



Winter 2012, Issue 7

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Executive Corner

Message from the PSC Director

Happy Holidays and welcome to the Winter 2012 issue of PSC *Service Matters*! We marked Fiscal Year (FY) 2012 with some organizational changes and steady growth in the varied services we provide to support your programs. Here are some highlights:

We managed large sums of money for federal agencies

- Disbursed over \$380 billion of grant payments across HHS and other federal agencies.
- Processed more than \$9.7 billion in salaries and wages.
- Collected over \$2.8 billion in governmental receivables.
- Handled 183,000 invoices for approximately \$6.9 billion.
- Managed more than 56,900 travel documents for payments totaling \$28 million.

We saved the government money

- Delivered on our **SMART** commitment to reduce operating costs by \$32 million (8.2 percent).
- Returned a total of \$32 million in undeliverable obligations back to our customers to use for other mission-critical needs.
- Saved our customers \$23 million by using contract competition and negotiation strategies.
- Reviewed almost 3,000 grantee cases, thereby recovering \$64.8 million in cash refunds and avoiding costs of more than \$1.4 billion.

We enhanced and protected the health and wellness of federal employees

- Performed over 67,600 Health Risk Appraisals nationally (exceeding our goal by 40 percent), encouraging more employees to take the steps to adopt a healthier lifestyle.
- Delivered almost 211,000 immunizations to federal employees, resulting in a 10-percent increase from FY 2011. Thus, more workers are protected from flu, tetanus and pneumonia.

We continue to strive toward greening the government

- Received recognition for three of the Department's Green Awards: Energy & Fleet Management Award, Water Use Efficiency and Management Award, and Change Agents Award.

All these accomplishments add up to the increased value we give to our customers. In fact, customer relations mean a lot to us, so we've been doing more comprehensive customer outreach, such as webinars, conference calls, and customer workgroup meetings. The result has been a strong focus on improving customer service. And, as always, I welcome your feedback.

Thank you for your continued support, and I wish you a wonderful holiday season and joyful New Year!

Cordially,
Paul S. Bartley

Feature

Federal employee's life saved thanks to HRA and AED

A heart attack victim's life was saved recently, and his future looks bright, thanks to a [Health Risk Appraisal \(HRA\)](#) and an [Automated External Defibrillator \(AED\)](#). Federal Occupational Health is a leader in providing both services.

A federal employee shared his story, as he benefited directly from the HRA and AED. As a result of an HRA and physical activity he was encouraged to do, he began walking. He lost 30 pounds and has continued walking. He travels three weeks a month to the same location and hotel. He walked into the hotel health club to use the treadmills. He had barely started when he experienced sudden cardiac arrest. The only other people in the health club at that time (5:45 a.m.) happened to be three persons, attending a conference at the hotel, who had been trained in CPR. One had previously worked as a volunteer paramedic. They rushed to help administering CPR and using the AED with which the hotel was equipped. The AED was used three times before his heart started to fire on its own. He awoke the next day in the hospital. Because of the quick actions of the paramedics, and the AED, there was no damage to his heart or mind. A heart catheterization revealed a 95-percent blockage in one artery. But, thanks to the walking program, his heart had built blood vessels around the blockage. All the pieces came together and allowed him to survive. He had a pacemaker/defibrillator implanted. No additional surgeries are planned, so he is cleared to basically resume anything he was doing before. "I feel fine," he said.

FOH establishes AED programs for all kinds of federal government agencies around the nation and world. The FOH AED program integrates life-saving equipment and training into a comprehensive program that ensures the highest level of responder preparedness. In FY 2012, FOH provided oversight and management of 3,300 AEDs in approximately 1,325 locations around the world, and responded to eight cardiac arrests using AEDs and CPR. The result was four saved lives, a Field Save Rate for AED of 50 percent, far exceeding the less than 5-percent rate when no AED is used. More than 300,000 Americans die of sudden cardiac arrest every year, and many such deaths occur in the workplace. Immediate use of an AED could save up to 50 percent of these lives.

FOH also provides HRAs. HRAs can help you become an active participant in your health by identifying and preventing potential health risks and beginning to live a lifestyle of enhanced wellness. The completed HRA also offers tips on what actions you can take to improve your health. By examining your health-related behavior and health history, your HRA can help you take control of your health. Another great thing about the HRA is that it can pull aggregate data and get an inside look at a population. FOH performed more than 67,600 HRAs nationally (exceeding our goal by 40 percent), encouraging more employees to take the steps to adopt a healthier lifestyle.

