Your caring business partner in finding cost-effective solutions to managing employee health.

Mountain States Business Health
Meet our Corporate Medical Director

Marilyn A. Bishop, MD, MPH

Dr. Bishop practices at the Johnson City, Tenn., office of MedWorks. She is a certified medical review officer and an FAA airman examiner, and is board certified by the American Board of Preventive Medicine, with a subspecialty in occupational medicine. She is a member of the American College of Occupational and Environmental Medicine.

Dr. Bishop received her medical degree from Memorial University of Newfoundland, Canada, and completed her residency at Good Samaritan Hospital, Wright State University, Dayton, Ohio. She holds a master’s of public health degree from East Tennessee State University, Johnson City, Tenn.

Looking for cost-effective ways to manage employee health?

Mountain States Health Alliance is leading the way in finding solutions that save your company money. Through Mountain States Business Health Services, we build relationships among employers, health providers and other key stakeholders to make medical care for our region’s employees the best value around.

We can help
• lower health care costs
• reduce absenteeism
• increase productivity and
• prevent injuries

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WE CAN HELP.
The sleep experts at Mountain States Centers for Sleep Disorders can provide sleep services such as:
• Home Sleep Testing (HST)
• Sleep disorder consultations with board-certified sleep physicians and supervised sleep clinicians
• CPAP management and follow-up
• In-lab sleep diagnostic testing for sleep apnea, undetermined excessive daytime sleepiness, restless leg syndrome and insomnia

Mountain States Health Alliance has AASM Accredited Sleep Labs throughout Northeast Tennessee and Southwest Virginia.

THE EFFECTS OF SLEEPINESS AND FATIGUE
• Impaired reaction time, judgment and vision
• Problems with information processing and short-term memory
• Decreased performance, vigilance and motivation
• Increased moodiness and aggressive behaviors
• Increased “microsleeps” (brief 2- to 3-second sleep episodes)

FOR MORE INFORMATION VISIT:
WWW.MSHA.COM/SLEEP

EFFECTS OF SLEEPINESS ON WORK
When sleepy, people report having difficulty with:
• Concentration - 68%
• Handling stress - 65%
• Relating to others - 38%
• Solving problems - 57%
• Listening - 57%
• Decision-making - 56%

WORK PROBLEMS DUE TO SLEEPINESS
• Late to work - 14%
• Stay home from work - 4%
• Fall asleep at work - 7%
• Make errors - 19%
• Accidents and injuries - 2%

SLEEP-RELATED FATIGUE COSTS
• Sleep-related fatigue costs U.S. businesses an estimated $150 billion a year due to:
  » Absenteeism
  » Workplace accidents
  » Lost productivity

Source: NSF 2000 Sleep In America Poll

MOUNTAIN STATES CENTERS FOR SLEEP DISORDERS

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<tr>
<td>IPMC Sleep Disorders Lab</td>
<td>2205 Pavilion Drive, Suite 205</td>
<td>423-857-7011</td>
<td>423-857-7018</td>
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<tr>
<td>JCMC Center for Sleep Disorders</td>
<td>310 N. State of Franklin Road, Suite 301</td>
<td>423-431-6816</td>
<td>423-431-2983</td>
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<tr>
<td>NCH Sleep Lab</td>
<td>100 15th St. NW</td>
<td>276-439-1498</td>
<td>276-439-1499</td>
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<tr>
<td>JMH Center for Sleep Disorders</td>
<td>320 E. Valley St.</td>
<td>276-676-3360</td>
<td>276-676-2710</td>
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<tr>
<td>RCMC Center for Sleep Disorders</td>
<td>Carol &amp; Tate Streets</td>
<td>276-883-8000</td>
<td>276-676-2170</td>
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<tr>
<td>SCCH Center for Sleep Disorders</td>
<td>245 Medical Park Drive</td>
<td>276-378-1140</td>
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The Employee Assistance Program has many different services to best fit your company’s needs including individual and group therapy, medicine management, lunch-and-learn lectures, support groups, a four-part conflict resolution workshop, crisis debriefing and a monthly leadership lecture series.

