

Ergo/Medical Process Question

Dear NETS Members,

January 25, 2010

Wilton Carr of AstraZeneca asked how NETS members manage the ergo/medical process.

Responses are provided below. Please note I withheld the names of suppliers.

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Let me know if you would like to speak to any of the respondents and I will make the arrangements.

As in prior summaries, I have made an effort to omit company names.

However, I think it's sensible to alter the process in future question/issue summaries. Thus, I plan to do the following:

- **Include the company and responder's name by each response**
- **But substitute that with a numerical designation for those who wish to remain anonymous**

Therefore, please let me know if you wish to remain anonymous on a question/issue case-by-case basis.

Please contact me if you have any questions or suggestions.

Jack Hanley

NETS

Executive Director

jhanley@trafficsafety.org

Ergo/Medical Process Question

Question

From: Carr, Wilton [mailto:Wilton.Carr@astrazeneca.com]

Sent: Thursday, January 14, 2010 12:57 PM

To: Jack Hanley

Subject: Ergo Medical Process

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Hi Jack:

I would like to pose the following questions to our group soliciting feedback on how everyone manages the Ergo/Medical process for their drivers.

See the attached document and feel free to contact me with any questions. Please limit your response to light vehicles only.

Regards,
Wilton

Wilton Carr

US Sales, Safety and Health Manager

AstraZeneca

Comm Ops - Commercial Services

FOP1-634, 1800 Concord Pike, Wilmington, DE, 19850

Direct Tel: 302-885-4603/Fax 302-886-5155

wilton.carr@astrazeneca.com

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Responses

1. We do not conduct regular Ergo medical evaluations; however, if a driver reports an issue we channel it through our internal Senior Medical Director. Our 2010 selector comprises Chevrolet Malibu, Chevrolet Impala, Subaru Legacy, and Dodge Caravan. The Caravan and Impala are used as our medical choices. There are times when additional equipment is prescribed, such as pedal extenders or seat cushions. I do not have metrics on this.

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- 2.

Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	Only on a limited basis, by request. We developed a generic evaluation using an external resource. We rely on employee health care provider to provide specific needs/requirements
If outsourced, who do you use?	N/A
Do you have a specific list of vehicles identified as ergo vehicles?	Yes, one primary vehicle
How many cases would you estimate having in any given year?	5%, or roughly 300 vehicles.
Who or what department is responsible for the ergo process in your organization?	For the field, the Health Services group evaluates special needs based upon the information provided by the individual employee health care provider. General fleet ergonomic issues are addressed by a multidisciplinary team during the vehicle selection process
What cars are you offering on your current selector and what is your fleet size?	Primary selectors are the Ford Fusion, Chevy Malibu and the Subaru Legacy. Medical exception vehicle is typically the Subaru Forester.
Provide a brief description of your ergo process.	See 5 above

