

Medical Readiness and Response



CHS

Comprehensive
Health Services



As a result of world events and natural disasters, CHS has proven it can deploy people, equipment and supplies to multiple locations and perform quality medical services.

The following examples specifically demonstrate CHS capabilities to perform medical services.

Katrina Response

- A nurse was deployed from September 2 - 20, 2005 to Baton Rouge in support of a major news organization. CHS provided environmental health/public health information, minor medical treatment and monitoring, and immunizations for this client. CHS was praised for our response and the nurse's support.
- A major government contractor was tasked by the Army Corps of Engineers (via FEMA) to provide Power and Ice Team support during hurricane recovery actions in the New Orleans area as a result of Hurricane Katrina. CHS received the green light at 10:30 pm on Friday, September 2, 2005; packed and deployed on Saturday; met with mobile immunization team members in Mobile, AL; and deployed from there on Sunday. CHS started immunizations on Monday and completed them on Friday. The mobile immunization teams completed 328 immunizations at eight sites, in four states. The contractor called the efforts of the Mobile Immunization Teams "awesome".
- CHS sent two doctors and two nurses to NASA's Stennis Space Center on September 3, 2005 mobilizing within 48 hours of notification. This team provided medical support and immunizations to displaced employees, their families, and contractors.

Katrina/Rita FEMA Shelter Support

A major services contractor tasked CHS with providing extensive 24/7 medical support services for Hurricanes Katrina and Rita evacuees who were being housed in multiple shelters in San Antonio, TX. CHS was notified to proceed on October 7, 2005 and sent an Assessment/Transition Manager to San Antonio on October 8 to perform an initial assessment. CHS' mandate from FEMA and the contractor was to maintain the same level of services that already existed in the shelter while minimizing cost. CHS set four goals for this project: (1) meet all contract requirements, (2) exceed the client's and guests' expectations, (3) maximize the use of local, small businesses, (4) and minimize costs, where possible. On October 17, CHS assumed medical operations and ambulance service at all shelters. CHS provided the following services:

- Medical Services for Shelter General Population: Initial evaluation to determine needs, over-the-counter medications, appointment scheduling with community services, storage and administration of prescription medication
- Medical Services for the Special Needs Shelter Population: Intake evaluation by a physician, dosage monitoring and adjustment by a physician, over-the-counter medications, assistance with activities of daily living, appointment scheduling with community health services
- Emergent and Non-Emergent Medical Transport Services: Onsite Advanced Cardiac Life Support (ACLS) ambulance, onsite Advance Life Support (ALS), onsite Americans with Disabilities Act (ADA) compliant van
- Pharmacy Services: Prescriptions filled free of charge, prescriptions delivered to shelters

- Occupational Health, Industrial Hygiene and Safety Services: Site Health and Safety Officer, site hazard evaluation and surveillance, project specific training for employees and visitors, health and safety inspections of work activities, hazard communications program, established emergency response plan.

- Case Work Services: Face-to-face needs assessment individualized plan of action, periodic reassessment
- Mental Health Services

CHS was recognized by the State of Texas State House of Representatives on Nov. 11, 2005 for "the superb support provided during relief operations." CHS was cited for "...dedication, compassion and unswerving commitment..."

Numerous significant accomplishments attest to our performance during the shelter effort.

- CHS **significantly increased** the quality of medical services and casework services provided to shelter guests, especially in the area of continuity of care.
- There were **no infectious disease outbreaks** despite high density of guests and less than optimal facilities. CHS had no first aid or vehicle accident during this project.
- CHS **increased the pharmacy** service at a significantly lower cost compared to the original vendor by finding a vendor that supplied medications at Medicaid/Medicare prices; had the ability to bill Medicaid/Medicare for residents from Louisiana, Mississippi, and Texas; and provided free delivery to shelter medical stations.
- We **fully integrated** the CHS Occupational/Industrial Health and Safety Officer with the contractor's Safety Section, ensuring complete synergy between CHS and the contractor's safety programs.
- We experienced multiple **case management success** stories from the special needs population. For example, one guest with a developmental disability slipped through the cracks in general population for months and was scheduled to be moved from the shelter into an apartment in which he was not capable of managing independently. The move was stopped and he was moved into the Special Needs area until he could be placed with a group home that could provide him with shelter and assistance.
- CHS **safely evacuated** all special needs guests and maintained 100% accountability during a bomb threat.



Longview, Texas Occupational Health Services:

A large environmental remediation company contacted us on August 2, 2006 seeking assistance at a jobsite in Longview, TX. They asked if we could conduct medical exams for 130 workers, and they needed it done that weekend of August 5 and 6. The medical examinations included medical history, vitals, physical examinations, spirometry, laboratory testing (blood/urine) and analyses, and medical certification for use of respirators.

CHS shipped the medical equipment and supplies to Longview from our warehouse in Port Canaveral, Florida on August 3. Our mobile examination team consisted of two physician assistants, a nurse, and a laboratory technician (each with over 20 years of experience), mobilizing from four locations. The team arrived on August 4, met that evening to discuss the client requirements, reviewed the Medical Concept of Operations, and checked the equipment/supplies.

The company's medical support team (on call during the project) included a supervising physician with over 40 years experience, board certified in internal medicine, emergency medicine and occupational health; a medical deployment expert with over 20 years of military medical experience in occupational health and mobile medical operations; and one logistician, also with over 20 years of medical deployment experience, and medical administration.

The team successfully completed 130 extensive medical examinations on Saturday and Sunday, working 12 to 16 hours each day. On Sunday and Monday, laboratory samples were collected and then transported by courier to one of CHS' national laboratory partners. The team packed and shipped equipment, supplies and examination records back to Cape Canaveral, Florida on Monday. The CHS reviewing physician reviewed examination findings, completed lab work, and medical history and determined if these workers were medically qualified for work in a hazardous environment.

Summary

As you can see from the examples, CHS has clearly demonstrated the capability to respond quickly, meet the challenges and successfully deliver quality medical services for our clients.



For more information on
CHS Medical Readiness Teams,
please call 1-800-761-6333 or
visit www.chsmedical.com

About CHS

Founded in 1975, Comprehensive Health Services, Inc. (CHS) is a leader in the management of nationwide workforce health programs. We offer major corporations and government agencies flexible, customized employee health services, from pre-placement and fitness-for-duty exams to workers' compensation, disability and case management, medical surveillance, and wellness and health promotion programs.

CHS is the only major firm with a broad, three-fold service delivery capability—worksite health programs, an extensive national network of health care providers, and medical readiness teams. This approach enables us to build the most flexible and ideal workforce health programs to fit the special needs of each client's workforce demographics, health risks, and productivity goals. *Our services are available individually, in clusters, or as a single, comprehensive and seamless employee health program.*

- Onsite Health Centers
- Medical Exams
- Wellness and Health Promotion
- Absence Management
- Environmental Health and Safety

We partner with our customers to understand their businesses and build customized solutions that put employees first. CHS' proactive, comprehensive approach—refined by best practices built on decades of experience—helps customers maintain a healthier, more stable and productive workforce.



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For more information visit www.chsmedical.com