**INDIVIDUAL EMPLOYEE ASSISTANCE**

Our Employee Assistance Program offers comprehensive services to assist employees on an individual basis with a wide variety of problems such as:

- Marital/family conflict
- Alcohol/drug abuse
- Depression/grief
- Stress/anxiety

**LUNCH-AND-LEARN LECTURES**

Presentations are 30 minutes to one hour in length, and provide education/training on various topics that enhance the quality of life for employees.

**CRISIS DEBRIEFING**

When devastating events occur in the nation, community or within our facility it affects everyone in the workplace emotionally. The September 11 tragedy is proof that a crisis situation can occur at any time and affect an entire nation. During such times, crisis debriefing can be provided by a master’s level (or higher) behavioral health counselor who will work with both team members and/or families through individual or group sessions on site to help them cope. Situations where crisis debriefing may be helpful include: suicide of a team member; death of a team member through a medical diagnosis or an event such as a car accident; devastating weather damage (hurricane, fire, tornado and/or flooding); or a national security event or concern such as a terrorist attack.

**CONFLICT RESOLUTION SERIES**

Conflict Resolution Workshops can provide knowledge and skills to team members about handling a workplace conflict in a professional manner. Facilitated by a master’s level therapist, the program consists of a four-part series.

**PART 1:** A PowerPoint presentation discusses reasons for conflict and how to use assertive communication and a positive mindset to overcome a current or existing issue. (1 hour)

**PART 2:** This session provides an opportunity for all parties involved to have one-on-one time with a therapist to discuss issues they believe are affecting their department. (approximately 10 minutes per employee)

**PART 3:** A team-building exercise is provided for all parties at the facility or department who are related to the issues discovered in the individual interviewing session. Issues may be related to trust, gossip, equal work distribution or other concerns. (1 hour)

**PART 4:** In this session a group exercise is conducted for all parties involved. A therapist leads a therapeutic group, providing an opportunity for everyone to vent concerns in a healthy manner using the techniques learned in both the presentation and team-building exercises. (1 hour)
A health risk assessment (HRA) is a health questionnaire used to provide individuals with an evaluation of their health risks and quality of life. After employees complete the HRA they receive a wellness report with values and recommendations to improve their health. The company receives an aggregate report with areas for improvement and recommendations to improve the health of the employee population.

A clinical onsite screening team will be provided for companies preferring to have employee screenings inside their facility. Assessment includes:

- Lipid panel
- Glucose test
- Biometrics (height, weight, waist measurement)
- Sleep disorder questionnaire

Heart disease is the number one cause of death in the United States.

Your company’s ROI of an employee wellness program includes:

- The identification of employee health risks so action can be taken to prevent future complications.
- Guidance to assist employees in improving their health and behavior changes through education and health coaching.
- Faster recovery with fewer complications and less cost when problems are identified early on.
MedWorks professionals have been committed to reducing workers’ compensation costs by providing cost-effective occupational health care for more than 10 years. Our staff performs services required to ensure that employee health and safety remain a top priority. All DOT physicals are performed by Certified Medical Examiners who are certified and registered by the Federal Motor Carrier Safety Administration.

We partner with businesses by offering programs and services tailored to the client’s needs and expectations to optimize their employees’ potential.

PROGRAMS AND SERVICES

MEDICAL SURVEILLANCE PROGRAMS

• OSHA compliance exams
  » Audiometric testing
  » Questionnaires/respiratory clearance/certification
  » Silica/asbestos/lead surveillance
  » Hazardous waste
  » Hazwoper exams
  » Bloodborne pathogen exposure
• Drug and alcohol programs

EVALUATIONS

• Annual/post-offer physicals
• DOT/FAA exams
• Public service exams
• Insurance physicals
• Independent medical evaluations

HEARING CONSERVATION PROGRAM

• Jobsite noise assessments – provides documented noise levels for every job area
• Baseline audiogram
• On-site training – education on effects of noise, types of HPDs, Care of HPDs, purpose of audiometric testing
• Hearing protector fit testing – test effectiveness of in-ear HPDs

SEE WHAT YOU CAN SAVE!