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	Field ergo evaluations for drivers are done occasionally when it is deemed necessary by employee health services for medical reasons. This is done by an outsourced company called _____. Usually drivers with ergo complaints are guided by telephone call with the safety staff.
If outsourced, who do you use?	
Do you have a specific list of vehicles identified as ergo vehicles?	Yes.
How many cases would you estimate having in any given year?	3 field ergo evaluations for drivers were performed last year. We may have more this year, maybe 12 - 15.
Who or what department is responsible for the ergo process in your organization?	The process is managed by a team consisting of employee health services, fleet, and safety.
What cars are you offering on your current selector and what is your fleet size?	Fusion, Malibu, and Forrester is standard selector. Ergo vehicles include Forrester and Caravan.
Provide a brief description of your ergo process.	If an employee has an ergo/medical condition, the employee contacts fleet or safety or employee health services. The employee's medical records are requested. The safety staff interviews the driver. Ergo recommendations are made. In the most serious cases, the health services/fleet/safety team reviews the case. Pending the team decision, the employee may be moved to a different vehicle.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	We are not currently conducting ergonomic evaluations of our drivers.
If outsourced, who do you use?	NA
Do you have a specific list of vehicles identified as ergo vehicles?	All vehicles have at least six-way power adjusted drivers seat, but there is no specific list of ergonomic vehicles.
How many cases would you estimate having in any given year?	Less than a dozen are actually reported through the system.
Who or what department is responsible for the ergo process in your organization?	The process is shared between Fleet Management, Occupational Health, and the EHS departments.
What cars are you offering on your current selector and what is your fleet size?	2,900 – Volvo S40, Chevrolet Equinox, Subaru Outback, Mazda6, Ford Fusion
Provide a brief description of your ergo process.	An employee with an ergonomic complaint must first contact the Occupational Health Department who authorizes purchase of an aftermarket device if applicable. If ineffective, the next step is to determine if the vehicle can be swapped for a different vehicle within the geographic region, depending on availability. In rare cases there has been authorization for replacement with a new, different vehicle.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	Yes, it is outsourced.
If outsourced, who do you use?	
Do you have a specific list of vehicles identified as ergo vehicles?	
How many cases would you estimate having in any given year?	3 or 4
Who or what department is responsible for the ergo process in your organization?	Fleet Dept.
What cars are you offering on your current selector and what is your fleet size?	Fleet size: 3,000 vehicles – Sales Rep Level - Merc. Mariner, Volvo V50, Nissan Altima, Chev. Malibu, Dodge Journey,
Provide a brief description of your ergo process.	The driver's complaint goes to the manager who refers the driver to the Fleet Dept. The Fleet Dept. contacts HealthSouth and gives them the driver's contact information and a list of available vehicles. Upon completion of the review the Fleet Dept. works with the driver for resolution based on the evaluation results.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	There is no program in place, but is addressed on a case by case basis in house
If outsourced, who do you use?	If there are issues we cannot address, then we usually involve a occ. health doctor
Do you have a specific list of vehicles identified as ergo vehicles?	None specified
How many cases would you estimate having in any given year?	Very Few
Who or what department is responsible for the ergo process in your organization?	Risk Management
What cars are you offering on your current selector and what is your fleet size?	Sedan/Minivan/Truck
Provide a brief description of your ergo process.	If there is an ergo issue, a complete ergonomic assessment is done while monitoring the employees specified tasks. A solution is then formulated from this assessment.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	Yes, done in house but considering an external resource
If outsourced, who do you use?	
Do you have a specific list of vehicles identified as ergo vehicles?	Nothing formal however our Fleet team knows which suits the needs of the majority when they set up their annual selector.
How many cases would you estimate having in any given year?	2 max
Who or what department is responsible for the ergo process in your organization?	Our Fleet group works with Medical. (Global EHS has been involved but trying to get an outsourced option so that Fleet can refer directly).
What cars are you offering on your current selector and what is your fleet size?	41,000 current global fleet. US is 1/3 of this. Ford Taurus Ford Fusion Ford Edge Chevy Impala Nissan Maxima Nissan Altima Subaru Outback
Provide a brief description of your ergo process.	Currently Fleet or Medical is notified of the need. NY Medical coordinates the evals. that, admittedly are not specific to the vehicle to be used. Tends to be more colleague focused evals. This is why we want to outsource so the vehicle and the person are considered during the evaluation.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	No
If outsourced, who do you use?	NA
Do you have a specific list of vehicles identified as ergo vehicles?	No
How many cases would you estimate having in any given year?	Unknown
Who or what department is responsible for the ergo process in your organization?	EHS
What cars are you offering on your current selector and what is your fleet size?	Size – 5000 vehicles; 3000 in Field Service – offering Dodge Caravan or Chevy Equinox as vehicles for Field Engineers and Chevy Impala for Managers
Provide a brief description of your ergo process.	Currently do not have a specific process for ergo related vehicle evaluations. Drivers are encouraged to stop/get out of car if driving > 2 hrs – to help with ergo issues.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	We perform ergo evaluations upon request. We do not perform them for all drivers. The work is outsourced.
If outsourced, who do you use?	
Do you have a specific list of vehicles identified as ergo vehicles?	Yes, we have an "alternative" vehicle if the vehicle that the employee has been assigned is not appropriate.
How many cases would you estimate having in any given year?	In 2009 we had 675.
Who or what department is responsible for the ergo process in your organization?	It is handled jointly by Fleet, HSE and Medical.
What cars are you offering on your current selector and what is your fleet size?	Impala, Milan and Corolla are our standard selector, the Subaru Forester is snow belt, and the Forester with a 10 way power seat is the "ergo alternative" We have about 7,250 vehicles in our fleet, all Pharma sales reps, most in sedans.
Provide a brief description of your ergo process.	Employee request or a Workers comp case is identified. Employee calls 800 number at Work Strategies, Schedules visit with local provider. WS performs assessment, sends us and employee report. If alternative vehicle is recommended, Fleet provides. If employee does not agree with assessment, reviewed by WS and may perform a second assessment. If problem continues and cannot be resolved, case is sent to Medical and HR to determine if STD or LTD is appropriate.

