

# FedStrive Expansion FAQs

Look for answers to your questions about FedStrive, its expanded new role in the lives of Federal workers, and your part in it all.

## 1. What is FedStrive?

FedStrive is FOH's brand name for a family of integrated health, wellness and work-life programs. But FedStrive is more than just a logo or brand; it represents how we do business. It embodies FOH's philosophy on the effective delivery of integrated occupational health and wellness services and the experience we want end-user clients to have.

For FOH Staff, FedStrive is a client-centered approach that provides services and referrals proactively, so the end-users are able to maximize benefits of available services that can empower them to improve their health and well-being.

## 2. Who is providing FedStrive?

YOU are going to deliver FedStrive! Integration means that you are aware not only of what services your specific division provides, but are also able to link to other FOH services as well as external resources when available, identify who provides them, and how to connect with them.

## 3. Why is this different than what is already in place?

Many staff members already coordinate with other FOH services where they are available, such as Wellness/Fitness, EAP and Clinical, but this is highly dependent on the relationship of individuals at the sites. What the transition to FedStrive will do is institutionalize the process to ensure that assessment and referrals are made and documented on a consistent basis. In addition to proactive coordination and integration, FedStrive Advantage will offer specific enhancements to the current package of services, such as better promotion of services, a shorter, streamlined HRA to improve participation, as well as an agency-specific Return on Investment Report.

## 4. What makes the FedStrive branding so special?

FedStrive is more than a brand; it is how we deliver our business and it defines the experience we want our end-user clients to expect. FedStrive provides new enhancements to existing programs and aligns our services with industry best practices such as the National Committee on Quality Assurance (NCQA) and assures customers of both quality and value. This provides FOH with a significant advantage among competitors. We want customers to identify FedStrive as the premier solution to meet their needs by delivering services in a way that they have not experienced before. This will become

the expectation when agencies seek our services and the reason they request additional offerings – because the FedStrive brand experience is unique.

## 5. What is the difference between FedStrive and FedStrive Advantage?

FedStrive describes the general integration of all FOH health and wellness services and is the brand of a family of integrated health and wellness programs. FedStrive is the term that will be used with all end-user clients, regardless of which program model their agency uses. FedStrive Advantage is an FOH-internal term that specifically refers to the package formerly known as Basic Occupational Health Care Services (BOHCS).

## 6. Why is FOH transitioning from BOHCS to FedStrive Advantage?

FedStrive Advantage is part of our continuous commitment to improve the quality and value of services. Our customer agencies are facing growing budgetary constraints at the same time that FOH is competing for business with a number of less expensive providers. To remain competitive, we must demonstrate our ability to improve health outcomes, to reduce costs, and to boost end-user client productivity through proactive, integrated services.

## 7. What is the timetable to implement FedStrive Advantage?

By October 1, 2012, all agency customers and POCs currently utilizing BOHCS will be notified about the transition to FedStrive Advantage. The delivery of service enhancements to clients under this transition will be phased in over the calendar year beginning January 1, 2013.

## 8. Why has the tuberculosis (TB) screening been removed from the FedStrive Advantage Services package?

The CDC no longer recommends TB screening in low-risk populations. In keeping with their findings as well as U. S. Preventive Task Force recommendations, FOH has removed TB screening from this service package. However, TB screenings are still recommended for populations at high risk. It is therefore appropriate to provide TB testing to agencies under a fee-for-service option



if their employees face work-related or potential work exposures. The testing should be provided according to their exposure/medical surveillance work orders with Federal Occupational Health.

#### **9. Why bother with FedStrive if it is not going to bring in any additional money for FOH?**

The move to FedStrive will help FOH remain competitive. As a non-appropriated Federal agency, we must remain responsive to agency needs and market trends. Our customers are facing growing budgetary constraints, while FOH is competing with a number of less-expensive private-sector providers. As a premier provider of integrated health and wellness services, we must demonstrate that we deliver meaningful and quantifiable value to our customer agencies. By demonstrating our ability to improve health outcomes, reduce costs for the customer, and increase employee performance, FOH will enhance its competitive position and broaden its appeal throughout the Federal government.

#### **10. What will this mean for me?**

This means you will need to know and regularly meet with the other FOH service providers (where available) to learn what they do. It means collaborating as a team and building on each team member's individual expertise to integrate and align your services with each other for seamless service delivery. It will call for the active promotion on a regular basis of all the appropriate FOH services available to the client. It will also mean having a better understanding of outside resources to which we refer clients.

#### **11. Will this change how I market the services I provide?**

Yes, for those who previously performed BOHCS services. For example, if you are a Nurse Coordinator and would normally advertise a hypertension class, now you will now market a FedStrive hypertension class. The same applies for EAP, Work/Life and Fitness and Environmental Health, if they are co-located. FedStrive branded marketing templates are available in the FedStrive training toolkit.

