

How 2 businesses saved big on workers' compensation costs

In the retail industry, serious injuries cost U.S. companies nearly \$100 million per week.¹ To manage these costs, 2 national department store chains added Kaiser Permanente's occupational health program to their provider networks – and experienced dramatic reductions in workers' compensation costs.

A closer look at one luxury retailer

Workers' compensation costs are a significant concern for one luxury department store chain. Lifting and moving objects is normal for the company's 68,000 workers. Unfortunately, these are the leading causes of disabling workplace injuries.² Compounding the issue, much of the company's employees work in California where workers' compensation premiums are 50% higher than the national average.³



Drastically lower costs with Kaiser Permanente

According to workers' compensation analytics company MedMetrics,[®] our occupational health program Kaiser Permanente On-the-Job, reduced the department store's costs per claim by 37%. They reviewed 1,526 claims from a 3-year period in California and found that employees treated at Kaiser Permanente On-the-Job facilities also had 18% lower direct medical costs and 73% fewer claims involving litigation compared to employees treated elsewhere.

Macy's success with Kaiser Permanente On-the-Job

Another national retailer, Macy's, also experienced significant savings with Kaiser Permanente On-the-Job:⁵

41% lower total costs per claim

45% lower direct medical costs per claim

64% fewer claims involving litigation

This data is even more impressive considering that during the study, Macy's 29,000 employees were concentrated in Southern California, where the frequency of workers' compensation claims is the highest in the state.⁶

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Integrated occupational health care with Kaiser Permanente On-the-Job

Kaiser Permanente On-the-Job follows state-mandated fee schedules, relying on an outcomes-based strategy to manage claims costs that includes:

Integrated care

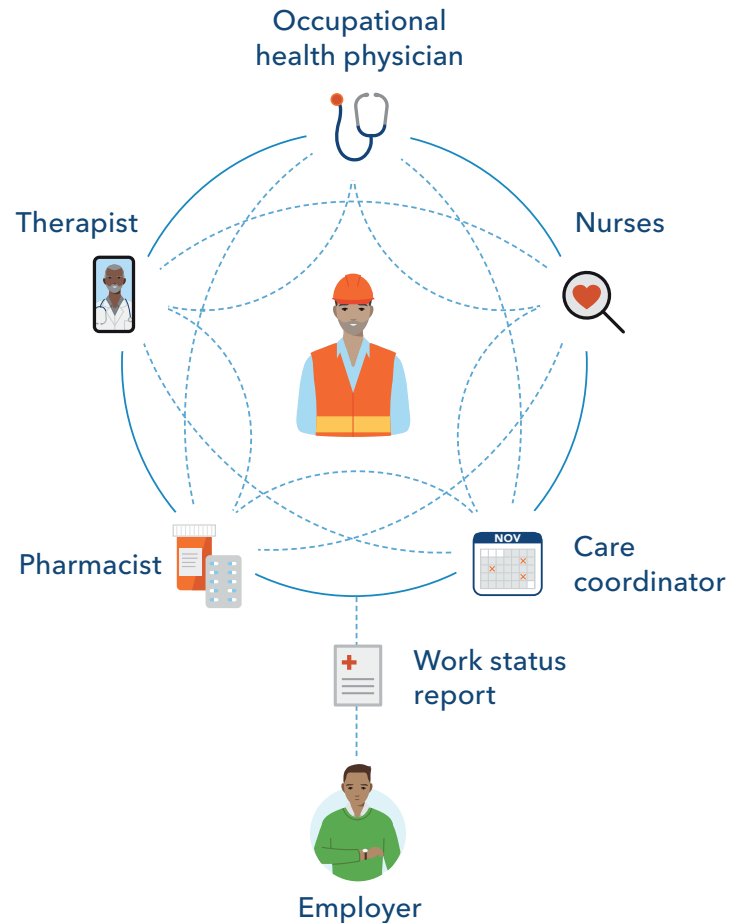
Our occupational health physicians, nurses, care coordinators, and therapists are connected to the same electronic health record system in real time, enabling them to make well-informed decisions faster for better outcomes and higher patient satisfaction.

Convenient locations

Many of our occupational health centers are located at our medical facilities. This makes it easier for all employees – even those who aren't Kaiser Permanente members – to get treatment for work-related injuries and illnesses.

Coordinated case management

Kaiser Permanente On-the-Job keeps employers informed with regular work status reports. And we work with them to help ensure employees return to work appropriately.



To learn more about how Kaiser Permanente On-the-Job can help protect your business from **workers' compensation** costs, contact your Kaiser Permanente representative.

1. "Workplace Safety Index: Retail Trade," Liberty Mutual Research Institute, 2019. 2. 2020 Liberty Mutual Workplace Safety Index, Liberty Mutual Insurance, April 2020. 3. "2020 Workers' Compensation Premium Index Rates," Oregon Department of Consumer and Business Services, accessed May 14, 2021. 4. MedMetrics, 2018. Results for claimants treated only at Kaiser Permanente On-the-Job compared to claimants treated elsewhere. 5. "Macy's Workers' Compensation Claim Costs in California," MedMetrics, 2016. From July 1, 2012, to June 30, 2015, MedMetrics compared care provided by Kaiser Permanente On-the-Job health centers and physicians with the care offered by other programs used by California employees of Macy's, Inc. 6. "2019 State of the System," The Workers' Compensation Insurance Rating Bureau of California, 2019. Information may have changed since publication.