In a brief visit with the FOH nurse at your worksite health unit, you can get a Cardiac Risk Profile (CRP). The CRP gives you information about some of the factors that can put you at risk for heart disease — like high blood pressure and elevated blood levels of cholesterol, triglycerides, and glucose (blood sugar). FOH's "Have a Heart-to-Heart Talk with Your Nurse" campaign encourages people to take stock of their health and take steps to improve it. Along with useful tips and links to helpful resources, the "Heart-to-Heart" website offers a poll about knowing your numbers and the HRA. For the full online experience, click [here](#).

Finally, FOH offers the [Employee Assistance Program \(EAP\)](#) to help employees and managers develop the skills and confidence needed to deal with challenges and opportunities at work and in life. With the help of EAP, employees learn how to manage issues such as stress, relationship concerns, grief, addictions, financial distress, or health problems. The EAP promotes emotional wellness and helps federal agencies build a healthy and productive employee workforce.

With a new lease on life, what would this employee advise? "Keep your physical activity up, get your annual and periodic tests performed, and take care of yourselves," he said. "We all want a long life ... and first to the finish line does not win any prize." Learn how your agency can benefit from FOH services at <http://www.foh.hhs.gov> or <http://www.psc.gov/occupational-health.html> or call 1-800-457-9808.

Service in the Spotlight

Retooled: Team makes invoice processing easier

The PSC Billing Operations Team has enhanced the customer experience to ensure a transparent, accessible, and timely billing process. They strive to best serve customers.

“We ensure that all service providers are able to bill in a timely manner and follow up with them if any issues arise,” said Supervisor Karen Slater. “As a result, customers are able to easily access their bills from PSC, OS and OHR Cost Centers in a timely, efficient manner.”

The team supports customers receiving services and the service providers. The team includes Slater, Dan Agee and Mick Johnson, intern Moriya Caines, and some contractors. “We have an extraordinary team who work well together,” said Slater. “We value our customer base, and our goal is to provide courteous, concise and timely resolutions for any customer concerns.”



The PSC Billing Operations team, from left, Dan Agee, Mick Johnson and Karen Slater.

They provide an array of services to customers across HHS and 31 other federal agencies, and to service providers within PSC, OS and OHR. Services include resolutions to billing disputes, technical support, training opportunities and materials, and detailed reporting and analysis.

The team utilizes a billing system application — the PSC Revenue, Invoicing and Cost Estimation System (PRICES) — as the tool for the Service and Supply Fund to bill its customers. A Web-based portal, the [Online Viewer](#), is available to customers to receive, review and dispute, if necessary, their monthly invoices. The benefits of their services include efficient costing, invoicing and reporting tools and processes available to service providers and their customers, paired with invaluable customer service. On a daily basis, their main partners are the service providers. There are nine service provider feeder systems and 45 manual billers that submit, on average, 9,500 invoices into PRICES every month. The team also acts as a liaison between the service provider and customer.

Through the team’s actions, customers can easily access their bills to initiate collections in a timely manner. With the tools available to customers, complicated billing issues developing later in the fiscal year are avoided. The team recommends that customers log into PRICES prior to the 3rd business day each month to check their invoices and ensure the invoices are correct. If a discrepancy is noticed, a dispute should be initiated in the PRICES Online Viewer. Training is available for customers to learn more about the PRICES Online Viewer and the dispute resolution process.

The team has made great strides to improve the customer experience for users of both PRICES and the Online Viewer. For instance, it’s much easier for a customer to search for an invoice using the Online Viewer. “We listened to our users’ concerns and implemented enhancements which provide for a more detailed invoice,” noted Slater. “We have noticed a 30 percent increase in new user access from last

year. More and more customers are logging in and reviewing their invoices. Customer resolution rates and feedback have improved because of enhancements made to both systems.”

Enhancements in PRICES and the Online Viewer have allowed service providers and customers to perform their jobs more efficiently, which in turn allows them to focus on other duties. Working with the Financial Management Service’s Governmental Accounting Branch, the team designed the improvements and continues to communicate updates to users. “We came up with system enhancements, trained everybody (including through multiple webinars), and partnered really well,” said Slater. In addition, the team migrated to the cloud environment, which has greatly improved system performance. System downtime has been reduced, enabling service providers to bill customers on time.

The PSC Billing Operations Team is looking to offer external customers webinars on how to navigate through the PRICES Online Viewer. Customers should be on the lookout for a message coming from the PRICES@psc.gov mailbox announcing upcoming training sessions. In addition, if you would like to receive individual training for your agency, contact the team at PRICES@psc.gov.

Did You Know?

PSC provides key services in fight against flu

Flu season is here. In the U.S., flu season occurs in the fall and winter. Seasonal flu activity usually peaks in January or February, but it can occur as early as October and as late as May. Did you know that PSC provides key support to the federal government in the fight against the flu?

