

Case study

National Grocery Retailer

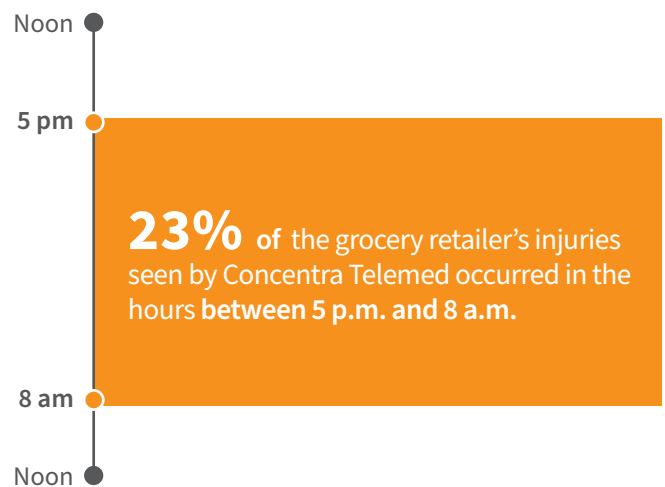
Telemedicine is a valuable asset for workers' compensation cost avoidance and to further build out an established culture of employee safety, as seen in the experience of a national grocery retailer that has been a Concentra Telemed® customer since 2018.

From 2018-2020, the grocery retailer sent 524 injury cases to Concentra Telemed. Concentra closed 502 cases (95.8 percent). Of the total 524 cases sent, 519 (99 percent) were handled through telemedicine only. The remaining five cases involved a mix of telemedicine and in-person clinic visit.

Avoid overnight emergency department costs

Nearly one-fourth of workers' compensation injuries the national grocery retailer sent to Concentra occurred between 5 p.m. and 8 a.m. The availability of telemedicine on-site helped avoid transport to frequently more costly care at a local emergency department.

Workers' Compensation Injuries and Time of Day



The national grocery retailer urged employees to get injury care as soon as injuries occur because this approach can expedite recovery. Telemedicine supports this progressive workers' compensation strategy while also making significant cost savings possible.

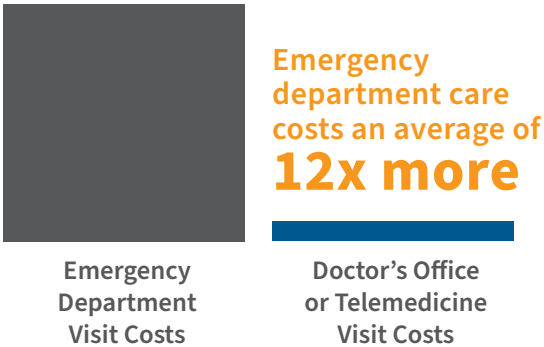
"I've seen the bills. Going to the emergency department can cost from \$1,000 to \$3,000, but with telemedicine, it's only \$200 to \$300," said the national workers' compensation leader. During 2018-2020, the average cost of injury care cases exclusively handled by telemedicine was \$396 per

case, ranging from \$352 in 2018 to \$438 in 2020.

The grocery retailer has employees who work until late-night closings or overnight accepting and processing deliveries. Potential cost savings is unlimited by the greater affordability of telemedicine compared to emergency departments and by making quicker recovery possible.

In 2019, Kaiser Health calculated that emergency department care costs an average of 12 times more than a visit to a doctor’s office (or a comparably priced telemedicine visit).

Cost Difference Between Emergency Department and Telemedicine Visits



Daylight savings, too

Not only is telemedicine capable of saving substantial costs for overnight injuries but daytime injuries, as well. Employees don’t need to take hours away from work to drive to a doctor’s office, sit in the waiting room and sit more in the examination room. Telemedicine visits generally take under 50 minutes.

