



# Your Healthy Workplace

May 2021

## Hands-on Physical Therapy Important

Physicians Quality Care Physical Therapy is a better choice for workers-comp patients who need physical therapy treatment, said Dr. Peter Gardner,

PQC Medical Director. "I feel our PT is better because our physical therapists aggressively pursue hands-on treatment," he said. "That's better for the patient. We're also able to offer all treatment methods with our equipment."

Another important advantage is that not only can he minimize the time between the first patient visit and the first physical therapy visit, he also can get immediate feedback from the



### PQC Physical Therapy

To learn how your company can partner with PQC Physical Therapy, contact OCCMed Director Jennifer Carmack at 731-784-8400 or [jennifer@physiciansqualitycare.com](mailto:jennifer@physiciansqualitycare.com)

physical therapist about treatment, he said. "We can then make immediate adjustments to their therapy, if needed."

Of the 200 and more workers-comp patients treated each week at Physicians Quality Care OCCMed, about 20 to 25 percent will need physical therapy, he said.

Many of those patients are referred to other physical therapy clinics because of contracts between employers and providers. It's not unusual, he said, for an outside physical therapy clinic to take weeks before they get back to him about how treatment is progressing.

"This results in a gap in care when continuity of care is very important," Dr. Gardner said. "The patient will recover faster; the employer will see him back on the job faster."

### Active shooter education

The recent increase in active shooter events across the country is a reminder that supervisors and workers should know how to respond if they encounter someone threatening them with a weapon.

Physicians Quality Care OCCMed offers active shooter seminars to train employees in what to do in those critical minutes after someone with a weapon enters the workplace and before law enforcement and medical help arrive.

OCCMed's seminars are taught by Dr. Melanie Hoppers, a board-certified physician who is also certified in tactical medicine, and Lt. Chip Holland, a 30-year law enforcement veteran and Operational Commander of a Tactical Unit for 20 of those years.

Contact Jennifer Carmack at 731.984.8400 or [jennifer@physiciansqualitycare.com](mailto:jennifer@physiciansqualitycare.com) to learn more.

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# Burnout: A manifestation of chronic workplace stress

“We view burnout as an individual’s issue, but the real problem is that something is out of balance in the workplace,” explains Paula Davis, founder of the Stress and Resilience Institute. “It boils down to too many job demands and too few job resources.”

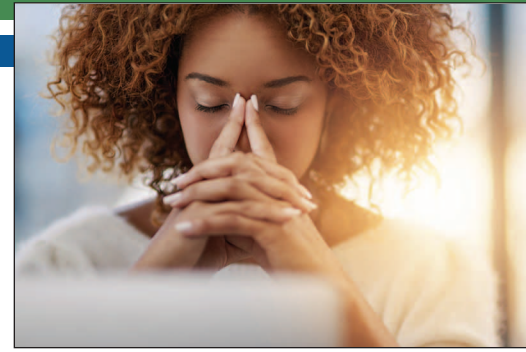
Burnout is a systemic issue that is based on a variety of factors, including how leaders conduct themselves and how people interact within a team, she said. “Of course, organizations are also under stress from a variety of sources, which include regulations, financial and market conditions. So, the goal is to have a holistic approach to viewing an organization

and its interactions and then alleviating burnout.

Davis’ research has found three main causes of burnout ...

■ **High Workload:** This is the most common problem; people have too many responsibilities and not enough resources. And they are told that there are no resources to hire more people. While this is a complicated issue, an organization has to understand and address this in a manner that provides some relief.

■ **Lack of Recognition:** While each generation desires different levels of recognition all need some form of recognition.



■ **Lack of Support:** Psychological safety is often the foundation of both resilience and high performance. “The essence of this concept is that a level of trust must be established in a team so that employees feel that they can share information and innovative ideas, in a space where respect is the cornerstone,” she said.

Source: EHS Today



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## Consider indirect costs of a work-related injury

One reason that safety initiatives can struggle to achieve sufficient support is that organizations don’t always consider the indirect costs after a work-related injury.

Some costs associated with an injury are apparent and easy to assign to a specific incident. Other costs are embedded within larger issues.

The direct costs of an injury can include medical treatment costs for an injured worker, wages for time lost by the worker, disability settlements and case management expenses.

### Now consider possible indirect costs ...

■ **Training costs.** When other people are needed to do an injured person’s job, it may require time from both a trainer and the new person assigned to the task.

■ **Hiring costs.** Even if a person leaves your workforce temporarily, you may need to hire.

■ **Lost productivity.** Productivity is nearly always effected after an injury.

■ **Equipment damage.**

■ **Overtime.** When other people assume an injured workers responsibilities, it may require paying overtime.

■ **Machine downtime.** The machine may have been damaged during the incident or may be down until the incident is investigated.

■ **Legal fees.**

■ **Investigation and documentation.** Every incident, no matter how minor, should be investigated and properly investigated.

■ **Product delays.** A disruption in the production process can affect revenue. The total business cost of product delays can be far greater than the actual production loss.

Source: EHS Humantech Ergonomic Solutions

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