

We're here for you.

Business Health Services is open seven days a week. Drug testing and treatment for injured workers are provided on a walk-in basis.

Weekdays 8 am – 7 pm

Weekends 10 am – 4 pm

Wellspring

1475 Mt. Hood Avenue
Woodburn, Oregon 97071
silvertonhospital.org

For more information, call
971.983.5256

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Employee Wellness:

Feel-good human resource tool, strategy for controlling healthcare utilization or strategic tool for business growth?

According to business leaders at last year's World Economic Forum, employee wellness is no longer just a feel-good strategy for trying to improve employees' health. It's now part of the solution to controlling healthcare costs related to the chronic disease epidemic – and key to attracting and retaining an effective workforce.

Approximately 75% of today's health care costs are attributed to treating chronic conditions such as heart disease, diabetes, hypertension, pulmonary conditions, mental health, obesity and certain types of cancer. These conditions are a result of lifestyle choices - poor nutrition, lack of physical activity, tobacco use and stress - and the costs related to chronic conditions continue to rise. According to the Milken Institute's study "An Unhealthy America: The Economic Impact of Chronic Disease," \$3.4 billion was spent on treating chronic conditions in Oregon in 2003. This cost is projected to almost triple to \$11.1 billion by 2023 unless change occurs.

Employers have faced parallel increases in employee healthcare utilization. The Kaiser/American Hospital Association's Survey on Employee Sponsored Health Benefits, reported that over the past 10 years, employers' health plan premiums have increased 114 % from 2000 to 2010. This is not only impacting the businesses' bottom line, but also affecting the paychecks of the employees. In order to compensate for the huge increases in premiums, many employers have had to pass on some of the costs to the employee by increasing employee contributions to their benefit plans. In fact, employees contributions have increased from \$1,619/year in 2000 to \$3,997/year – a 147% increase.

U.S. businesses could save \$1 trillion in health benefits over the next decade through employee health and wellness programs.⁽¹⁾ A meta-analysis of existing peer-reviewed literature on costs and savings associated with workplace disease prevention and wellness programs in whole



Employee Wellness *continued*



has demonstrated significant return on investment. Across all studies, costs fall about \$3.27 for every dollar spent on wellness programs, and absenteeism costs fall by about \$2.73 for every dollar spent on wellness programs. (2) The biggest challenge for employers is that many employees often do not participate at desired rates. Incentives may be the solution to improving employee health and wellness engagement and overall, the literature shows that building appropriate incentives into wellness programs likely helps to raise participation among employees. (2)

Recent reports suggest that the benefits of employee wellness extend beyond decreases in health care utilization, improving absenteeism/presenteeism, and decreasing costs associated with workers compensation and disability. Many companies are now finding that wellness can be used as an effective recruitment and retention tool. In 2009, Right Management surveyed 28,810 respondents in 15 countries working for organizations employing 50 or more people and generating revenues ranging from under US \$1 million to over US \$1 billion (3). The survey results offered interesting findings. According to the employees surveyed, when health and well-being are actively promoted:

- Organizations are seen as 2.5 times more likely to be a best performer
- Organizations are seen as 3 times more likely to be productive
- Employees are 8 times more likely to be engaged
- Organizations are seen as 3.5 times more likely to encourage creativity and innovation
- Organizations are seen as 4 times less likely to lose talent within the next year

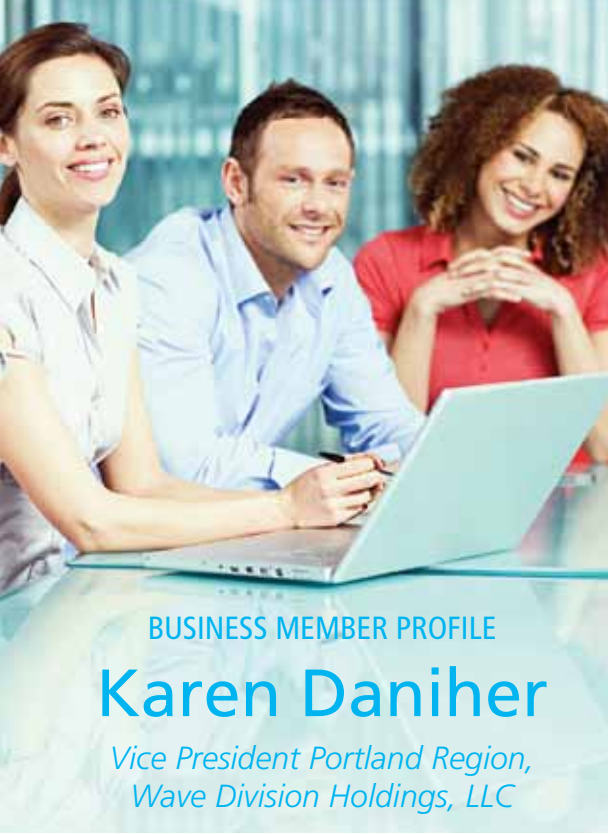
This study suggests that wellness is essential to employee engagement, organizational productivity, talent retention, creativity and innovation. (3) With the continued challenges being faced in today's economy, these attributes may be essential for companies' ability to weather the current economic storm – not to mention affecting their employees' health.

