



# The Employer's Guide to Employee Health & Safety

**How to secure the well-being  
of your workforce while nurturing  
your bottom line.**

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## EMPLOYEE HEALTHCARE TODAY



An organization's most significant investment is its employees and occupational healthcare is how companies protect that investment. Whether you have hundreds or thousands of employees on site, individuals missing work due to illness or injury costs companies in lost production time and workers' compensation claims. As workplace environments rapidly evolve, it is now more important than ever to mitigate risk and plan for the future.

Making the shift toward better health and safety for your workforce not only improves the wellbeing of your employees but increases productivity while reducing costs. However, as today's organizations struggle to retain a steady workforce and employee healthcare costs continue to rise, the reality of achieving this equilibrium becomes more challenging.

According to Liberty Mutual's 2021 Workplace Safety Index, it is estimated that employers paid more than \$1B per week for direct workers' compensation costs for disabling, nonfatal workplace injuries<sup>1</sup>. In addition, the average lost workdays per person was 11 for non-fatal injuries<sup>5</sup> with a value of \$1,560 per employee per year in the United States<sup>2</sup>.

But rising costs are not the only obstacle facing employers. Access to timely, appropriate-level healthcare is also decreasing. The American Hospital Association reports that employment at hospitals has seen a decrease of nearly 94,000 healthcare workers since February 2020 and this "critical shortage" is expected to continue well into 2026. Additionally, while patient acuity rose 6% since the pandemic, staff per hospital bed decreased 3%<sup>4</sup>. Experts forecast that in the next year hospital margins will decrease due to turnover and staffing shortage. This puts the traditional healthcare system in a bind which in turn impacts your bottom line.

## So how are companies addressing these challenges?

By choosing flexible occupational health solutions that provide the right level of care at the right time at the right place.

1. <https://www.osha.gov/businesscase>

2. <https://injuryfacts.nsc.org/work/costs/work-injury-costs/>

3. <https://jamanetwork.com/journals/jama/fullarticle/2662877>

4. <https://www.aha.org/fact-sheets/2021-11-01-data-brief-health-care-workforce-challenges-threaten-hospitals-ability-care#:~:text=Since%20February%202020%2C%20hospital%20employment,analysis%20of%20AHA%20survey%20data>

5. <https://www.physiciansweekly.com/average-of-11-work-days-lost-due-to-injury-per-person-in-u-s>



# What is onsite occupational healthcare?

Many employers invest in health and wellness programs to maintain healthy employees and positively impact culture. However, many of these programs do not address the healthcare needs of these employees, specifically those related to the workplace. And while some organizations provide occupational health services, they are solely focused on the prevention of work-related injuries and illnesses. The optimal approach is a solution that provides flexible care and does so at the time of need. Solutions should be customizable and include onsite clinics, mobile units and telehealth services.



## ONSITE CLINICS

Onsite clinics provide dedicated health and safety personnel who help employees with work-related injuries, medical surveillance, preventive screenings, urgent care conditions, viral illness support, return-to-work programs, preventive medicine, chronic conditions and disease management, health coaching and more. This point-of-incident care includes assessing and treating injuries and illnesses as well as triage services designed to prevent unnecessary trips to urgent care or the hospital as employees are only referred when medically necessary.



