



CELEBRATING 25 YEARS

News You Can Use

Comprehensive Services

- ◆ 100% Physician Only Injury Care
- ◆ Job-Related Injuries & Illness
- ◆ Physical Examinations
- ◆ DOT Mandated Services
- ◆ Medical Review Officers
- ◆ OSHA & MIOSHA Examinations
- ◆ Drug & Alcohol Screening
- ◆ HazMat Examinations
- ◆ Sports Medicine-Based Therapy
- ◆ Independent Medical Evaluation
- ◆ Hepatitis Immunizations
- ◆ Flu Vaccines
- ◆ Sports Medicine
- ◆ On-Site Services
- ◆ Laboratory Services

MED-1 Supports Porter Hills Continuum of Care

40 years after its first ground breaking, Porter Hills Retirement Communities & Services now provides care for over 1,000 older adults on twelve campuses located throughout greater Grand Rapids. From Sparta to Caledonia, Walker to Ada, their services cover a wide range of care choices from residential living to in-home care to rehabilitation and transportation. Voted "Tops" of 2008, Porter Hills is completing the final stages of construction on THE GREEN HOUSE® homes, a new nationally recognized care model, promising to enhance the quality of resident life while improving staff satisfaction.

More than 600 staff members support the continuum of care and Porter Hills relies on MED-1 Occupational Health System to help maintain the health and safety of their employees. "MED-1 has assisted us for more than five years with exams, injury care, and related treatment for all levels of our nursing, aides, maintenance, administration, and security staff," says Karen Vander Meulen, HR Generalist of Porter Hills Retirement Communities & Services.

Porter Hills' operating scheduling requires

occupational health care at all hours of the day and night. "MED-1's 24/7/365 clinic availability with physician staffing is very important to maintaining an optimum work injury process," says Karen. "Our goal is for our staff to receive the best care from day one throughout any rehabilitation."



Porter Hills
Retirement Communities & Services

Because of the physical requirements of many jobs, Porter Hills is diligent about preventing back and other strains and sprains for their workers by focusing on proper lifting techniques and the use of ergonomics and equipment. "When injuries do happen, physical therapy services can be an important component in an employees' full recovery," says Karen. MED-1's PT services are specifically designed for patients with work-related injuries and focus on functional improvement, awareness of body mechanics, and education in safe work practices.

Porter Hills was one of the first

MED-1 employer companies to receive their company reports by email. "Electronic reporting definitely streamlines our communication with MED-1 regarding our employee clinic visits," says Karen.

With multiple employee locations, it was challenging for Karen to coordinate all the communication regarding occupational healthcare.

Karen indicates, "MED-1's Pathways4 online reporting improved communication dramatically by providing immediate access to visit notes, reducing the need to call for updates. And the MED-1 physicians often call to confirm and give detail on visit results for injury cases."

Porter Hills was recognized for the seventh year in a row as one of West Michigan's 101 Best and Brightest Companies to work for by the Michigan Business & Professional Association. "Our reputation in the community as an employer and service provider of choice is the direct result of the efforts of our staff," says Karen.

MED-1 is proud to be a part of the continuum care, giving care to those who provide care.

Occupational Health System

Personal Service...Professional Results

Don't let this be your last issue of News You Can Use!

MED-1 News You Can Use

Shanna Beltman, MED-1 Holland Clinical Coordinator, recently received the National Association of Occupational Health Professionals (NAOHP) Certificate of Competency in Occupational Health Practice Management.

To be awarded a Certificate of Competency, Shanna passed a written examination assessing her knowledge in areas including regulatory and legal issues, staffing, outcomes measurement, quality assurance, and total health care management.

Congratulations, Shanna!

MED-1 eCommunications

This is your last printed issue of *News You Can Use*. MED-1 is moving to electronic distribution to communicate

with you more efficiently on all the topics to keep you up-to-date on occupational health care for your company.

To receive *News You Can Use* newsletters and other timely updates from MED-1 by email, please contact:

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MED-1 values your trust in us and we will never sell, trade, or give away your information to anyone without your permission.



Michigan Safety Conference

Mark your calendars and plan to join MED-1 at the 79th Annual MSC on April 7-8 at DeVos Place in downtown Grand Rapids.

MED-1 will be exhibiting and Dr. Baker will be presenting a session on "The Impaired Health Professional".

For more information and registration, visit www.michsafetyconference.org.

Occupational Health Regulatory Updates

Family and Medical Leave Act (FMLA) revisions went into effect on January 16th intended to provide employers with tools to administer FMLA leaves more efficiently, including the handling of problematic intermittent leave requests. The updates include provisions for serious health conditions, light duty, medical certification, re-certification, fitness-for-duty, and military service.

For details on the final rule, visit www.dol.gov/esa/whd/fmla/finalrule.htm.

Commercial Drivers Medical Certification rules from the new Federal Motor Carrier Safety Administration (FMCSA) went into effect on

January 30th requiring states to merge the commercial driver's license (CDL) and the driver's medical examination certificate into a single electronic record to provide instant electronic access by state and federal enforcement officials.

For details on the final rule, visit www.fmcsa.dot.gov.

Effective January 1st, the **Americans with Disabilities Act Amendments Act of 2008 (ADAAA)** expands protection afforded to disabled individuals in the workplace in the areas of "an impairment that substantially limits one or more major life activities". Issues likely to affect occupational healthcare include:

- ✓ Determining whether specific performance or conduct standards are "job-related and consistent with business necessity";
- ✓ Identifying whether workplace risks satisfy the ADA's "direct threat" standard; and
- ✓ Developing standards for determining whether an employee has sufficiently explored reassignment as a reasonable accommodation.

