



Metrics That Matter: Measuring Success in Your Injury Triage Program

Helping your injured employees get the right type of care for their needs is your responsibility as an employer.

Because success is different for every organization, it's essential to identify metrics that will make an impact based on your company's goals and objectives. Here are five key metrics to keep tabs on when deciding whether your injury triage program is providing the results you expect for success.

Improved Employee Health Outcomes

When employees wait to receive injury care, there is a delay in getting healing started and getting back to their duties. Even waiting a few hours at an emergency room to get a burn assessed can cause an infection to begin setting in, extending the amount of time the employee is in pain, the length of time before the burn can heal and how long before they can return to work.

Inconsistent and unnecessary care — which is more likely to happen with offsite care from providers who are more concerned with reimbursement rates — also delays injured employees' return to their duties. This drives up your costs related to their care, increases the cost of their workers' comp claim and can impact your employee's mental health.

By receiving occupational health-focused recommendations, your injured employees get the right level of care to meet their needs. If their injuries are manageable with first aid, they can immediately receive instructions on administering that first aid. For those who require offsite care, the injury triage line can help them find the nearest in-network facility to meet their needs so they can return to their duties as quickly and safely as possible.

This not only helps you control your healthcare and workers' comp claims costs, but it improves employee morale as they receive personalized recommendations with the express goal of getting them back to work sooner.

Simplify Access to Care for Injured Employees

When employees are injured, they must receive prompt medical assessment so they can get better. Especially for those who are injured on the road, it can be difficult to know where to go, and they may be confused about the instructions they receive for follow-up care or returning to work.

Having an injury triage line provides injured employees one centralized place to receive immediate guidance. If their injuries are minor, the injury triage nurse can walk them through first aid over the phone, allowing the employee to return to their duties more quickly.

For those times when a worker requires care beyond first aid, the injury triage nurse can guide them to the right type of care for their needs — and care that will be with in-network providers. Triage nurses can help employees understand their treatment plans and return-to-work instructions when they receive outside care, ensuring they are ready to return to their duties safely.

An injury triage program offers simpler access to care, streamlining the steps workers need to take to receive proper treatment and allowing them to focus on getting better than on ensuring they're visiting providers who are in-network with your insurance company.

Productivity Savings

Sending every injured employee to an offsite facility for care means hours of lost productivity for every injury, no matter how minor.

With an injury triage line, your workers with minor injuries can receive self-care recommendations within minutes and return to their duties. This helps you keep your workplace on schedule and minimizes disruption from sending workers offsite, saving you dozens of productive hours.

Decreased Healthcare Costs

Without standardized and communicated processes in place, real-time employee injuries can be complicated for supervisors to manage. If not managed appropriately at the time of injury, this can lead to increased risk and poor outcomes. With studies showing that approximately 25% of healthcare spending in the United States is considered wasteful, even one mismanaged injured employee could cause your costs to spiral out of control.

An injury triage program allows you to better control these work-related healthcare costs. You will still have some costs related to those workers whose conditions necessitate offsite care, but your injury triage program can help you control those as much as possible.

Employees with minor injuries can receive first aid recommendations, meaning you don't incur any costs beyond what you're already paying for your injury triage program. The workers who need offsite care can be sent to the most appropriate facility for their needs, that is in-network with your insurance plan, allowing you to minimize the financial impact of that offsite care.

Your Partner in Injury Triage

Medcor's injury triage service is a key factor in keeping your workplace safe and your production on schedule. Our occupational healthcare providers have training and experience in the type of recommendations your employees receive, with an average of 4.5 years of nursing experience prior to joining Medcor. Approximately 90% of calls are answered within 60 seconds, giving injured workers quick assessment. Improve injured worker outcomes while reducing workers' comp costs with Medcor's injury triage service.



GET STARTED