



HEALTHCARE

“Having PT done at the same community where the employee works has been transformational. The worker is happier, we find them more efficient overall and the savings are clearly there.”

Healthcare Company Executive

HIGHLIGHTS

- Average therapy visits per claim dropped 45% in one year
- Total annual therapy cost savings of 49.3%
- 22 fewer workers' comp claims in one year -- 882 in 2014, down from 904

CHALLENGES

This company is in the healthcare industry and operates a large number of senior living communities around the country with a total of 25,000 employees. They are self-insured.

The company was having serious problems with non-compliance among injured workers. Patients were taking time off to go to physical therapy, but were not attending the treatment sessions. As a result, they weren't getting better.

SOLUTION

The company initially engaged OnSite Physio at the beginning of 2013 to provide on-site physical therapy services. This was a one-year pilot program, involving about 25 locations in several states. They were interested in post-offer employment testing (POET) services, too, but wanted to wait on that. After just 6 months, the on-site PT program was expanded to 120 locations. The client is currently rolling out the program to all of their nearly 300 facilities.

Meanwhile, OnSite Physio was asked to establish post-offer employment testing for four different positions. They performed job demand analyses for each position and developed job descriptions from that data. The POET component of OSP's services also started with 25 locations. It has since been expanded to another 50 or so facilities.

BENEFITS

This company has been able to correct their primary problem of non-compliance. In just the first year, the average number of therapy visits was cut almost in half, from 12.3 to 6.8. Compliance is better because on-site therapy sessions are more convenient and management could be instantly notified of no shows. Therapists schedule sessions directly with each patient, avoiding delays often associated with offsite clinic treatment.

The total number of injuries and claims is dropping, too. The company attributes this to adding post-offer employment testing, which helps them avoid "hiring injuries." On-site POET is specific to the worker, the job and the working environment. It complies with ADA and EEOC guidelines, yet it weeds out physically incapable candidates. That helps reduce workplace injuries and helps reduce costly turnover.

POET also establishes a baseline for treatment, should a worker be injured in the future. In the words of the client, that leads to "better employees." Even if they get hurt, they can recover more quickly because they were pre-screened.

This client is a good example of how OnSite Physio custom tailors services and programs for each client and their employees. The goal is always to maximize outcomes at the lowest cost. But employee satisfaction is important, too. When injured workers feel engaged with their employer and therapy program, they're motivated to get back to work sooner. When their therapist

teaches them how to avoid re-injury in the future, they are more confident and productive.

While OSP's services are customized for each company, they are standardized across all the company's locations. That assures consistent, reliable results no matter where POET is administered or where a worker is injured.

With the combination of POET and on-site PT, this company says they have healthier employees. If someone is injured, they get better faster. There are fewer workers' comp claims and fewer treatment visits. Best of all, the company is saving 49.4% on their total annual costs.