

## **ANNEX 8.0**

# **OCCUPATIONAL HEALTH SERVICES**

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**8.1 SCOPE OF WORK**

The Contract shall provide a professional Occupational Health Services (OHS) program as defined in this annex at the John C. Stennis Space Center. Environmental Health services are covered under Annex 6.1.

**8.2 GENERAL REQUIREMENTS**

**8.2.1 Management and General Requirements**

The Contractor shall furnish all resources as specified in Annex 1.

The Contractor shall provide professional medical and administrative personnel necessary to operate a OHS clinic on a 5-day per week basis and fulfill the overall mission of providing an Occupational Medicine Program, Employee Assistance Program (EAP) and Wellness/Fitness Program in support of Stennis Space Center personnel. The OHS program shall be operated under the direction of the Contractor's OHS Medical Director. The OHS program shall include clinic operations and EAP services from 8:00 a.m. to 4:30 p.m. Monday-Friday. The Contractor will administer a Wellness/Fitness Program and operate a fitness facility at Stennis Space Center from 6:00 a.m. to 7:00 p.m. Monday-Friday. The noted schedules are exclusive of recognized federal holidays and any other day designated by Federal Statute or Executive Order.

The Contractor's OHS Medical Director shall be the head of the SSC Occupational Health Program at Stennis Space Center.

Physician services are to be provided from 8:00 a.m. to 4:30 p.m. Monday-Friday.

**8.2.2 Medical Treatment**

The Contractor shall provide services, training, treatments, types and quantities of medications adequate to accommodate the SSC population.

During the time a physician is not in attendance, diagnosis and treatment shall be limited to first aid within the capabilities of the authorized OHS staff member on duty in accordance with established procedures and standing orders approved by the OHS Medical Director.

Emergency diagnosis and initial first aid type treatment of injury/illness shall be provided to all persons on the Center. Emergency services are intended to provide immediate and effective medical services to save life, relieve suffering and minimize disability. Emergency Medical Technician (EMT) services are identified in Annex 4.5.

**8.2.2.1 Occupational Illness/Injury**

Treatment shall normally consist of an initial assessment, stabilization, minor treatment, follow-up care and/or referral service as deemed appropriate by the OHS clinic staff.

An occupational injury or illness which will result in lost time to the individual will normally be referred in accordance with current applicable regulations and procedures, either to the Resident Agency's or Contractor's designated physician or to the appropriate physician or facility of the employee's choice. Personnel authorized to use the SSC occupational health services and who have an on-the-job injury/illness, which will not result in lost time, may receive diagnostic and medical treatment primarily of a first aid nature at the OHS clinic within its capabilities.

The OHS Contractor will fully comply with federal, state and local regulatory and procedural requirements in the reporting of occupational injuries or illnesses.

**8.2.2.2 Non-Occupational Illness/Injury**

Personnel using the SSC OHS and who experience a non-occupational medical injury/illness emergency during working hours may receive a preliminary diagnosis and limited treatment with a subsequent referral to the patient's physician. Preliminary or palliative treatment may be given for medical conditions for which the individual would not reasonably be expected to seek

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the attention of a personal physician or to enable the individual to complete his/her current work shift before consulting a physician.

Treatments and/or medications prescribed by private physicians may be administered subject to the approval of the SSC OHS Physician when:

a. Medications are furnished by the employee and prescribed in writing by his/her personal physician as reasonably necessary to administer during working hours in order to maintain the employee at work.

b. Prescribed by a physician providing medical care in performance-of-duty injury or illness cases under the Federal Employees Compensation Act (FECA).

### 8.2.2.3 Immunizations

All immunizations required by federal, state, local or international laws or regulations will be provided to NASA personnel. Tetanus, influenza, and other immunizations compatible with good public health and preventive medicine measures will be offered to SSC personnel subject to availability of serum.

### 8.2.2.4 Health Examinations

Authorized personnel employees shall be offered a health maintenance examination within 60 days after employment and annually thereafter.

The OHS contractor shall be responsible for employee exam scheduling, appointments and employee notification.

The OHS Contractor shall provide various examinations as identified in Annex 8 Table 8-1. (See TRL for Historical Data)

Authorized personnel may be given additional tests, or may be examined at more frequent intervals if warranted by medical findings, hazards in the work environment, schedule or other job related conditions.