#### **12. How will I market my activities and keep them on brand?**

The FOH Center for Health Communications (CHC) has created a robust set of FedStrive templates that have made the job easy for you! Simply access the templates in the FedStrive training toolkit and plug in your specific activity information!

#### **13. Who is responsible for leading this effort locally?**

It is each person's responsibility to contribute to the success of FedStrive. However, we recommend that each site select a lead to set up a regularly scheduled FedStrive Team meeting. This responsibility can be rotated, to give each program area an opportunity to lead and highlight their respective services.

#### **14. What is the purpose of the staff meeting on a regular basis for FedStrive?**

The first step in successfully integrating our services is to thoroughly understand the full portfolio of services that FOH offers to your customer agency at your location. To do this, staff must engage and coordinate with the other FOH service providers who work at your site. Routine meetings among the nurses, EAP counselor, fitness staff and environmental health consultants serving your location allows each of you to share the scope and nature of your work with each other, coordinate delivery, share observations, evaluate trend data, and execute event planning. This knowledge will help you connect end-user clients with the full range of FOH services that are available to meet their particular needs or address their health risks.

#### **15. How will FedStrive impact STM?**

There will be no immediate change (and perhaps no change at all, ultimately) in how STM is used in relationship to FedStrive. Continue to use STM in the manner in which you have already been using it.

#### **16. How do I know what services to provide my clients?**

The services you provide your end-user clients will be listed on your STM Work Order. This is standard practice and does not change with the inception of the FedStrive program.

#### **17. Will my site be given additional resources because we are now FedStrive?**

You will be provided with a FedStrive training tool kit, instructions, and training that will assist and guide you in establishing FedStrive integration at your site. Additional marketing materials - similar to the monthly health observance toolkits you have already received from FOH - will also be included.

#### **18. How does the FedStrive program at my location differ from FedStrive in DC?**

FedStrive benefits at your site will correspond to the current service package that each agency has purchased (e.g. FedStrive Premium, FedStrive Advantage, etc.). While FedStrive Premium is provided in the DC HHS Headquarters Complex, most sites will provide FedStrive Advantage, which has replaced the BOHCS package of services. This may mean that you will see no change in the total services that you personally provide; however, an integrated approach may change the way that you help FOH provide overall services. For example, when you are providing clinical services and you recognize a health risk



that could be reduced through utilization of the fitness center or an EAP program, you will make a referral to those services, as appropriate, and document the referral.

### 19. **What if the agencies at my site don't want FedStrive?**

FedStrive is an FOH product. Agencies do not have the option to name FOH products unless mutually agreed upon. This type of request should be brought to the attention of the FOH Clinical Service Manager to be negotiated at a management level.

### 20. **How close should our relationship be to other FOH entities in the building?**

The integration of FOH programs and services means that FOH staff at each location will work very closely with one other. It is critical that they understand exactly what all FOH providers offer at their location.

As we move forward with integration, all local FOH staff will be meeting on a regular basis to become aware of what other FOH program components (Environmental Health, Clinical, Fitness, EAP and Work/Life) are provided at their location. This will allow all FOH staff to have basic working knowledge about other programs outside of their discipline so they can better serve our end-user clients.

### 21. **Will I have to fulfill all of the FOH agreements at my location?**

Your fulfillment responsibilities will not change, and no one will be required to act outside of their position description or scope of practice. The goal is to empower each staff with the information about our services so that they may refer end-user clients to other services that can help them.

### 22. **What if I provide the only FOH services at my location?**

Integration goes beyond just FOH services. Effort should be made to integrate with any other providers at your location (e.g. non-FOH fitness center, non-FOH EAP). The establishment of a wellness committee is an important step toward this type of integration.

### 23. **What do I tell my agency POCs when they ask me about FedStrive?**

You should become familiar with the talking points that precede these FAQs.

This is an excellent opportunity to showcase the services that the agency already receives, but has been underutilizing, such as the Health Risk Appraisal (HRA). One of the benefits of the brand is the opportunity to explain to the agency POCs and clients the services that they are eligible to receive (health/fitness/work/life/EH) and that FedStrive will help them work together seamlessly.

### 24. **What if I receive questions from agency POCs or end-user clients at my site that I cannot answer?**

If at any time you do not feel confident about how to answer a question about the FedStrive program, have the agency POC contact their respective FOH Clinical Services Manager/ Program Point of Contact listed on their agreement.

### 25. **What if I have additional questions about FedStrive?**

First, search for the answer to your question in this Frequently Asked Questions document as well as the Talking Points document located in the FedStrive training toolkit. If you do not find the answer to your question at that point, contact your immediate supervisor for more information about FedStrive.



**Fedstrive**  
U.S. DEPARTMENT OF HEALTH  
AND HUMAN SERVICES