



National Logistics Company

Observes 45% Lower Injury Rate

with Early Reporting and Injury Prevention

Our client observed a significant reduction in injury rate due to a culture shift toward early reporting of musculoskeletal discomfort. This led to minor discomfort getting addressed more quickly, and therefore better longer-term outcomes.

CLIENT: National Distributions/Logistics Network

SIZE: ~6,000 employees

EXECUTIVE SUMMARY

Technology has redefined business procedures, but some processes remain heavily reliant on people producing physical work. The traditional business distribution network is one of these processes. Add timelines and the distance that packages need to travel, and the risk of musculoskeletal injury increases for the employees who earn their living getting things from Point A to Point B. Our client was having difficulty managing musculoskeletal injuries resulting from the confluence of handling packages, a high employee turnover rate, and delivery timelines.

ABOUT THE CLIENT

Our client is a global logistical company, moving over 15 million packages daily (on average). We work with eleven of their major United States hubs, often getting brought into the lowest performing sites for injury rates, and bringing them to the top.

The Challenge

Jobs involving constant movement have inherent musculoskeletal risks. Add in a high turnover rate, and you have potentially sedentary people jumping right in to a moderate to high volume of physical activity. Our challenge was to both reduce the risk for musculoskeletal injuries wherever possible, and increase new hires' physical resiliency at a pace that kept up with business needs.

THE SOLUTION

Reducing the risk of musculoskeletal injuries was twofold: developing policies and coaching to ensure that people put themselves in only the minimal amount of possible risk for overuse injuries, and developing an early reporting culture for when discomfort persists. With most physical jobs, some level of soreness is to be expected. However, there were steps we could take to help employees recover more quickly and ensure that soreness does not evolve into something worse. This may come in the form of various combinations of hydration, cryotherapy, job-specific stretching, and other first aid measures as defined by OSHA.

Increasing new hires' physical resiliency is a bit more challenging as the need to help people meets business limitations: time and resources. Luckily, most employers have a formal new-hire orientation process. This presents an ideal opportunity to introduce new hires to an early intervention program, and allocate some time for work conditioning.

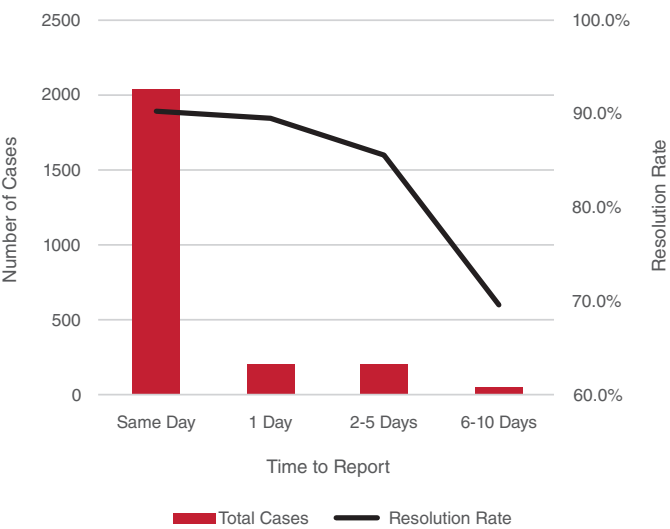
An early intervention program revolves around an early reporting culture. Many of our clients look at lagging indicators as their metrics for success: e.g. OSHA recordables, lost time, and workers compensation spend. These metrics are certainly important as we assess the overall health and wellness of a site; however, they're a retrospective view. We've found that time to report or "lag time" is one of the best leading indicators for what's to come. The sooner we know about discomfort (ideally within 24-48 hours), the more effective we are at resolving it without the need of medical treatment beyond first aid.

It may seem like a loss for an employer to allow new hires to work condition, essentially doing progressive physical activity to prepare an employee for their job under supervision from a Certified Early Intervention Specialist. However, when looking at the decrease in injuries, the few hours invested in each person quickly generates a positive ROI.

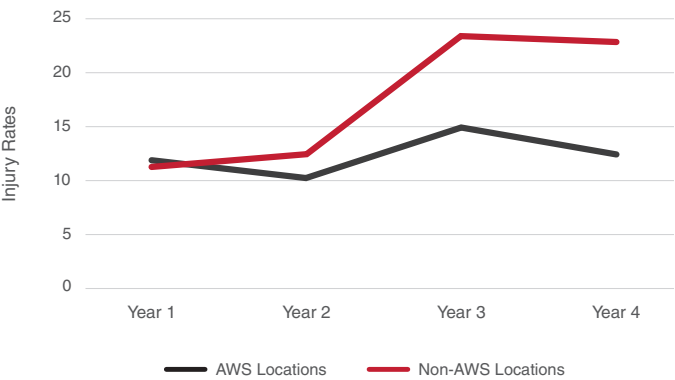
RESULTS

Our client observed a 45% lower injury rate at sites we were at than at sites we weren't. Sites that we were not at included sites with no onsite health services, and services provided by other vendors. This vast difference was supported by the fact that discomfort reported sooner than 48 hours after initial onset was up to 20% more likely to be resolved without the need for outside care.

Time to Report Affect on First Aid Efficacy



AWS Early Intervention Affect on Injury Rates



An initial 20-minute phone call resulted in a 45% lower injury rate.

CONTACT US at (844) 465-7738 to see how we can help you.



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