Pre-placement examinations for newly hired employees (including job transfer of Civil Service personnel) will include a health maintenance examination, a review of the prospective employee's past medical history, and such supplementary laboratory procedures as are deemed necessary by the examining physician or as required by an agency. Contractor security personnel examinations shall include drug and psychological testing. Examinations will also include, if requested by an agency, a medical evaluation and recommendation concerning employment or assignment to Stennis Space Center.

Job related pre-placement exams, exams, periodic exams, international travel exams and requested termination exams will be performed on authorized SSC personnel. Such exams may be required when individuals are engaged in special occupations believed to be directly hazardous to themselves or indirectly hazardous to others. These occupations include, but are not limited to those requiring the wearing of respirators, food handlers, chemical handlers, painters, welders, radiation workers, and special equipment operators. These personnel will be given a general physical examination with additional special tests and hazards to which the individual is exposed. These tests, where appropriate, may include retinal photography, audiometric examinations, and tests to determine the presence or amount of toxic materials or abnormal metabolic products in the body fluids or tissues.

### 8.2.2.5 Rehabilitation Consultation

Medical examinations, consultations and recommendations for job assignment during periods of convalescence from serious illness or injury will be provided. The medical evaluation of physically challenged employees is considered to be a part of this service.

### 8.2.2.6 Medical Surveillance

Medical surveillance shall be coordinated with safety and health officials to assure that personnel exposed to on-the-job potential health hazards are included in the Occupational Medicine Program and provided any necessary health examinations. As a minimum, the SSC Medical Clinic will comply with all

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OSHA requirements and National Institute of Occupational Safety and Health (NIOSH) recommendations.

### 8.2.3 NASA Drug Free Workplace Program Testing

The Medical Health Unit will provide collection services, assistance and cooperation to the NASA SSC Drug Program Coordinator upon request. Collection services shall be provided in accordance with the NASA "Drug Free Work Place Program Procedures for NASA SSC Civil Servants."

### 8.2.4 Clinical Laboratory Services

Contractor medical personnel will obtain samples from persons being treated or examined and perform tests as may be required for diagnosis in support of medical treatment and health examination programs. Specimen preparation and handling will be in the manner specified by the performing laboratory if it is necessary to use an off-site facility for special testing procedures.

### 8.2.5 Non-routine Medical Support

Occasionally, it will be necessary for the Contractor to provide special services at times other than normal Health Clinic hours. A typical activity requiring non-routine support would be a special program test where the potential hazards are such that medical and emergency personnel should be on standby attendance. Other activities such as open-house, special demonstrations, disaster relief (hurricanes), hazardous operations and emergency situations may require special support by medical personnel. Based upon the medical circumstance, the Contractor shall have trained personnel to provide emergency first aid treatment at locations other than at the medical clinic location. If necessary, in an emergency, trained personnel may be required to accompany a patient to a local area emergency facility.

### 8.2.6 Health Education and Counseling

The Contractor shall establish a Health Education Program to encourage employees to maintain personal health off the job as well as healthful work habits on the job. The program shall include advisory services to supervisors

regarding the mental and physical health and well-being of employees; distribution of health promotional information through the use of such media as electronic mail, pamphlets, film, and periodic articles in the NASA medical news medium. The Contractor shall promote information on disorders such as HIV, hypertension, diabetes, and glaucoma.

### 8.2.7 Program Administration, Medical Records, and Statistics MODIFIED PER CONTRACT MDIFICATION #49 DATED 3/24/01

The Contractor shall administer and document the Occupational Medicine Program, Employee Assistant Program, and Wellness/Fitness Program in a manner consistent with modern business practices. Adequate records shall be maintained and medical record keeping shall comply with accepted medical practices and applicable Government regulations. The Government shall provide the MEDSYS medical program for use by the contractor. The Contractor shall maintain a database file for records information and management. The contractor shall coordinate and submit data reporting requirements.

All submittals, documents, logs, records, analytical results, and procedures developed in accordance with this Annex's requirements or which are produced in compliance with DR(s), regulations and laws shall be prepared using the SSC Office Automation computer software suite of programs (i.e., Microsoft Word, Excel, Access, PowerPoint, Government approved medical database program etc.) and will become the property of the Government. Upon request, the Contractor shall provide Government access to or copies of non-private statistical data existent in the medical database.