AVERAGE $3 RETURN FOR EACH $1 INVESTED. YOU CAN REDUCE:

• Average claim costs by 27.8%
• Physician visits by an average of 16.5%
• Hospital admissions by 62.5%
• Disability costs by 34.4%
• Incidence of re-injury by 24.8%
• Absenteeism and health care costs by an average of $1 - $3.50

OUR LOCATIONS:

JOHNSON CITY, TENN.
1019 W. Oakland Ave., Suite 1
Johnson City, TN 37604
Phone: 423-915-5000
Mon - Fri: 8 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 6 p.m.

KINGSPORT, TENN.
1101 E. Stone Drive
Kingsport, TN 37660
Phone: 423-224-1118
Mon - Fri: 8 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 6 p.m.

COLONIAL HEIGHTS, TENN.
4600 Fort Henry Drive
Kingsport, TN 37663
Phone: 423-224-3950
Mon - Fri: 8 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 6 p.m.

ELIZABETHTON, TENN.
314 Rogosin Drive
Elizabethton, TN 37643
Phone: 423-542-8929
Mon - Fri: 8 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 2 p.m.

JONESBOROUGH, TENN.
395 Forrest Circle, Suite 100
Jonesborough, TN 37659
Phone: 423-753-0721
Mon - Fri: 8 a.m. - 6 p.m.

ABINGDON, VA.
603 Campus Drive, Suite 100
Abingdon, VA 24210
Phone: 276-739-8010
Mon - Fri: 8 a.m. - 8 p.m.
Sat - Sun: 8 a.m. - 6 p.m.

NORTON, VA.
1418 Park Ave. NW
Norton, VA 24273
Phone: 276-679-8867
Mon - Fri: 8 a.m. - 6 p.m.

ASK ABOUT OUR TENNESSEE DRUG-FREE WORKPLACE TRAINING!
On-Site Health and Wellness

At Mountain States Health Alliance, we believe in being proactive about health care. It should be convenient and easily accessible, and we know that prevention is key. Our team of on-site health and wellness professionals can assist your employees by providing screenings, education and health coaching at your workplace. On-site health professionals can provide the following services:

REGISTERED NURSE
- Counsels and provides education regarding wellness and disease management
- Gives vaccines
- Provides occupational medicine services
- Performs triage
- Serves as a resource for corporate health and wellness

NURSE PRACTITIONER
- Performs physical examinations
- Orders diagnostic tests
- Makes medical diagnosis, implements treatment plans
- Does minor suturing for workers’ compensation care
- Provides urgent care for injuries and illnesses of employees and their dependents 12+ years old
- Creates appropriate and timely referrals to other medical providers
- Performs pre-placement medical exams appropriate to scope of practice
- Prescribes medications
- Provides health maintenance, wellness programs and disease management programs

REGISTERED DIETITIAN
- Counsels and provides education specific to the individual needs for nutrition

CERTIFIED DIABETES EDUCATOR
- Provides nutrition counseling
- Monitors blood sugar levels
- Offers education on prevention of complications including hypoglycemia
- Gives exercise recommendations
- Does medication reviews
- Oversees diabetes prevention initiatives
- Serves as liaison between client and other health care professionals
- Provides counsel regarding pre-diabetes or diabetes issues

DISEASE MANAGEMENT PROGRAMS
- Pre-diabetes
- Diabetes self-management
- Hypertension
- Hyperlipidemia
- Obesity

EDUCATION PROGRAM TOPICS
- Smoking cessation
- Women’s health issues
- Stress management
- Conflict resolution
- Drug-free workplace
- High blood pressure
- High cholesterol
- Weight issues
- Blood sugars

TESTING
- Drug screen collections and breath alcohol testing

EMPLOYER /EMPLOYEE BENEFITS
Well-rounded fitness programs can:
- Decrease employee absenteeism
- Increase employee retention and company morale
- Save your company money by reducing medical claims for preventable chronic illnesses

ASK ABOUT OUR TENNESSEE DRUG-FREE WORKPLACE TRAINING!
Wellness 4 Life Program

For more information e-mail Robbie Wagner at wagnerra@msha.com. call 423-895-1497 for a free consultation about an on-site wellness program.

This program is designed to bring health and wellness services to the businesses of East Tennessee through education, nutrition and lifestyle management. Our staff will evaluate your workforce and prescribe on-site services that meet the needs of your business with the ultimate goal of decreasing your health care costs and bettering the health of your employees.