## MOBILE CLINICS

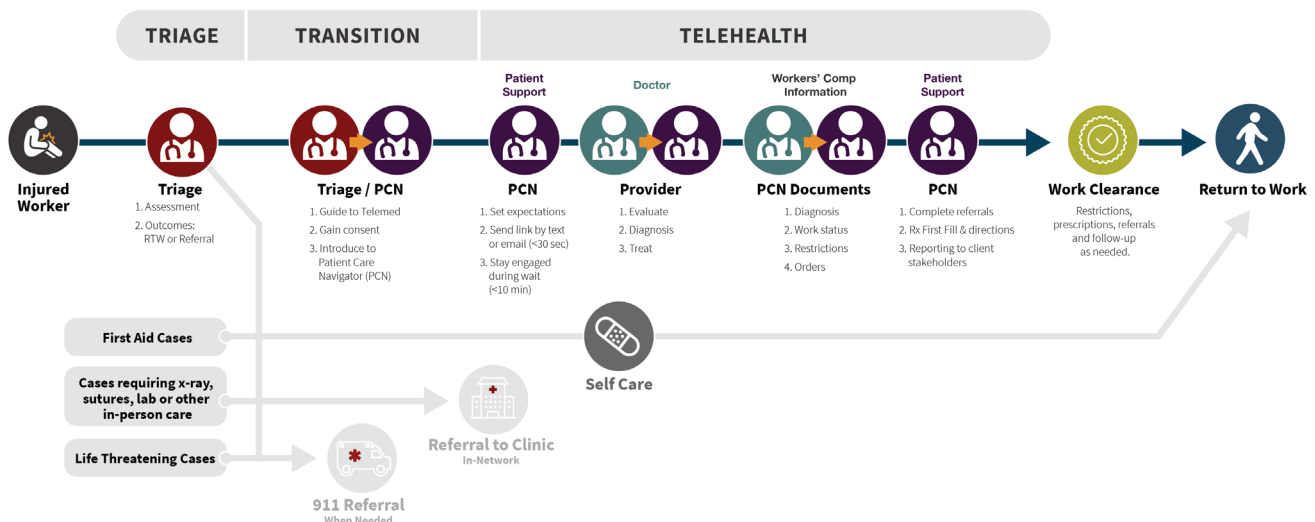
Direct response mobile clinics provide on-demand care to workers at roaming or remote job sites. These mobile health units bring both preventive and routine health services to employees as well as caring for more urgent needs. Mobile units can also provide onsite facilitation of drug and alcohol testing, audiometric testing, fit testing and new-hire orientations.



## TELEHEALTH

Telehealth provides employees with 24/7 care. In-clinic providers support the health and wellness needs of offsite employees through a virtual care platform, expanding healthcare offerings outside of the clinic location. A customized telehealth solution delivers the same quality healthcare that employers expect outside the onsite clinic — during working hours or as an extension of care. This avoids unnecessary claims by using evidence-based medicine, standardizing treatments, providing consistency in care, preventing overtreatment and overprescribing, lowering costs, and fostering faster recovery and sooner return to work.

## INJURY TRIAGE TO TELEHEALTH



# How to gain the most value from an onsite solution

**Because every organization has unique needs for their organization, it is best practice to select a solution that is both comprehensive and customizable. Additional services should bring value to employers such as:**



## **Onsite safety training & emergency response training**

Organizations benefit from worksite training which reduces travel costs and minimizes disruption. Training helps organizations be proactive while maintaining industry standards. Onsite training helps organizations be proactive while maintaining industry standards and reducing workers' compensation claims and costs.



## **Screening services**

Screening services are critical to many businesses from hiring to compliance. Adding employee screening services to your occupational health solution facilitates faster turnaround times, labor time savings, transparent billing and online program management.



## **Wellness**

Corporate wellness programs are fast becoming table stakes for many companies. Designed to improve employee engagement and health outcomes by providing preventive benefits, effective programs also boost employee productivity which helps attract and retain top talent, reducing absenteeism and attrition.







## KEY METRICS, TECHNOLOGY AND REPORTING



Good infrastructure and reporting are vital to both leveraging results for greater impact and measuring success. High-quality data can inform critical business decisions, especially when it comes to utilization rates, injury trends and cost. Solutions that offer responsive dashboards and client portals to monitor health and safety trends serve as a valuable tool in helping management deliver results. A platform should collect clinic

data and easily configure, measure and report critical organizational KPIs. Dashboards should include aggregate, as well as detailed analytics and come equipped with HIPAA-compliant secure file-sharing capabilities. Reports should be customizable and allow you to set and measure key benchmarks and help you identify and analyze trends.

### Key metrics for employee health & safety should include the following:

-  Injury trends
-  Clinic visit volume by job position or department
-  Characteristics of injuries that have become workers' compensation claims
-  Clinic referral rates



# Medcor — The customizable solution

For nearly 40 years Medcor has helped companies deliver occupational healthcare to their workforce through onsite and mobile clinics, illness and injury triage, telehealth, safety services and health security solutions. Medcor's systems work to keep employees safe while bolstering health security and preventing unnecessary claims. Fully staffed medical teams are physician-led and employed by Medcor across North America.

Medcor's full suite of services are integrated to provide a seamless experience while leveraging industry insights to develop key benchmarks. Medcor has cared for more than 21 million lives using evidence-based medicine and with the support of proprietary systems and software. Medcor's clients and their employees benefit from high-touch service, critical data and customized reporting, and integrated (vs evidenced based) medical care. Medcor is a key partner in helping employers navigate and stay proactive in the ever-changing healthcare environment.



**Let us help navigate.**

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