The OHS programs shall comply with the requirements of the Occupational Health Services Handbook, HB 1800.2 (latest revision); NASA Occupational Health Program, NPD 1800; NASA Occupational Medicine Program, NPD 1810; Employee Assistance Program, NPD 1830; Workers Compensation Benefits, NPD 1840; SSC Safety & Health Procedures and Guidelines, SPG 8715.1; NASA Records Retention Schedules (NRRS) NHB 1441.1.

The Contractor shall provide program management reports and statistics to the Contracting Officer on a regular basis as identified in Data Requirements. On occasion, the Contractor will be required to participate in video teleconferences,

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NASA meetings and Inter-agency meetings on-site and off-site. The OHS Medical Director will be required to participate as a member of established emergency committees, safety committees, functional review committee, or review boards. The Medical Director will be required to attend the NASA Occupational Health annual meeting at an out-of-state location selected by NASA Headquarters.

The Contractor shall be responsible for the maintenance of accurate and complete medical records. These records will be considered confidential information and will be complete enough to provide data for use in job placement, health maintenance treatment, and rehabilitation. Medical records may also be used to establish health standards in epidemiological studies and in helping management with program evaluation and improvement. Confidentiality will be maintained in accordance with the applicable Office of Personnel Management, agency regulations, and the Privacy Act of 1974. Upon receipt, of a request signed and presented by an employee, or upon receipt of a notarized designation by an employee of a third party to receive access to the employee's medical record, such access will be permitted and/or a copy of the record furnished to the employee or third party so designated.

### 8.2.8 Licenses and Certifications

Medical services shall be provided under the supervision of a physician with occupational medicine experience. Physician(s), nurses, x-ray technicians, laboratory technicians, EAP Coordinator and medical service personnel must meet the credential standards established by the state of Mississippi and comply with required Department of Defense standards identified by Stennis Space Resident Agencies

### 8.2.9 Uniforms

Contractor personnel shall be dressed or properly uniformed for a neat and clean appearance. Employee uniforms shall be of a design and color consistent with the medical profession. Shorts or cut-off slacks shall not be worn. Shoes shall have closed toes. Sandals or open type shoes shall not be worn.

### 8.2.10 Employee Assistance Program (EAP)

The OHS contractor shall provide an Employee Assistance Program. The Contractor shall staff the program with a qualified EAP program coordinator/counselor who will be available to any SSC employee wishing to take advantage of the program services.

The program coordinator shall provide assistance to employees who are experiencing emotional problems such as depression, anxiety, family stress, drug abuse problems, or alcoholism. Assistance will generally be in the form of initial assessment and referral to qualified specialists or organizations who are especially trained or equipped to handle the problems identified. Services shall include limited on-site counseling, monitoring of employee progress, management consultations and supervisor and employee training. The EAP coordinator shall provide training and advisory services to supervisors and employees. The program shall provide for education and training to promote hygiene and health maintenance. The EAP Coordinator shall publish promotional materials for training and education. This information may be provided to employees such media as electronic mail, pamphlets, film, periodic articles and personal conferences. Annual information fairs shall be provided on such topics as HIV prevention, violence in the work place and handling stress in the work place.

EAP personnel records shall be maintained in accordance with EAP privacy standards and shall not become a part of the medical file.

### 8.2.11 Wellness/Fitness Program and Fitness Facility

The Contractor shall staff and administer a physical fitness program and operate a fitness facility with particular emphasis on employee medical wellness. The facility will be staffed during all hours of operation, at a minimum, by one attendant trained in physical education or exercise physiology. Services shall include providing guidance and assistance to program participants plus generally monitoring and observing participants while exercising. Services shall include instruction on proper methods of exercise and use of equipment.

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Other services shall include nutritional counseling, physical fitness testing, and maintaining records on participant progress. Health education programs shall be promoted through the fitness facility with emphasis on aerobic and cardiovascular fitness, fitness evaluations and assessments, and back care. Walking and jogging programs and the NASA Annual Fitness Challenge Program will be encouraged as a part of the physical fitness program.

Fitness programs will be operated in conjunction with the OHS clinic to assist SSC employees in preventing and controlling health risk factors by appropriately coordinating medical and nutritional recommendations to reduce chronic disease. Written medical clearance, with timely recertification, is required for use of the SSC fitness facility. The OHS physician shall have the final authority for clearing individuals for membership use of the fitness facility.

