

## **AAOHN Foundation Grant**

**Title:** Methods for Demonstrating Value

Proposal to revise the 1998 Success Tool: Measuring & Articulating Value

This proposal is being submitted for an AAOHN Foundation Grant to update a previous document from the Success Tool titled “Measuring and Articulating Value.” The document has been an excellent resource on the cost benefit of occupational health nurse (OHN) services; however, it was originally published in 1998 and has not been updated since.

Occupational health nurses are in a key position to improve employee well-being, work conditions, safety, and injury/illness treatment as well as make a substantial impact on business cost drivers. To accomplish this, OHNs must align occupational health service as a business strategy and demonstrate the value of the OHN services. It is necessary to position OHN value as contributing to and supporting the mission of the organization plus demonstrating outcomes. This requires not merely performing the roles and responsibilities to the highest quality standards, but documenting and communicating the outcome of services delivered (Mastroianni & Machles, 2013). This revised tool will serve as a guide for demonstrating value and to position OHN services as essential components for business success, profits and cost savings.

The primary focus of this proposal is to revise the 1998 document to ensure that the information will continue to be a useful tool for OHNs. This will require an updated literature search as well as current practical examples and case studies. The document and case studies will utilize both qualitative and quantitative methods for demonstrating value. At least three case studies will be provided, including at least one example from a hospital OHN service, one from the manufacturing sector and a global perspective.

An outline of methods for the revision includes:

- 1) Revise the literature review

- 2) Interview at least 5 corporate level OHNs on the services provided and measures used to demonstrate value
- 3) Summarize key findings from employee satisfaction surveys from at least 2 companies
- 4) Revise the current Success Tool document information, examples and case studies

The tool will also include the OHN value in not just providing occupational health services, but in influencing the morale and work satisfaction of employees as essential foundations for a corporate social responsibility platform. This outcome is potentially a key benefit of onsite OHN services.

The intention of this proposed revision is not to survey all OHNs, but to provide a broad based document that can be used by OHNs in all sectors as a guide for demonstrating value.

Submitted By,

Karen Mastroianni, EdD, MPH, RN, COHN-S, FAAOHN  
Dimensions in Occupational Health & Safety, Inc.  
8374-104 Six Forks Rd.  
Raleigh, NC 27615  
[karenm@dimensions-ohs.com](mailto:karenm@dimensions-ohs.com)  
(919) 676-2877 ext 112

## Brief Biography:

Co-founder, principal and consultant with Dimensions in Occupational Health & Safety, Inc., a consulting firm in Raleigh, NC, which works with companies on a variety of health and safety issues. In her current position Karen assists companies in developing solutions to effectively address organizational and individual well-being. Karen has been an active member of AAOHN on a national, state, and local level.

## EDUCATION

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| 2012 | Doctorate of Education – Organization and Workforce Development<br>North Carolina State University, Raleigh, North Carolina   |
| 1988 | Master's of Public Health Degree in Occupational Health & Safety<br>University of North Carolina, Chapel Hill, North Carolina |
| 1979 | Bachelor of Science Degree in Nursing<br>University of Akron, Akron, Ohio   |

## PROFESSIONAL EXPERIENCE

- 1991 – Present Health and Safety Strategist, Dimensions in Occupational Health & Safety, Inc.
- 1992 – Present University of North Carolina, School of Public Health, Adjunct Faculty,  
Curriculum in Public Health Nursing Chapel Hill, NC
- 1989 - 1991 Instructor, University of North Carolina, School of Public Health, Curriculum in  
Public Health Nursing Graduate Occupational Health Nursing Chapel Hill, NC
- 1984 - 1987 Kayser-Roth Hosiery, Inc., Occupational Health & Safety Coordinator  
Creedmoor, North Carolina

## CERTIFICATIONS

- National Board Certified, American Board of Occupational Health Nursing
- FAAOHN Class of Fellows, American Association of Occupational Health Nurses  
Fellowship

## PUBLICATIONS

- Mastroianni, K. and Storberg-Walker, J. (2014) Do Work Relationships Matter? Characteristics of Workplace Interactions That Enhance or Detract From Employee Perceptions of Well-Being & Health Behaviors. Health Psychology and Behavioral Medicine: an Open Access Journal. Accepted, Pending Publication.
- Mastroianni, K and Machles, D. (2012). What Are Consulting Services Worth?: Applying Cost Analysis Techniques to Evaluate Effectiveness. American Association of Occupational Health Nursing Journal. 61 (1), pp. 31-42.
- Mastroianni, K. (2012). Do Work Relationships Matter? Instrumental Case Study on Characteristics of Workplace Interactions that Enhance or Detract From Employee Perceptions of Well-Being & Health Behaviors.  
Dissertation,<http://www.lib.ncsu.edu/resolver/1840.16/7568>.

Mastroianni, K & Storberg-Walker, J. (2011). Do Work Relationships Matter? Exploring the Impact of the Organizational Social Climate on Health Promotion. AHRD Cutting Edge Award.

Rogers, B., Randolph, S., & Mastroianni, K. (4th ed., 2008). Occupational Health Nursing Guidelines for Primary Clinical Conditions, Massachusetts: OEM.