1 Dan Hieb, "Healthways: Businesses could save nearly \$1 trillion through wellness programs," *Nashville Business Journal*, 9 Jun. 2010, <http://www.bizjournals.com/nashville/stories/2010/06/07/daily16.html>

2 Katherine Baicker, David Cutler, and Zuri Song, "Workplace Wellness Programs Can Generate Savings," *Health Affairs*, Vol. 29, No. 2: 304-311 (February 2010).

3 Alistair Dornan, "The Wellness Imperative: Creating More Effective Organizations," *World Economic Forum in partnership with Right Management (A Manpower Company)*, 2010, <http://www.weforum.org/pdf/Wellness/RightMgmt-Report.pdf>





BUSINESS MEMBER PROFILE

Karen Daniher

*Vice President Portland Region,
Wave Division Holdings, LLC*



Wave Business Solutions is a leading provider of business-class internet and phone services on the West Coast serving businesses of all sizes and offering some of the fastest internet speeds in the country, along with fiber-optic circuits via our highly reliable network.

Wave Business Solutions is owned by Wave Division Holdings, LLC, a cable, internet and phone services company currently serving over 300,000 customers in California, Oregon and Washington.

Owned and operated by a dedicated team of industry leaders, Wave Division Holdings supports its customers with decades of experience in advanced cable, internet and phone technologies.

How many employees do you employ?

63 in Oregon.

What is the biggest employee health and safety challenge you face?

Flu season challenges us to be more aware of common sanitary conditions and to acknowledge when to stay home, and when to go to work. Our work is also inherently dangerous in this industry, therefore we conduct ongoing safety meetings and bring awareness to minimize potential risks.

What health and safety programs have been successful for you?

OSHA and industry specific materials obtained through various websites are used in all of our safety programs. Constant awareness is also an effective approach.

How has Business Health Services helped your business?

BHS has provided awareness and education for our work groups, including a wonderful facility for meetings and medical services close to our office. BHS also provides flu shot clinics on our premises, saving us valuable employee hours.

What is your favorite business quote?

Problems are just challenges to be overcome by solutions.

What is your leadership philosophy as it relates to your employees?

Lead by example, listen, and remove obstacles that prohibit my employees from being successful.

What else would you like to share with other business owners or managers?

Other local business owners may not yet be aware of the service available through Wave's business class internet and phone services. We invite them to learn more and welcome the opportunity to support their success.





AGENDA

Business Health Services
Fourth Annual Health & Safety Conference
Wednesday, October 5, 2011

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

7:30am-8:20am

Registration, Continental Breakfast & Exhibits

Sign in and receive conference materials, enjoy breakfast, and peruse exhibits from local businesses and organizations.

8:20am – 8:30am

Welcome

Marilyn Trinkle, Client Services Manager, Business Health Services

8:30am – 9:45am

Keynote Speaker

Mark Speckman – Head Football Coach, Willamette University

■ Motivation – A Moving Target

At the end of the day all of us are limited by disabilities that keep us from realizing our potential. Whether it is poor communication skills, fear of failure or lack of organization, we all have weaknesses in our lives that require extra effort or creativity on our part to achieve success. While Mark's physical disability is evident, his message is about helping people recognize and overcome the "disabilities" in their own lives and conditioning one's self to believe in the power of the human spirit to achieve our highest goals.

9:45am – 10:00am

Break & Exhibits

10:00am – 11:00am

Jennifer Flood

■ Ombudsman Services for Oregon Injured Workers

Learn about the role and functions of the Office of the Ombudsman for Injured Workers including a brief history of the creation of the office, the types of inquiries received and how they are resolved. Also learn about the challenges workers and employers face when there's been an on-the-job injury. Participants will have the opportunity to ask questions about the workers' compensation system and how the claim process works.

10:45pm – 11:00pm

Break & Exhibits

11:00pm – Noon

Sandy Hansen, RD, LD – Clinical Dietitian

■ What's in That Brown Bag?

