



## Overview

---

### Industry

Retail

### Location

United States

### Challenge

Long accommodation timeframes negatively impacting injured worker morale and claim costs

# Retail success story

## Situation

While our client had an existing return-to-work program, it had room for improvement. Existing communication timeframes and processes with various stakeholders were leading to longer accommodations and injured worker frustration. This created a decrease in productivity for the client's Operations as well as higher claim costs.

## What we did

In answer to these challenges, Broadspire applied our analytics-based return to work services to their program. This services' customized dashboards and automated reports give us and our clients a real time, comprehensive view of which of their employees are on leave and what is needed to get them back to work.

Additionally, leveraging this information, our Return-to-Work Coordinators closely coordinate with our clients to find transitional light duty work for these injured workers to return them to work more quickly. Work is therapeutic and an important part of the recovery process, so this proactive approach helps decrease leave times and improves injured workers' lives.

This is the approach that we always take. While we are a technology-driven company with a focus on analytics, we always ask the second level questions to understand the implications of the data and then act on the answers to improve real world results.

## By the Numbers

---

**8.43**

Decrease in  
accommodation lag days

**6.24**

Decrease in average  
lost time days

**21%**

Increase in injured  
worker satisfaction

**\$7,177**

Average savings on  
claims of satisfied  
injured workers

## Results

With this focused attention, it didn't take long to turn this program around. Accommodations are made more quickly, total temporary disability days are down, and injured workers tell us that they are happier with the process.

Our client's injured workers are recovering more quickly and our client and their broker are happy with the results.

“ I was cautiously optimistic initially about the need for this service, however the Broadspire model for RTW has been a strong value add for my client's program. I believe WC clients would benefit from it both in net savings and improved experience for the client RM team and their employees!

- Tina Taylor Pence, SVP Claims Consulting, Lockton

