



## Client Success Summary

# Southern California Schools Risk Management

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### *Injury Hotline Ensures Right Time, Right Care, & Right Results*

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#### **About SCSRM**

Southern California Schools Risk Management (SCSRM) is one of the state's oldest school joint powers authorities (JPA). Its WC program covers 35,000 employees in 32 Southern California districts.

In this summary case study, Karla Rhay, chief administrative officer of SCSRM, and Mark Lane, the return-to-work (RTW) coordinator, discuss benefits of the Company Nurse Injury Hotline.

#### **Company Nurse Benefits**

##### ***The Right Time***

"In the past, injuries were not always reported on a timely basis," said Karla Rhay. "Employees may have waited until injuries became worse, or managers may have taken a few extra days to submit appropriate paperwork. If too much time elapsed, penalties were involved. With Company Nurse, there's a higher rate of compliance."

##### ***The Right Care***

"Company Nurse gets involved at the front end of the WC claims process," said Mark Lane. "This prevents supervisors from having to make treatment decisions. Triage nurses also have the medical expertise to offer simple first aid recommendations. As a result, 40% of incoming calls result in report-only claims, meaning employees do not require any additional medical care."

##### ***The Right Results***

With the Company Nurse RTW NOW program, SCSRM brings employees back to work sooner. "Employees actually feel more comfortable recovering on the job. In a transitional assignment, they stay active. Our districts are happier to have them in a productive state. This actually increases the rate of recovery and enables a smoother transition back to full duty."

#### **Client Accomplishments**

- Centralized injury-reporting process
- Collection of quality injury information
- Reduced WC claims by 30%
- Decreased overall program costs 20%
- Immediate notification of WC stakeholders supports optimal cost and medical outcomes
- Utilize medical providers most qualified to treat occupational injuries

#### **Keys to Success**

"At first, several school districts were skeptical about using the Injury Hotline," said Lane. "After experiencing the many benefits, however, they became the program's biggest proponents."

"We've worked with Company Nurse for more than two years now," said Rhay. "We've been very pleased with the service and actually improved our claims experience. The Injury Hotline employs quality nurse professionals, who care about our employees. They're highly compassionate; they listen closely to the details of each injury and provide personalized care and attention to our employees—which goes a long way to showing our employees we care."

"I previously worked for a school district, so I know first hand that injured employees respond positively and experience a higher level of satisfaction if they're able to speak to someone about their injuries," Rhay noted.