Employees eat one, two and sometimes three meals and snacks each day at work. As an employer, you can impact the health of your employees through improving nutritional knowledge and behaviors. Join Sandy Hansen, Registered Dietitian, in discussing low cost strategies for improving nutrition in the workplace.

Noon – 1:00pm

Lunch, Exhibits and Drawings for Exhibitor Prizes

Terri Merritt-Worden, MS – Vice President, Wellspring

- Investing in Employee Health, Wellness and Safety. Silverton Hospital Network/Business Health Services Employer Recognition Awards.

1:00pm – 2:00pm

Kathy Peck – Williams, Zografos & Peck Attorneys at Law

■ Managing Difficult Employees: How to Coach, Counsel and Discipline Employees with Negative Behaviors

Have you ever been frustrated by your inability to motivate a difficult employee? Has your workforce ever been contaminated by an employee with a "bad attitude?" Do you have employees working for you who are magnets for other malcontents? When these personalities are ignored, they do not go away. An employer's failure to effectively respond often results in deteriorating employee morale, fragmentation of the workforce and the departure of cooperative, positive employees. This presentation will provide you with ideas for dealing with your most difficult employees.

2:00pm – 2:15pm

Break

2:15pm – 3:15pm

Jamie L. Baxter, RN/BA CEN

■ Creating a Business Continuity-Based Emergency Plan

Learn about local hazards and vulnerabilities and lessons learned from Baxter's national and international deployments. Consider steps toward personal preparedness of staff as well as their immediate health and safety of staff during emergencies. Learn about creating business continuity-centered emergency plans.

3:15pm – 3:30pm

Drawing for two iPads, door prizes contributed by Business Health Services



Silverton Hospital
Business Health Services



Fourth Annual BHS Health & Safety Conference

Wednesday, October 5, 2011 / 7:30 a.m. – 3:30 p.m.

Participant Registration

Early registration is recommended as space is limited.

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Company Name:			
Street Address:			
Phone:		Fax:	
Email:			
Registrant 1			
Registrant 2			
Registrant 3			
Registrant 4			
Registration Fee	<input type="checkbox"/> FREE - BHS Preferred Business Members <input type="checkbox"/> \$50 per Registrant – Non-Members <i>Registration fee includes continental breakfast and lunch</i>		
Total Registrants			
Amount Enclosed	\$		

Please make checks payable to Business Health Services.

Send completed registration form to:

Business Health Services Administration

Mail: Wellspring
1475 Mt. Hood Ave.
Woodburn, OR 97071

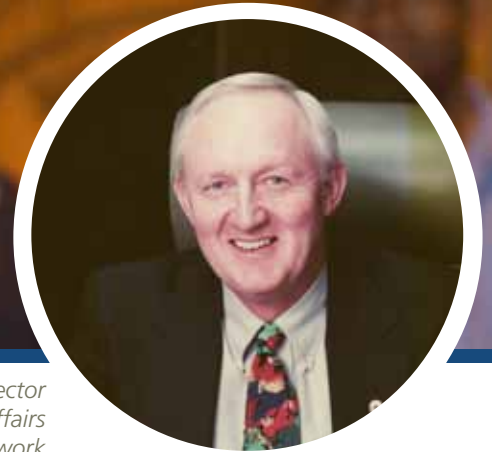
Fax: 971.983.5219

Email: rthompson@silvhosp.org

Please direct questions to Rachel Thompson at 503.982.8201



2011 Workers Compensation Legislation Summary



*Ken Hector
Director, Governmental Affairs
Silvertown Hospital Network*

The 2011 Legislative session ended "Sine Die" on June 30. It was a busy session for many issues, but the focus was primarily on balancing the budget, education and health care. Compared to previous sessions, it was relatively quiet for workers' compensation (WC) issues. The underlying reasons for this are twofold, a commitment by the Governor and legislative leadership to focus on the above-mentioned priorities, and the 30-30 split between Democrats and Republicans in the House.

The split created a unique situation in that each House Committee had Co-Chairs, one Democrat and one Republican. In order for bills to even have a hearing, both Co-Chairs had to agree. As a result, a number of bills never saw the light of day. In addition, the total number of WC bills drafted was significantly below historical averages. I have included a list of key WC legislation below. Should you have questions or need additional information, feel free to contact me: KHector@silvhosp.org or 971.983.5352.