WE BRING OUR SERVICES ON-SITE TO YOUR CORPORATION WHERE WE:

• Tailor health and wellness plans specifically for each employee
• Set and monitor goals to promote a healthy lifestyle
• Monitor progress and provide results to show the return on your investment in the program

Call 423-895-1497 for a FREE consultation about an on-site wellness program.

MOUNTAIN STATES FITNESS CENTERS CORPORATE MEMBERSHIPS AVAILABLE AT

THE WELLNESS CENTER
200 Med Tech Parkway
Johnson City, TN 37604
423-431-6668

FRANKLIN HEALTH & FITNESS CENTER
1509 W. Elk Ave.
Elizabethton, TN 37643
423-542-9466

For more information e-mail Robbie Wagner at wagnerra@msha.com.
**WorkSTEPS Functional Testing**

Mountain States Rehabilitation provides comprehensive functional employment testing.

The WorkSTEPS protocol used at Mountain States Rehabilitation is ADA/EEOC-compliant and provides a selective hiring process that:

- Is based on objective measures
- Is reliable and defensible
- Matches safe and physically qualified individuals to their jobs
- Prevents injuries and associated costs
- Measures the extent of pre-existing conditions
- Disqualifies 7% to 12% of applicants based on essential function fail rate
- Reduces turnover
- Provides ergonomic education
- Virtually eliminates fraudulent claims
- Provides a pass/fail score on every test

**JOB SITE ANALYSIS**

A functional job analysis is developed for each job based on observation of the task performed and employee feedback. Risk factors such as repetition, force and awkward posture are evaluated for each task. The job analysis can be used for:

- Determining essential job functions
- Hiring decisions
- Rate-of-pay decisions
- Development of light-duty positions
- Facilitating a successful return to work

**SERVICES**

- Post-offer evaluation and screening
- Fit-for-Duty (return to work) evaluation
- Agility test for current employees
- Back School (back injury prevention education)
- Job site analysis
- Job site revision
- Ergonomic evaluation
- Stretching program (cost determined by service)

**Ask your Mountain States representative about a customized screening for your business.**

**MOUNTAIN STATES REHABILITATION FACILITIES offering WorkSTEPS functional testing**

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<td>Johnson City</td>
<td>415 N. State of Franklin Road</td>
<td>423-232-1100</td>
<td>423-232-1127</td>
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<tr>
<td>Kingsport</td>
<td>2204 Pavilion Drive, Suite 115</td>
<td>423-857-6777</td>
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<td>Abingdon—Outpatient</td>
<td>445 Porterfield Highway</td>
<td>276-623-0153</td>
<td>276-623-1672</td>
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<tr>
<td>Norton</td>
<td>1442 Park Ave.</td>
<td>276-439-1450</td>
<td>276-439-1451</td>
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<tr>
<td>Marion</td>
<td>One Health Way</td>
<td>276-378-1841</td>
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Other Services We Offer

**BLACK LUNG PROGRAM—COMING SOON IN 2014**
- Workers’ compensation program specifically for the U.S. Department of Labor
- Program for patients who have been awarded Black Lung benefits
- Black Lung Clinics located at:
  - Norton Community Hospital, Norton, Va.
  - Russell County Medical Center, Lebanon, Va.
  - Johnson City Medical Center, Johnson City, Tenn.

**MEDISERVE DURABLE MEDICAL EQUIPMENT**
- Complete range of equipment options for patients with mobility challenges
- Staff services that provide optimal solutions and maximize the abilities of each patient

**MOUNTAIN STATES REHABILITATION**
- Amputee program
- Arthritis management
- Hand therapy
- Pediatric sports injury treatment
- Programs related to occupational health and workers’ compensation
- Vestibular balance program
- Wound care support

**MOUNTAIN STATES WOUND CARE**
- Wound care-trained physicians and nurses
- Diabetic assessment and diabetes education
- Lab and diagnostic testing
- Hyperbaric evaluations and treatment

**SYNERGY LABORATORIES**
- Comprehensive clinical laboratory testing for physicians in private practice, hospitals, nursing homes, research and industry
- Conveniently located Patient Service Centers
For more information, contact your Integrated Health Manager.