

# healthcare

## INTEGRATED HEALTHCARE DELIVERY SYSTEM

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

### THE CHALLENGE

A health system client was experiencing escalating workers' compensation claim frequency and severity. Faced with dramatic increases in the costs of their program, the client saw the need to re-evaluate their approach to the medical management of employee injuries.

### OUR RESPONSE

Through an analysis of the client's processes, procedures and costs associated with outsourcing employee care to other medical providers, Conner Strong & Buckelew was able to demonstrate to the client's senior management team the need to establish an occupational health department within their health system.

### THE RESULT

Conner Strong & Buckelew's claim and loss prevention efforts helped the client achieve considerable improvement in claims costs which positively impacted the way the risk associated with writing workers' compensation coverage for this client was viewed by the insurance industry. As a result, the client experienced more competitive pricing for their renewal and experienced significant reduction in workers' compensation losses. The improvements are highlighted below:

- > Experience Modification from 2010 to 2013 decreased by over 50% to approximately a 0.50 Mod, well below the industry average of 1.0.
- > 10% reduction in claims reported over a one-year period.
- > Utilization of their own occupational health department further decreased spending on medical costs and increased the quality of care provided to employees.

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