SENATE BILLS

Senate Bill 43

Under current law, the Department of Justice may order amounts to be withheld from an obligor's income to satisfy current or past-due child or spousal support obligations. There are limitations on how much may be withheld from the obligor's disposable monthly income and other employment or insurance-type payments, benefits, or settlements, including workers' compensation. This bill increases the amount that can be withheld from workers' compensation benefits for this purpose, including up to half of lump-sum permanent disability payments, permanent disability benefits, and benefits under a compromise and release or disputed claim settlement. Effective date is Jan. 1, 2012.

Senate Bill 173

As part of the disputed claim settlement process, a worker can agree to settle unpaid medical bills related to the claimed condition. The current law limits how much of the settlement can go toward medical bills (40 percent of the total settlement unless the worker agrees to have his or her settlement pay a higher share) and limits the payment amount to 50 percent of what may be charged under the workers' compensation fee schedule. The provider is allowed to collect any outstanding balance directly from the worker, and this amount is not limited to the workers' compensation fee schedule. This bill allows a worker to pay a higher reimbursement rate for his or her unpaid medical bills directly out of his or her settlement. The amounts would be calculated at 100 percent of the workers' compensation fee schedule, instead of 50 percent. If the worker does that, this bill requires medical providers to accept this as payment in full and not balance-bill the worker for any charges that exceed the workers' compensation medical fee schedule. Effective date is Jan. 1, 2012.

House Bill 2093

The bill gives the Department of Consumer and Business Services the ability to take administrative action against a person or company that is actively managing the care of workers when that person or company is not certified as a managed care organization. The department will be able to address these violations by imposing civil penalties and issuing cease-and-desist orders. The bill also provides a process for the person or company to appeal the department's action. Effective date is Jan. 1, 2012.

House Bill 2094

The bill allows a delay of the reconsideration process for up to 45 days when the parties are actively engaged in settlement negotiations that include reconsideration issues and both parties agree to delay the process. This gives the parties more time to reach an agreement, without extending the department's time to complete the reconsideration process if the negotiations are not successful. Either party may request that the reconsideration process be resumed. If the parties fail to reach a settlement on reconsideration issues, the reconsideration process will restart at the end of the deferral period and the department will complete the process as usual. The bill also provides that permanent disability payments to the worker continue during the settlement negotiations, as currently happens during the reconsideration process. Effective date is Jan. 1, 2012.

House Bill 2712

The bill changes and standardizes statutory references to fines, violations, and penalties. As a result, there are updates to some of the workers' compensation penalties found in ORS 656.990 (see Section 268 of the bill). Instead of specifying the fine or prison sentence, this section now refers to specific types of violations (e.g., Class A misdemeanor). These categories of violations are defined elsewhere in statute. Effective date is Jan. 1, 2012.

While the Legislature will convene again next February for a maximum of 35 days, it is likely that attention will be confined to budgetary matters, and areas such as workers compensation will not be addressed until the next regular session in January of 2013. Until then, work safe and play safe.





Silvertown Hospital
Business Health Services

Wellspring Medical Center
1475 Mt. Hood Avenue
Woodburn, Oregon 97071



START! Awarded to Silvertown Hospital

For the second year in a row, Silvertown Hospital was recognized by the American Heart Association (AHA) as a Start! Fit-Friendly Company. The AHA recognizes employers across the nation who champion the health of their employees and work to create a culture of physical activity and health in the workplace.

Silvertown Hospital Network (SHN) received Gold Level recognition for offering its employees physical activity support, healthy eating options at work, and promoting a culture of wellness.

Other Gold Level companies included Portland General Electric, Nike, Inc. and Oregon Department of Transportation. Silvertown Hospital Network is the only hospital network to receive the award.

SHN was also recognized as an American Heart Association Fit-Friendly Company with Worksite Innovation for creative programming. This recognition was received for including

the WellspringHeart heart disease reversal program as an employee health benefit. One hundred SHN employees, as well as 30 of their family members, have participated in this program at a complimentary or reduced cost.

“These wellness programs are not only good for our employees,” says Terri Merritt-Worden, Vice President, Wellspring. “They’re good for business. Our employees have a better quality of life and have improved their health. In fact, our health care insurance premiums have not risen in two years due to decreased healthcare utilization, whereas most employers have seen a steady rise.”

With government regulations applying broad new health benefit rules that may not effectively address rising health care costs, there may never have been a more important time for businesses to invest in the health and wellness of their employees.

“Wellness programs are a win-win for both the employer and employee,” says Merritt-Worden. “The initial investment by the employer results in greater wellness engagement by the employee, which then decreases healthcare costs due to lifestyle-related chronic disease.”

Health factors such as obesity and chronic disease in employees can impart serious implications for businesses that rely on a full workforce to run their operations. In short – healthy employees equal healthy business.

