

Client Success Summary

Utah School Boards Association

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

About Utah School Boards Association

The Utah School Boards Association (USBA) was founded in 1932 by school boards throughout the State of Utah. The Utah School Boards Risk Management Mutual Insurance Association (USBRMMIA) was formed to help districts manage day-to-day workers' comp issues. The pool contains 32 districts and serves as third-party administrator for three additional districts.

In this case study, we spoke with Bobbi Whitlock, associate executive director and claims manager at USBA, about the benefits of using Company Nurse.

Company Nurse Benefits

The Right Time

"In the past, a key challenge was delayed reporting of injuries," said Whitlock. "The most obvious benefit of using Company Nurse has been the complete turnaround we experienced in our injury reporting process. Previously, it was typical to see lag times between 30 to 60 days. Now, we receive injury reports within three or four minutes after an injury is reported to Company Nurse."

The Right Care

"In the past, when employees were injured, their impulse was to seek treatment from a physician," said Whitlock. "We were paying the physician to put a bandage on a cut or to advise an employee to take aspirin; it added unnecessary costs to our bottom line."

What's nice about Company Nurse is that, depending on the injury, a nurse may determine that first aid or self-care is all that's required. As a result, we've seen a 17% reduction in claims and also reduced our loss history, as many injuries become 'report only' incidents."

We also designated providers for each school district.

Company Nurse utilizes this list of providers to refer injured employees for treatment. As a result, there are no more excuses that employees don't know where to go for care"

Client Accomplishments

- ✍ Consistent, timely injury reporting
- ✍ Reduced time lag from 30 to 60 days to 3 to 4 minutes after injury is reported to Company Nurse
- ✍ Increased use of first aid, which reduced claims' costs
- ✍ Experienced a 17% reduction in claims through "report only" incidents
- ✍ Improved use of preferred medical providers
- ✍ Prompt, improved care for injured employees
- ✍ Better manage RTW results
- ✍ Excellent customer service

Right Results

"Immediate reporting also enables better care for injured employees," said Whitlock. "Since we know when an injury has occurred, we're able to authorize medical services right away to expedite care."

"It may seem overwhelming to implement a new program, but with training, we were able to show school districts how simple the Injury Hotline is to use," said Whitlock. "We added one step to the process, but this step provides significant benefits to our overall program."