PSC supports the HHS mission by preventing the spread of illness and keeping federal workers healthy. PSC distributes the vaccine and administers flu shots to hundreds of thousands of federal employees in its health clinics.



For the annual influenza vaccine campaign, PSC usually averages from 600 to 700 next-day refrigerated shipments to customers. From early fall to late winter, PSC ships approximately 300,000 doses of the vaccine to customers worldwide, including over 200,000 doses to PSC clinics. PSC has more than 300 clinics throughout the U.S. In a normal flu season, they administer approximately 200,000 doses of flu vaccine to federal employees.

PSC encourages employees to get your flu shot. Vaccination for the virus is the best protection against getting the flu, according to the Centers for Disease Control and Prevention (CDC). Visit Flu.gov to learn more on how to protect yourself and your family from the flu.

FOH campaign helps you cope with the holidays

The fun, food, and general rushing around associated with the holidays can place a lot of stress on your mind, body, and spirit. Federal Occupational Health is launching a December health campaign that will show how you can let the holidays bring out the best in you, not get the best of you.

The campaign includes an online toolkit that offers helpful information on taking care of the mind, body, and spirit during the hectic season. The site includes information on substitutions to make holiday recipes healthier, tips for connecting better with loved ones, even instructions on how to take a little mental vacation through visualization or meditation. For the full online experience, go to <http://www.FOH.hhs.gov/calendar/December.html>.

The holiday season can be a time of cheer, parties, and family gatherings. However, for many the holidays can also be a time of stress, loneliness and disappointment. Keep in mind that the FOH Employee Assistance Program (EAP) is available to help. To learn more about the EAP, visit the website at www.FOH4You.com or call 1-800-222-0364.

The December campaign is part of a series of monthly campaigns offered by FOH's Center for Health Communications. Each campaign includes easy-to-use promotional materials, like fliers, posters, bulletin board graphics, and even customizable email messages. For the full calendar of observances, visit <http://www.FOH.hhs.gov/calendar>.

The Scoreboard: PSC's Performance

PSC is carefully tracking its performance indicators and feedback from our customers. The key performance indicators are as follows:

- **Customer Satisfaction Target:** 90 percent of customers responding to PSC Comment Cards indicate excellent/good ratings for satisfaction of services.
- **Service Quality Target:** 95 percent of cost centers are achieving quality targets.

Our goal every month is to exceed these targets. We believe it is important to develop strong relationships with our customers and a working knowledge of our services so that we can better communicate with others across government about PSC.

For Customer Satisfaction, we achieved 93 percent in September. For Service Quality, we achieved 95 percent in October.

PSC Services

For detailed information including service descriptions, rates, performance standards, and contact information, please visit <http://www.psc.gov>.

- **Acquisition Services**
 - Negotiated Contracts and Simplified Acquisitions
 - Purchase Card Management
- **Customer Contact Center**
- **Financial Services**
 - Accounting
 - Cost Allocation/Indirect Cost Negotiations
 - Debt Collection
 - Financial Reporting
 - Payment Management (Grant)
 - Payroll Accounting
- **Freedom of Information Act (FOIA)**
- **Logistics Services**
 - Labor and Moving
 - Medical Supply
 - Personal Property Management System
 - Product Distribution
 - Property Disposal
 - Shredding
 - Storage
- **Mail Services**
 - Courier Services
 - Mail Delivery
 - Mail Screening
- **Other Employee Services**
 - Board for Corrections
 - Child Care Subsidy Program
 - Payroll Liaison
- **Media Services**
 - Digital Conversion and Archiving of Documents
 - Departmental Forms Management
 - Graphic Arts
 - Printing Procurement
 - Section 508 Testing and Remediation
- **Occupational Health Services**
 - Automated External Defibrillator
 - Clinical Health and Wellness
 - Employee Assistance Program
 - Environmental Health
 - Wellness and Fitness

- Work/Life Services
- **Organizational Development & Leadership**
- **Real Property & Facilities Management**
 - Employee Child Care Centers
 - Facilities Operations and Management
 - McKinney-Vento Act Administration
 - Real Property Strategy
- **Regional Support**
- **Travel and Transportation**
 - Employee Motor Pool
 - Executive Motor Pool
 - *GO!card*[™] Transit Benefits
 - Parking Space Administration
 - Travel Arrangements and Reimbursements

PSC *Service Matters* is published by the PSC Office of Communications. To ask questions, provide comments, or add news, please contact the editor, John Moynihan, at john.moynihan@psc.hhs.gov or call 301-492-4650. Learn more about PSC by visiting <http://www.psc.gov>.