



**FORT LAUDERDALE, FLORIDA CHAPTER (FLFAOHN)**  
**American Association of Occupational Health Nurses**

**Janice Mullins, B.S.N., R.N.**  
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**Education:**

William Rainey Harper College (1994)  
Florida International University (FIU) 1999

**Present Company Name/ Position /Product or Services:**

American Express

Sr. Staff Occupational Health Nurse

American Express card member telephone service center operates 24 hours per day x 7 days per week. There are 13 functional areas supporting card operations staffed by more than 3000 employees with 78% in a non-exempt position. Representatives speak with an average of 75 card members per day and our service level agreement is to answer 80% of our calls within 20 seconds. Physical job demands are sedentary.

**Brief Summary of Current Job Functions or Roles:**

- Clinical care for emergencies, work related injuries, first-aid, and episodic illnesses. Healthcare and travel immunization counseling and education.
- Ergonomic education and evaluation of needs.
- Researcher and accommodation specialist in the American with Disability Act (ADA) process.
- Wellness/Screening program development and delivery.
- Initiation of workers' compensation claims, direction of medical care, and Insurance company liaison.

**Previous OHN Work Experience (within past 5 years):**

With current employer since 2001

**FLFAOHN Organizational Experience:**

Chapter President 2006 to present

Nominating committee member 2002 to 2003