The Contractor shall publish a monthly Wellness/Fitness Exercise Program of upcoming events as required in the Data Requirements of this contract. The contractor shall provide Wellness/Fitness Center status report DR 8-SA03.

The Contractor shall maintain the program equipment in operating condition.

8.2.12 Definitions

Blood Phos - Serum phosphorus

CBC/Diff - Complete blood cell count with differential

Cholinesterase/RBC - Cholinesterase Inhibition by Dibucaine Number

EKG - Electrocardiogram

FBS - Fasting blood sugar

FBS/2HR PP - Fasting blood sugar, 2 hours postprandial

G6PD - Glucose 6-phosphate dehydrogenase

HCT - Hematocrit

HGB - Hemoglobin

HTL VIII/HIV NEG - Human T-cell Lymphotropic Virus III/Human Immunodeficiency Virus

Supplemental Medical Jacket (SMJ) - U.S. Navy term for medical record

PCB - Polychlorinated biphenyl

PHOS Urine - Urine phosphorus

PPD - Purified protein derivative Tine test

PSA - Prostate-specific antigen

Rx - Prescription

RPR/Serology - Rapid Plasma Reagin

SMAC 23/Lipid Profile - Chemistries including glucose; uric acid; BUN; creatinine, serum; BUN/creatinine ration; sodium, serum; potassium, serum; chloride, serum; calcium; phosphorus; protein total; albumin, serum; globulin total; A/G ratio; bilirubin, total; alkaline phosphatase; LDH; SGOT (AST); SGPT (ALT) ; GGT; Iron binding capacity (TIBC); UIBC including Iron, total; Iron saturation; LIPIDS including cholesterol, total; triglycerides; HDL cholesterol; VLDL cholesterol cal; LDL cholesterol calc; T. Chol/HDL ratio; estimated CHD risk.

Type/RH - ABO grouping & Rh factor typing

WBC/Diff - White blood cell count with differential

ZPP-Lead, Protoporphyrin - Blood lead, free erythrocyte protoporphyrin (FEP) and zinc protoporphyrin (ZPP)

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Medical Service charges are recorded under two categories: Category I - Base Operations Account; Category II - Customer Reimbursable Account requested under a Stennis Work Request (SWR).

Category I Clinic Visits – Base Occupational and Non-Occupational Visits

Level 1 - Only Medical Record Release (Administrative - Give or send). Includes medical records personnel support time.

Level 2 - A clinical visit involving an illness/injury requiring the services of a medical records person, registered nurse, and/or technician.

Level 3 - A clinical visit involving an illness/injury requiring medical records personnel, registered nurse, and/or technician, and a physician.

Category II – Stennis Work Request Account - Occupational Visits

Level 1 – Only Medical Record/Supplementary Medical Jacket (SMJ) Contains labor and material.

Level 2 - Check-In, Check-Out. Contains labor because there can be instances when there may also be no Medical Record/SMJ involved.

- Medical Record/SMJ combined with an immunization and/or medication (material charge).

- If a handwritten Rx - Physician must see patient and write it.

- If medication/Rx dispensed to a traveler or for illness to help employee stay on the job, an RN or Physician must write it.

- During a physical exam (Part II), if also given a shot/Rx or both. The Physical Exam is charged at time of Part I. The Medical Record/SMJ contains labor & material (No separate/ additional visit charge).

- The requestor does not incur a visit charge with Part II of the physical exam. Any Rx and Shot contain a material charge. The physician and/or registered nurse time is reflected in the visit charge.