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	No
If outsourced, who do you use?	
Do you have a specific list of vehicles identified as ergo vehicles?	Yes
How many cases would you estimate having in any given year?	12
Who or what department is responsible for the ergo process in your organization?	EHS, Fleet Services
What cars are you offering on your current selector and what is your fleet size?	Exception vehicles – Ford Taurus. 1600 vehicles
Provide a brief description of your ergo process.	

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Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?

Yes, there is an ergo program for Wyeth field-sales drivers. The review is handled in-house with an MD.

If outsourced, who do you use?

Do you have a specific list of vehicles identified as ergo vehicles?

We do not classify a sub-set of vehicles as ergo. We handle on a case-by-case basis and determine if there is a vehicle in inventory that meets our needs. There usually is.

How many cases would you estimate having in any given year?

We would have a bad year if we managed a dozen cases a year

Who or what department is responsible for the ergo process in your organization?

Employee Health Services (medical)

What cars are you offering on your current selector and what is your fleet size?

Fleet size when last ordered was 3200. Chevy Malibu, Ford Fusion, Jeep Patriot. (4cyls)

Provide a brief description of your ergo process.

A request is made by the sales rep, the sales rep is directed to Employee Relations (ER). ER acts as the liaison between employee and medical, medical provides determination to ER & Fleet. ER notifies employee of determination. Any medical documentation is provided directly from employee to an MD.

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1. Are you currently conducting ergo evaluations on your drivers? If so, is it outsourced or done in-house?	<ul style="list-style-type: none"> - Assessments are done on a request basis - Depending on location and complexity, can be done in-house or externally.
2. If outsourced, who do you use?	<ul style="list-style-type: none"> - Vendors are approved through a review process and must have CCPE (Certified Ergonomist) on staff
3. Do you have a specific list of vehicles identified as ergo vehicles?	<ul style="list-style-type: none"> - No
4. How many cases would you estimate having in any given year?	<ul style="list-style-type: none"> - 2 – 3
5. Who or what department is responsible for the ergo process in your organization?	<ul style="list-style-type: none"> - EHS
6. What cars are you offering on your current selector and what is your fleet size?	<ul style="list-style-type: none"> - Ford Fleet - Focus, Fusion, Escape, Taurus X, F-150, F-250, F-350, Van, Cube, Cab-over - Fleet size UG – 899, SET West – 359, SET US - 1077
7. Provide a brief description of your ergo process.	<ul style="list-style-type: none"> - Managers inquire with the EHS Department regarding employee concern - EHS reviews concern to determine scope - Vendor or in-house specialist completes analysis and submits formal report/recommendations - Fleet Services to act on appropriate recommendations. <p>Currently, a team has been developed to assess the current fleet line up and determine Fit-For-Purpose requirements for new buys. This will include ergonomics review of vehicle design suitability (cab and storage).</p>