to maintain certification.
Partner(s): Training

- **Leverage Use of Existing Resources to Conduct Pre-physical Exams** in a Manner That Enables Critical Response Readiness.

Goal(s): VII
Budget Impact: Increase Required
Duration: Year 1 of 2
Budget Description: Currently, OHS conducts pre-physical testing at the Training Center. By conducting the exams on site at specific fire stations, crews are not pulled from their coverage response areas. OHS will begin work with Logistics and Operations to assess the feasibility of a mobile delivery system that could be also utilized for outside contracts and support extended rehabilitation operations.
Partner(s): Logistics, Operations, Training

Occupational Health/Wellness

	Actual Prior FY 2007	Actual Prior FY 2008	Budget Prior FY 2009	Budget Proposed FY 2010	Budget Approved FY 2010	Budget Adopted FY 2010
General Fund						
5002 Salaries & Wages Nonunion	217,415	222,784	263,868	258,786	258,786	258,786
5004 Vacation Taken Nonunion	8,232	10,189	26,097	25,594	25,594	25,594
5006 Sick Taken Nonunion	1,773	4,808				
5008 Personal Leave Taken Nonunion	560	810				
5010 Comp Taken Nonunion	597					
5015 Vacation Sold	3,576	3,798	5,576	5,469	5,469	5,469
5016 Vacation Sold at Retirement	1,188	2,391				
5017 PEHP Vac Sold at Retirement		1,865				
5021 Deferred Comp Match Nonunion	2,446	2,532	7,189	6,860	6,860	6,860
5120 Overtime Union	406	427	11,950	5,000	5,000	5,000
5121 Overtime Nonunion	728	2,710	2,356	1,500	1,500	1,500
5201 PERS Taxes	47,432	40,106	60,110	57,488	57,488	57,488
5203 FICA/MEDI	17,692	18,463	24,253	23,196	23,196	23,196
5206 Worker's Comp	3,960	4,639	6,040	4,260	4,260	4,260
5207 TriMet/Wilsonville Tax	1,496	1,586	2,098	2,037	2,037	2,037
5208 OR Worker's Benefit Fund Tax	111	105	151	141	141	141
5211 Medical Ins Nonunion	24,521	37,553	43,706	46,871	46,871	46,871
5221 Post Retire Ins Nonunion	1,850	1,875	3,150	3,150	3,150	3,150
5230 Dental Ins Nonunion	5,117	5,912	6,384	6,383	6,383	6,383
5240 Life/Disability Insurance	1,924	2,163	3,500	3,500	3,500	3,500
5270 Uniform Allowance	110					
5280 Physical Exams/Shots	57,314	64,506	15,000			
5290 Employee Tuition Reimburse	1,743	981	950	950	950	950
Total Personnel Services	400,191	430,204	482,378	451,185	451,185	451,185
5300 Office Supplies	621	305	1,250	1,000	1,000	1,000
5301 Special Department Supplies	5,400	5,494	6,000	6,000	6,000	6,000
5302 Training Supplies	2,576	2,959	3,600	3,600	3,600	3,600
5303 Physical Fitness	6,276	8,751	9,500	13,000	13,000	13,000
5305 Fire Extinguisher		190				
5320 EMS Supplies	75,272	76,403	98,000	78,000	78,000	78,000
5323 Food Service				700	700	700
5330 Noncapital Furniture & Equip	320	746	6,750	500	500	500
5340 Software Expense/Upgrades	216					
5350 Apparatus Fuel/Lubricants	657	778	500	500	500	500
5361 M&R Bldg/Bldg Equip & Improv		25	500			
5367 M&R Office Equip	34		750	500	500	500
5413 Consultant Fees	4,000	4,000	4,000	4,000	4,000	4,000
5414 Other Professional Services	41,517	35,472	96,000	125,000	125,000	125,000
5415 Printing	133	514	600	600	600	600
5417 Temporary Services	1,178	1,375	3,500	3,500	3,500	3,500
5430 Telephone	1,122	1,240	1,200	1,400	1,400	1,400
5461 External Training	269	1,600	3,000	11,000	11,000	11,000
5462 Travel and Per Diem	5,379	7,194	5,750	3,000	3,000	3,000
5484 Postage, UPS & Shipping	8	36	25	500	500	500
5500 Dues & Subscrip	220	437	225	225	225	225
5570 Misc Business Exp	1,591	2,016	1,150	400	400	400
Total Materials and Services	146,789	149,535	242,300	253,425	253,425	253,425
Total General Fund	546,980	579,739	724,678	704,610	704,610	704,610