

Federal Occupational Health

Overview

WHAT IS FEDERAL OCCUPATIONAL HEALTH (FOH)?

FOH is the largest provider of occupational health services in the Federal government. Housed within the U.S. Department of Health and Human Services, FOH serves 1.8 million employees in more than 360 Federal agencies in every state in the country. In short, FOH is the occupational health provider of choice for the Federal government.

How do FOH programs benefit my agency?

Since it was established by Congress in 1946, FOH has been creating programs that:

- ▶ Improve the health and fitness of Federal employees – Prevent and reduce workplace illnesses and injuries – Improve employee/employer relationships
- ▶ Decrease absenteeism and employee turnover
- ▶ Decrease costs associated with workers' compensation claims – Help agencies comply with OSHA regulatory requirements

WHAT SERVICES DOES FOH PROVIDE?

Clinical Services

FOH provides emergency response; physical exams; immunizations; vision and health screenings; and health risk appraisals are available at FOH's 298 Health and Wellness Centers located in Federal buildings throughout the United States and through a large network of more than 15,000 private-provider physicians and nurses.

Wellness/Fitness Services

FOH can design and implement a Wellness/Fitness program to meet the specific needs of each agency

and its employees unique health and wellness interests. Specific services include program design and management, fitness center management, and wellness program management.

Employee Assistance Program

FOH provides EAP services through staff counselors located in 75 counseling offices in Federal buildings, as well as through a vast network of affiliate counselors in approximately 17,000 locations across the country and overseas.

Environmental Health and Safety

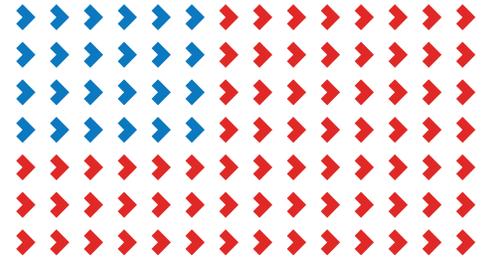
FOH helps agencies identify and resolve environmental health issues early through assessments, abatement programs, and on-going monitoring, as well as specialized training for employees and managers.

Work/Life Services

FOH's Work/Life Program provides a flexible range of options to help employees manage their personal and professional lives. Our consultants can assist employees and their families on a host of work/ life issues including adoptions, child care, elder care, financial assistance, parenting skills, retirement planning and educational resources

FOH'S MISSION

Improving the health, safety and productivity of our Federal employees



FOH ▶ 70 years

BENEFITS

- ▶ No Federal "learning curve" – we are a Federal agency
- ▶ By law, FOH seeks no profit
- ▶ Acquisition is fast and flexible with an Interagency Agreement

FAST FACTS

- ▶ FOH operates in 360 Federal sites nationwide
- ▶ FOH serves more than 1.8 million Federal employees both at home and abroad
- ▶ FOH has more than 1,800 employees, with an international network of over 17,000 providers available 24/7 for counseling and incident/risk management.
- ▶ Created in 1946, FOH has close to 70 years of experience serving Federal employees.
- ▶ Reducing just one health risk increases a person's productivity on the job by 9 percent and reduces absenteeism by 2 percent
- ▶ Employers save \$3.50 for every \$1.00 spent when employees engage in worksite wellness programs

1-866-4FOH-HLP FOH.PSC.GOV



U.S. Department of Health and Human Services

Federal Occupational Health

Automated External Defibrillator

(AED) Program – AEDs can increase cardiac arrest survival rates by between 50 and 80 percent when used in conjunction with CPR. FOH's comprehensive AED program includes employee training and the required medical oversight, as a physician's prescription is needed in order to purchase most AEDs.

Medical Surveillance

FOH offers a complete range of medical surveillance services to provide systematic assessment of employees exposed or potentially exposed to occupational hazards. These services can be customized to meet an agency's unique needs and keep it in compliance with all applicable regulatory standards.

Medical Employability Program

FOH works with agency managers to find cost-effective ways of retaining employees and reducing attrition. We address a wide range of employee conditions, from lower back pain and limited vision to bipolar disorder and autism. We help keep an agency's workforce intact by working with management to maintain a high level of productivity by bringing employees back to work in a timely manner and by improving their ability to do their jobs.

Other Services and Products

Administrative operations, health resources, information technology support, financial management, and strategic acquisitions are available through the Program Support Center (PSC), a shared services organization dedicated to helping our customers achieve mission-critical results.

The FOH Workforce

The FOH team is made up of a broad range of occupational health and wellness professionals - PHS Commissioned Officers, General Schedule Federal employees (civil servants), and independently contracted consultants. FOH also subcontracts with behavioral health, environmental health, and clinical health organizations that provide many of our health professionals. This way we are able to maintain an extensive cadre of qualified personnel, and provide services that feature state-of-the-art technical resources.

FOH VALUES:

- ▶ **Quality:** We strive to exceed our customers' expectations by providing superior services delivered efficiently and cost-effectively.
- ▶ **Trust:** We are honest and reliable. Listening to and fulfilling our commitments to one other and our customers is at the core of what we do.
- ▶ **Empowerment:** We value staff involvement in decision making and delegate authority to the most appropriate level.

Doing Business with FOH

FOH works in partnership with Federal organizations nationally and internationally to design and deliver comprehensive solutions to meet their occupational health needs. As a non-appropriated Federal agency, FOH operates much like a private sector organization. This means that we must cover our operating costs with funds collected through the services we provide. However, unlike our private sector counterparts, FOH makes no profit. By Congressional mandate, FOH may charge only our operating cost for services; no profits or fees.

Agencies receive services through an agreement process. Authorized representatives from FOH and the requesting agency sign an Inter-agency or Interservice Agreement (IAA/ ISSA, or IAA). The IAA serves to outline the goods or services to be furnished, reporting requirements, method for the transfer of funds, and if appropriate, acquisition authority for any contracts to be awarded pursuant to the IAA. FOH will comply with all Federal Acquisition Regulation (FAR) requirements via full and open competition when FOH procures any additional services for our customers. The use of IAAs is preferable to our customer agencies because they are:

- ▶ **Simple.** There is no specific format for an IAA except that it should be acceptable to both agencies; IAAs can be as simple as a one page document.
- ▶ **Fast.** The process can be completed in days; no lengthy contracting process.
- ▶ **Flexible.** As needs dictate, agencies can agree to make modifications quickly by simply appending an existing IAA.
- ▶ **Convenient.** Payment for services may be made through funds transfer electronically using the agency's preferred method, including the Intra-government Payment and Collection System (IPAC), Government Credit Cards, or the Military Inter-departmental Payment Request (MIPR) system.
- ▶ **Easily Terminated.** IAAs may be terminated with 30 to 60 days notice with no "termination costs."
- ▶ **Straightforward.** As a Federal entity, FOH cannot "make a profit" under any single IAA.