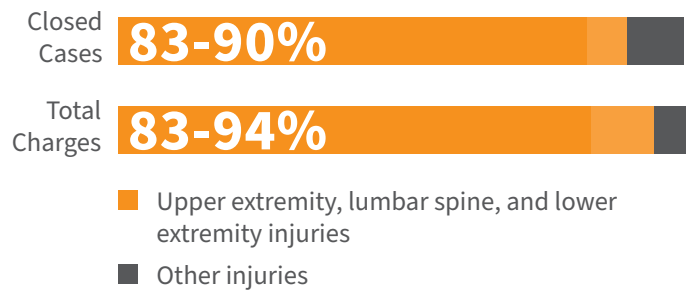
Productivity savings multiply quickly when employees choose to stay at work rather than go home after doctor’s office appointments, which is a common company practice.

Agile case closure, regular duty

From 2018 to 2020, injuries treated using only Concentra Telemed increased by almost 700

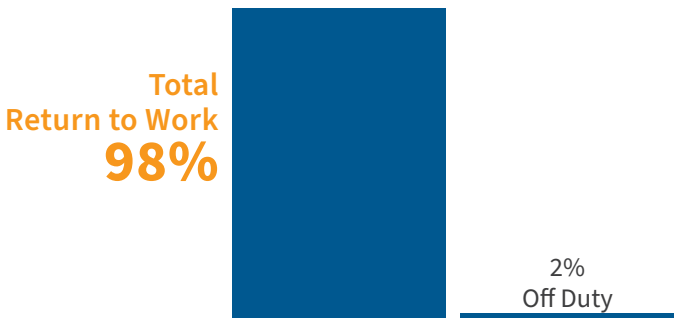
percent, and the case closure rate kept pace. The lion’s share of closed cases in all three years involved musculoskeletal injuries to the upper extremities, lumbar spine, and lower extremities (83 to 90 percent). These injuries also represented from 83 percent to 94 percent of total charges. All musculoskeletal injuries treated through telemedicine were closed in an average of 2.5 visits.

Musculoskeletal Injuries to the Upper Extremities, Lumbar Spine, and Lower Extremities



In 2020, nearly 98 percent of the grocery retailer’s employees who were treated by telemedicine returned to work, 23 percent of whom had no work restrictions. Only 2.3 percent of telemedicine cases on average were required to go off duty in 2018-2020.

2020 Musculoskeletal Cases and Return-to-Work Percentages with Telemedicine



Average length of recommended time off-duty was two days for 2018-2020.

Positive employee engagement, employee satisfaction

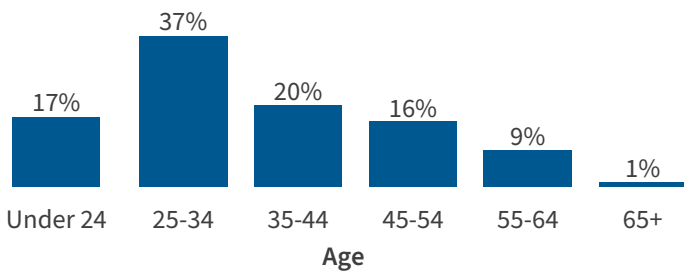
Telemedicine success at the national grocery retailer was enhanced by careful attention to promoting employee engagement, which was a priority to two of the company’s leaders - the workers’ compensation leader and the global claims analyst.

The workers’ compensation leader acknowledged that extensive training resulted in higher team member utilization.

Having a single point-person to spearhead store implementations of telemedicine was particularly valuable. “Our global claims analyst has become very proficient concerning the requirements for telemedicine and how to roll it out. He is instrumental in bridging any gaps between our grocery stores and the solution,” he says.

Telemedicine users weren’t only young millennials. More than 25 percent of users were age 45 and older.

Age of Grocery Retailer Employees Using Telemedicine in 2020



By gender, women led men 3:2 in telemedicine engagement.

Overall satisfaction with telemedicine visits was very high. In 2020, 77 percent of team members who responded to a survey about their visit gave a

five-star rating, the highest possible. Ninety percent gave their visit either four or five stars.

Patient Satisfaction



Percentage of the grocery retailer’s employees

The national grocery retailer began with an established safety culture and created even more value for company stakeholders by implementing Concentra Telemed to attract enthusiastic team member participation and avoid excess workers’ compensation costs.