



# NOT-FOR-PROFIT

“With OnSite Physio, you will see better functional outcomes, faster return to work statistics, decreased indemnity cost and lost time days.”

Case Manager - Not for profit

## HIGHLIGHTS

- Initial workers' comp premiums of \$1.3 million dropped to less than \$500,000 -- more than a 60% decrease
- PT costs per claim dropped to 65% below the national average
- Average visits per claim are now 53% below the national average

## CHALLENGES

Every workers' comp case manager strives to improve outcomes and lower costs. This company had used on-site physical therapy in the past, so some key personnel remembered the value and wanted to return to this approach.

The company is a not-for-profit organization with 3,000 employees at numerous locations across the country. The organization is fully self-insured and uses a TPA to administer their workers' compensation claims. They chose their south Florida facility as the first location to begin working with OnSite Physio.

This company already had on-site health programs and services in place. If an employee falls ill on the job, a nurse or doctor can see them at the jobsite. Because employees are used to seeking health information and assistance at the workplace, it made perfect sense to add on-site physical therapy. The nurse can triage on-the-job injuries to get the ball rolling quickly.

# SOLUTION

Therapy services delivered at the worker's jobsite produce significant cost savings of which fact this organization was very well aware. Because of their previous experiences, they anticipated once again enjoying the savings and efficiencies of on-site treatment.

Because of their record of service for other companies, and their business model, OnSite Physio seemed to be the ideal provider match for this organization's needs. They were hired to deliver on-site physical therapy services, but they still had to prove themselves. As they worked with this client, three clear benefits sealed the deal:

- Consistent, ongoing communication
- Quality of care provided
- Efficient scheduling of treatment

# BENEFITS

Communication is now streamlined because OnSite Physio provides a single point of contact for each client. No one is left out of the loop, though, because all stakeholders receive regular progress reports. Improved communication starts with intake, when therapists schedule treatment sessions directly with each patient. Because on-site therapy is so much more convenient, compliance is better, too.

Quality of care has increased for this organization because each injured worker's plan of care is based on their specific job and working environment.

The more therapy treatments an injured worker requires, the longer they are off work. If compliance is poor, recovery takes even longer. That drives up costs and frustration for everyone. Since switching to on-site therapy, this organization's average visits per claim have dropped to less than half the national average.

Costs per claim are now just one-third of the national average. This company reports on-site physical therapy services are much faster and more efficient. Services are delivered on demand and tailored to each worker, providing better outcomes at lower cost. Workers' comp insurance premiums for this organization have dropped 60%, too. Originally \$1.3 million, they are currently less than \$500,000.

This organization's experience is not an aberration. Industry giant Eli Lilly also uses on-site physical therapy. They report their program has saved their company 50% per visit and 22% overall, thanks to a decrease in PT visits.