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<b>8.3</b>	<b>PLANS REPORTS AND SUBMITTALS</b>			
8.3.1	Medical Data Report (DR 8-SA01))	Provide Occupational Health Services transaction and cost data on quarterly basis.	4 Annually	Complete, accurate and timely information
8.3.2	Occupational Health Program Cost Report (DR 8-MF01)	Provide a breakdown of cost expenditures related to the SSC Occupational Health Services (Medicine) and Environmental Health Program.	1 Annually	Complete, accurate and timely information
8.3.3	Bloodborne Pathogens Exposure Control Plan (DR 8-RA01)	Provide a bloodborne pathogens exposure plan of sufficient detail to comply with 29CFR 1910.1030.	Updated as required.	Complete, accurate and timely information.
8.3.4	Occupational Health International Travel Services Report (DR 8-SA02)	Provide a breakdown of medical services provided to various categories of personnel performing international travel.	1 Annually	Complete, accurate and timely information
8.3.5	Federal Employee Assistance Programs Annual Report (DR 8-SA04)	Provide Employee Assistance Program data as required by OPM Form 1210.	1 Annually	Complete, accurate and timely information
8.3.6	Wellness/Fitness Center Status Report (DR 8-SA03)	Provide statistical and cost data of sufficient detail to measure the effectiveness of the program.	12 Annually	Complete, accurate and timely information
8.3.7	Medical Services Pricing Manual (DR 8-MF02)	Provide a medical services pricing manual for services offered	1 Annually	Complete accurate and timely information
<b>8.4</b>	<b>OCCUPATIONAL HEALTH SERVICES PROGRAM (excluding EAP and Wellness/Fitness Center)</b>	Operate the OHS clinic and provide services in accordance with paragraph 8.2.		Compliance with paragraph 8.2
8.4.1	Category I Occupational Illness/Injury	Program must be designed to satisfy all obligations under the provisions of the Mississippi Workmen’s Compensation Law and/or the Office of Worker’s Compensation Programs, US Dept. of Labor (DOL).	Level 1 - 12 Level 2 – 328 Level 3 – 512	Completes all reporting requirements and compliance with law and regulation

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			(See Tech Library)	
8.4.1.1	Category I Non-Occupational Illness/Injury	Medical care will be provided to prevent loss of life, limb or to relieve suffering until the patient can be placed under the care of a personal physician. Operate in accordance with paragraph 8.2.	Level 1 – 224 Level 2 – 2621 Level 3 – 1151	Satisfactory completion of paragraph 8.2 requirements based on customer complaints
8.4.2	Category II Occupational Illness/Injury SWR Order	Program must be designed to support program and resident agency documents	Level 1 – 457 Level 2 – 1,141  (See Tech Library)	Completes all reporting requirements and compliance with law and regulation
8.4.3	Immunizations	See paragraph 8.2.2.3	2356 (Included in 8.4.1, 8.4.1.1 and 8.4.2 workload statistics)	Satisfactory completion of paragraph 8.2 requirements based on customer complaints
8.4.4	Health Exams	The program shall provide for authorized physical exams.	2378 (Included in 8.4.1, 8.4.1.1 and 8.4.2 workload data statistics)	Satisfactory completion of paragraph 8.2 requirements based on customer complaints
8.4.5	Drug Program Testing	See paragraph 8.2.3	4 tests	Satisfactory completion of paragraph 8.2 requirements based on customer complaints
<b>8.5</b>	<b>EMPLOYEE ASSISTANCE PROGRAM (EAP)</b>	See paragraph 8.2.10. Operate the EAP Program.	70 visits	Satisfactory completion of paragraph 8.2 requirements based on customer complaints
8.5.1	EAP Training	The program shall provide for education and training to promote personal hygiene and health maintenance using personal conferences, pamphlets, and posters. See paragraph 8.2.10.	24 sessions 360 attendees	Satisfactory completion of paragraph 8.2 requirements based on customer complaints

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<b>8.6</b>	<b>WELLNESS/FITNESS CENTER PROGRAM</b>	<p>The contractor shall operate and maintain the SSC Wellness/Fitness Facility and equipment and provide a comprehensive wellness program.</p> <p>The Wellness/Fitness Center Program shall consist of lifestyle appraisals, fitness assessments, orientations, aerobics instruction, smoking cessation classes, and wellness/fitness education and facilitation. The contractor shall publish a monthly schedule of planned events for customer use.</p> <p>Fees: Maximum Initial Assessment Orientation Fee is \$25.00</p> <p>Maximum monthly Membership Fee is \$15.00</p> <p>Membership fees shall be approved by the Contracting Officer.</p> <p>The Wellness/Fitness Center Program shall survey its membership quarterly to determine the quality of the Wellness/Fitness Center Program. The results shall be made available for Contracting Officer review upon request.</p>	Average 430 members	<p>Satisfactory completion of paragraph 8.2 requirements based on customer complaints</p> <p>Maintain a minimum membership base of 11 percent of the SSC on-board population.</p> <p>Maintain 90 percent of the exercise equipment in operating condition at all times</p> <p>The contractor shall maintain a 90 percent customer satisfaction level based on survey results.</p>