Lost work time and productivity as well as the related poor workforce morale due to employee on-the-job injuries can be devastating to an organization.

Innovative Injection Technologies (i2-Tech), a Des Moines, Iowa, manufacturer, has achieved 835,000 hours with zero lost work time along with a 69 percent reduction in its Days Away, Restricted or Transferred (DART) rate since they began using the services of MercyOne Des Moines Occupational Health Clinic. MercyOne providers understand the importance of communication to both the employer and the patient, deliver appropriate and timely care, and have knowledge of OSHA recordability.

“I love the direct communication I have with the doctors and nurse practitioner who get an answer to me quickly. The doctors explain their plan of care to my employee and give them an opportunity to ask questions.”

– Tyler Gorman, Environmental Health and Safety Engineer, i2-Tech

Prior to moving to MercyOne in 2016, i2-Tech was using another occupational health clinic. During those years they consistently experienced two significant issues:

1. Poor communication to the patient and employer regarding the care plan
2. Implementing a care plan was often not evidence-based

Providers have a responsibility to their patients to determine the ideal course for treatment and to explain reasoning for the chosen treatment. The Safety Managers at i2-Tech also consistently struggled to speak to the provider to
discuss the injured employee’s care plan, return-to-work status and anticipated recovery time. An employer needs to know this information as soon as possible—ideally when the employee returns to the worksite—so the employer knows if there are any work restrictions, future medical appointments or additional follow-up care needs.

When i2-Tech decided to change clinics, they chose MercyOne Occupational Health Clinic largely due to the physicians’ and providers’ reputation. The MercyOne providers have also participated in a tour of the manufacturing facility to see the work being done, equipment and processes. In only five years, the employer saw a dramatic reduction in recovery time, a huge drop in its DART rate and work-injury medical expenses decreased from $200,000 to under $10,000. All of which is due to the employer’s commitment to improving the safety of its employees and choosing a clinic which uses best-in-practice care plans and provides a personalized touch to both patient and employer.

The impact of the improved metrics expands beyond the workforce.

“Having a successful occupational health partnership shows our current customers we are a safe company which helps us to retain them. Also, our prospective customers ask us for our experience modification rate (MOD rate) and may not choose to do business with us if our MOD rate is more than 1.0.”

– Tyler Gorman, Environmental Health and Safety Engineer, i2-Tech

A healthy workforce also helps the employer to price its products competitively due to reductions in lost work time, lost productivity and expenses—something which is essential as companies strive to run as lean as possible.

When asked if he thinks that his employees find value in MercyOne, Tyler said:

“Yes, because the treatment is appropriate and on-time, and employees are able to return to their regular duties faster. Employees know they will get personalized, excellent care at MercyOne Occupational Health Clinic.”