For more details, visit www.eeoc.gov and www.ada.org.

New rules for 2009 may effect your business.

As a MIOSHA Compliance Safety Officer for five years, Chad regularly conducted inspections of West Michigan companies to guide their compliance with State of Michigan standards.

“Most inspections started with an unannounced knock on the door, but my impression of the company began well before I pulled into their parking lot. Before I walked through the front door, I researched the company’s history and armed myself with a printout of their previous citations and penalties. My first impression continued to be influenced by the company’s representatives ability to navigate my questions and requests,” says Chad.

Clinical Excellence: Preparing for a MiOSHA Inspection

A company’s preparedness for the various stages of an infamous MIOSHA inquisition can have a strong influence on the officer’s impressions and expectations, which can affect the overall outcome of the inspection. The DNA of a MIOSHA inspection consists of the following components.

Origin

MIOSHA collects injury data from insurance companies and 300 Injury/Illness logs to establish a five year strategic plan for those industries that generate the highest incident rates. Companies that have a NAICS industry code identified in the strategic plan can be targeted for regular wall-to-wall or focused inspections. The frequency of these inspections is dependent on many factors, but inspection and injury history tend to have large influences. Companies may also receive unprogrammed compliance inspections based on complaints, accidents, fatalities, referrals, imminent danger, and follow-ups.

Pre-inspection

Considerations before an inspection ever occurs:

- ✓ Establish and communicate an inspection protocol to management and staff.
- ✓ Establish a primary and alternate contact.
- ✓ Keep company information current and accessible.

Initial Contact

Considerations when an officer arrives:

- ✓ Make contact with the officer as soon as possible.

- ✓ Determine the scope of the inspection.
- ✓ Establish inspection roles.
- ✓ Be professional, courteous, and polite.
- ✓ Do not try to dictate the tempo of the inspection.
- ✓ Answer direct questions honestly.
- ✓ Avoid confrontational attitudes.

Structure

A physical MIOSHA inspection is broken up into three stages.

The inspection will always start with an **opening conference**. During the opening, the officer typically begins by gathering company specific information and reviewing the employer’s rights and responsibilities related to the inspection. A company’s level of compliance can become transparent even in this initial stage. Red flags begin to rise when company leaders struggle to determine who is responsible for safety and scramble to find basic company information.

The inspection transitions to the **physical walk-around**. The officer will review administrative documentation and physical conditions to determine if a recommended citation is warranted.

Considerations during a physical inspection:

- ✓ Limit employer representatives to two or three.
- ✓ Correct as many violations as possible before the closing.
- ✓ Inquire about abatement recommendations, if necessary.
- ✓ Avoid touring unnecessary areas and operations.

As part of the physical inspection, the officer will ask to conduct private employee interviews. The interview will be conducted between the employee and the officer unless the employee declines to be interviewed or requests that a manager is present.

At the completion of the inspection, a **closing conference** is held to discuss any recommended violations, abatement dates, posting requirements, and appeal rights. This would also be an opportune time to show the officer all of the violations that have been corrected. Abating violations before the closing can have a positive impact on the amount of monetary penalties.

Post Inspection

The officer will send the report to Lansing for review and calculation of any penalties. You will receive the citations approximately one to two months after the closing.

- ✓ Begin abating citations immediately.
- ✓ Allocate and prioritize time frames for each citation.
- ✓ Determine if a citation should be appealed.
- ✓ Track time frames for MIOSHA deadlines.

Chad Ignatowski is a Certified Safety & Health Manager and Partner with Access Safety, LLC, a safety and risk management resource for businesses interested in eliminating unacceptable loss exposure. Chad can be reached at 616-696-3887 or Chad@AccessSafety.biz.



CELEBRATING 25 YEARS

Occupational Health System

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Grand Rapids, MI 49503
Phone: 616.459.6331
Fax: 616.459.2569
24/7/365 Injury Care & Drug Screens
Physicals: M-F 7 am-7 pm, Sat 8 am-Noon
Rechecks by Appointment

MED-1 Breton
4433 Breton Avenue SE
Kentwood, MI 49508
Phone: 616.281.6000
Fax: 616.281.6038
Services: M-F 7 am-6 pm
Physicals: M-F 7 am-5:30 pm
Rechecks by Appointment

MED-1 Holland
383 Garden Ave.
Holland, MI 49424
Phone: 616.494.8271
Fax: 616.494.8273
Services: M-F 7am-6 pm
Physicals: M-F 7 am-5:30 pm
Rechecks by Appointment

www.med1services.com

This is your last printed issue of News You Can Use!
See inside for more information....

MED-1 Spring Symposium—Invitation Enclosed!

Mark your calendars and register now for the MED-1 8th Annual Spring Educational Symposium scheduled for—

Thursday, May 14th

Registration at 7:30 am

Program from 8:00 am—Noon

Our theme for this year is —

Covering Your Occupational Healthcare Needs

As always, we've done our best to fill the morning with speakers and topics to provide you with information on and answers to the work-related healthcare issues you face in your company.

We know times are tough and your time is valuable, so we plan to make this a very productive event you won't want to miss. And, we've discounted the registration to make attendance more affordable.

Our symposium will be held at the Prince Conference Center at Calvin College on the East Beltline.

Registration will include a continental breakfast; attendance at all presentations; and, parking.

Check out the enclosed invitation for more information and registration details. If you have questions, contact Mary Alice at (616) 459-1560.



News You Can Use is a regular publication provided by MED-1 Occupational Health System and is designed to provide information on occupational health issues.

For more information on any topics presented, contact:

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www.med1services.com.