

healthcare

LARGE HEALTH SYSTEM

For more information contact your Conner Strong & Buckelew representative at 1-877-861-3220.

THE CHALLENGE

Conner Strong & Buckelew's new health system client suffered from skyrocketing workers' compensation loss frequency and costs and cited that their prior broker did not provide meaningful assistance in this area. The client had limited resources to properly address the cause of their escalating costs and therefore was unable to develop strategies to control them.

OUR RESPONSE

Conner Strong & Buckelew's Claim Services Department in conjunction with J.A. Montgomery Risk Control personnel conducted a **RiskReview** of the client's safety and claim management operations. The team provided the health system administrators with a comprehensive commentary of their observations and recommendations along with claim-trending data.

Conner Strong & Buckelew met with the client to discuss the detailed analysis, and based on the compelling information, the administrators made the decision to create a Director of Occupational Health position within their operation. Not only did Conner Strong & Buckelew help the client understand the value of this new position, it also assisted with the talent search process and education of the newly-hired director regarding the workers' compensation program and the costs associated with it.

THE RESULT

The health system no longer felt a victim of their workers' compensation results. In addition, they made a commitment to safety which led to the overall improvement of their program. With this increased accountability, tightly-controlled claims and medical management, the client now boasts an exceptional return on their investment. Within one year, they achieved significant results:

- > Lost time cases decreased 85%.
- > 95% of claim medical management is conducted by the occupational health staff, who are accountable for appropriate results-oriented medical care.
- > Claim-reporting time was reduced from 28 days to less than 24 hours.

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