

Case Study 2

Client is saving \$2,7 million annually from reduction of lost work days, saving \$814,000 annually from productivity improvements, and has reduced OSHA recordable cases from 9.2 to 2.9 per 100 employees.

Client

A client of pihms, Inc. with approximately 175,000 global employees (including 14,000 U.S.-based employees within project scope) came to pihms with the goal of replacing multiple disparate systems and silos of information with a fully integrated health and productivity management solution.

Situation

At the time of engagement, client had 8 legacy systems used for to record absence and lost time, manage OSHA recordability, OSHA log software, employee medical management, medical case management, job placement, physical therapy and safety.

The challenge – map and migrate 15 years of data into a single, fully integrated system within 6-8 months – improving functionality and productivity – without access to the legacy system proprietary code.

Increasing the challenge was the need to obtain and maintain employee information from the client's PeopleSoft Human Resource Information System (HRIS) and to accelerate the process of safely returning injured employees to work.

Within this limited time frame, pihms needed to:

- » Develop new Industrial Hygiene, Ergonomics, and Medical Surveillance modules.
- » Develop an interface to PeopleSoft to access employee data.
- » Migrate all historical data from the 8 legacy systems.

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Solution

pihms, Inc. delivered the integrated pihms® system with enhanced Scheduler, Medical, Safety and Case Management modules on January 2, 2007.

Project milestones included developing a PeopleSoft interface into the pihms® database, launching the system simultaneously at 3 clinics throughout the United States covering approximately 14,000 employees, integrating 8 legacy systems into one integrated solution, and delivering the ability to differentiate between restricted work and medical restrictions.

An interface used to exchange Workers Compensation information with Sedgwick, their Third Party Administrator (TPA) was implemented.

Results

- » One fully integrated, real-time solution that eliminates duplicate entry, optimizes efficiency, and provides a holistic view of employee health and productivity.
- » An automated OSHA logic feature, an automatic OSHA log function, and an integrated return-to-work process that have eliminated reporting errors.
- » Ability to track an incident from start to finish, identifying which individuals did what, and when they did it, providing a greater level of accountability.
- » Elimination of the need to print and fax documents to the TPA that are required to initiate work-related claims, resulting in improved clinical efficiency.
- » Productivity improvements through integrated case management that have dramatically reduced restricted and lost work days.
- » Improved communication between Medical, Safety, and Human Resources personnel through use of the pihms® integrated solution.
- » Reduction in OSHA-reportable cases from 9.2 per 100 employees in 2007 to 2.9 per 100 employees in 2009.
- » Total savings of approximately \$2.7 million annually from recovery of lost work days.
- » 97% improvement in Workers Compensation claims investigations time, saving an estimated \$120K/year.
- » Direct productivity savings of an estimated \$814,000 million per year.