

Illinois Risk Management Services

Workers' Compensation

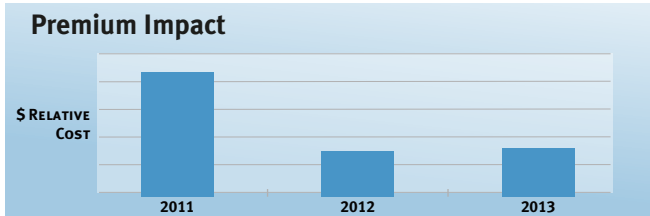
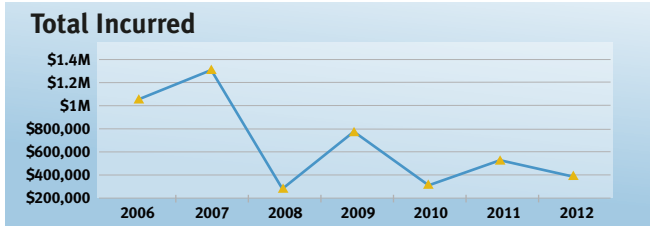
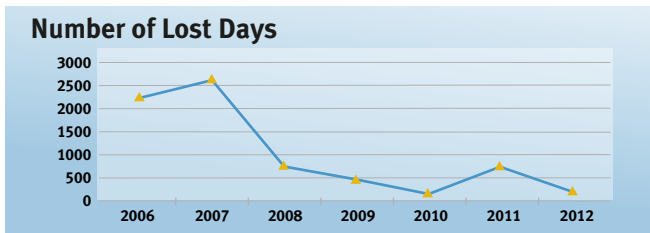
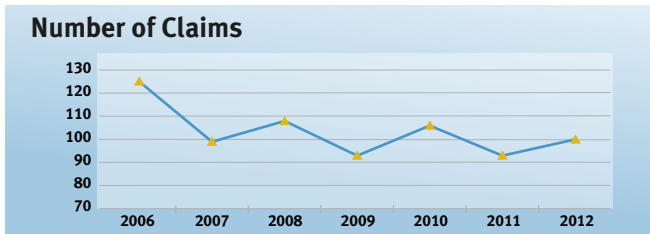
CAPSTONE SERIES
Workers' Compensation

Body Saver Program

Capstone Achievement

A community health system successfully reduced annual workers' compensation claims by 20% and decreased lost employee work days by 90% at one of its hospitals by developing and implementing its *Body Saver Program*—a top-down safety awareness culture focused on injury prevention. This success has led to implementing the Body Saver Program into other areas of the system.

The Results: Numbers Speak for Themselves



THE PROCESS

Three-Step Focus for Controlling Losses:

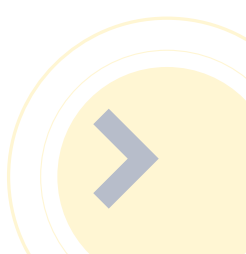
1. “Soft-direct” employees to the hospital’s existing occupational medicine program;
2. Improve utilization of the modified light-duty program; and
3. Develop an injury prevention task force “Body Saver Program.”

Body Saver Program Development:

- Evaluated historical loss data to identify areas for improvement
- Secured senior management buy-in
- Established modest budget for staff incentives
- Purchased equipment where needed, e.g., patient handling equipment

Spotlight on Front-Line Staff:

- Designated two front-line Body Saver employees per unit shift. These employees became the link between management and departmental behavior, observing safety compliance and identifying improvement opportunities.
- Qualifications included: (1) positive attitude; (2) ability to see connection between patient, visitor and employee safety; (3) self-confidence; and (4) ability to train co-workers at various levels.
- Body Savers were “super-trained” in safety and use of patient handling equipment with the expectation that they would train other employees.



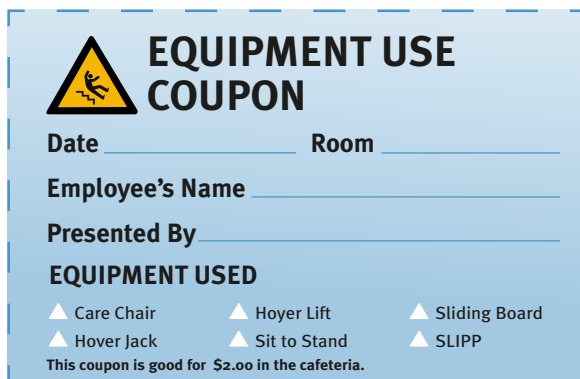
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Incentives:

- The Safety Pays Program rewards employees “caught in the act” of safe behavior, e.g., \$2 cafeteria coupon for safely using designated types of equipment.



EQUIPMENT USE COUPON

Date _____ Room _____

Employee's Name _____

Presented By _____

EQUIPMENT USED

▲ Care Chair	▲ Hoyer Lift	▲ Sliding Board
▲ Hover Jack	▲ Sit to Stand	▲ SLIPP

This coupon is good for \$2.00 in the cafeteria.

- Body Savers who identify the most instances of safe equipment usage are rewarded quarterly (\$25) and annually (\$50), given a set of scrubs or a jacket, and recognized at a year-end awards meal.
- Departments with an active Body Saver are also rewarded when demonstrating the best safety results.
- On-Going Activities: Safety Newsletter; Quarterly Data Dashboard shared with employees; and Quarterly Body Saver meetings including

departmental injury data discussions, guest speakers and open discussions with tracking of safety suggestions.

OUTCOMES

- Significant reduction in workers' compensation costs;
- Improved employee satisfaction;
- Safer, more productive employees;
- Positive cultural change;
- New hiring processes;
- Greater emphasis on education; and
- Newer, more effective patient handling equipment.

Keys to Success:

- 1) Top-down management support
- 2) An engaged and motivated Body Savers team
- 3) On-going employee education and communication

IHA Insurance Solutions/Workers' Compensation

IHA Insurance Solutions is a leading provider of workers' compensation services in Illinois. With a specialized focus on exposures for health care providers, we offer high-quality first-dollar and deductible coverage programs, along with third party claims administration and loss control services.

Our unique knowledge of the regulatory environment and practice patterns within Illinois health care organizations provides the expertise needed to reduce risk and claim expenses. Relying on a proactive and cooperative claims philosophy, our experienced team focuses on getting your injured employees back to work sooner and closing your claims as quickly as possible.

For more information about this best practice or Illinois Risk Management Services' programs, please contact: **Mike Baiardo, Vice President** | 630.276.5602 | mbaiardo@ihastaff.org