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WorkWell Onsite Services Engage Employees to Reduce Claims by 40%

the CHALLENGES

- Engaging employees in reducing injuries
- Decreasing the time employees spend away from work
- Reducing rising workers' compensation costs
- Lowering soft tissue injury claims

the RESULTS

- High employee use and trust in onsite physical therapists
- Faster, onsite treatment of injuries
- Drop in employee time off for injuries
- 40% drop in workers' compensation claims
- Low maintenance, efficient program

business IMPACT

Greater Productivity

Employees spend more time on the job.

Impact Rate

Cases seen by the onsite physical therapists went up from off-site treatment.

Significant Drop in Claims

From 2011 forward, the company experienced a 40% drop in workers' compensation claims.

“WorkWell’s onsite program made a difference in keeping our employees physically here. That’s a direct result of the convenience of having the therapists onsite as well as the high-trust relationships the therapists have built with employees.”

**Rebecca Halley, Employee
Healthcare Specialist, WaferTech**

favorite DISCOVERY

“We really appreciated the relationship that PTs built with employees. The program requires almost no maintenance, it practically runs itself.”



Pre-Hire to Retire Prevention, Wellness and Treatment



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their STORY

WaferTech's workers' compensation claims and soft tissue injuries were rising and it was time for a new approach, especially as a self-insured company. The company decided to focus on engaging employees, providing a more personal experience through onsite physical therapists (PTs). Questions from employees could be immediately answered like: "Why does this hurt?" "How can I work differently to prevent this?" "Do I need to see a doctor?" Treatment could be taken care of right away at the facility. The answer—WorkWell's Onsite Services program.

The program offers employees access for both personal and work-related needs and emphasizes recordable injuries, including repetitive motion and back strains. A small office was placed in a highly visible area and an extensive communication program launched, including an open house, health fairs, continuous newsletter articles, and more. That the PTs do not work for WaferTech was stressed to increase employee comfort about privacy. A PT checks in with new employees after the first month to establish a relationship and offering concrete suggestions and ergonomic recommendations.

The result—engaged employees and a drop in claims. Employees like the immediate relief from symptoms and coming away with specific exercises. The therapists often walk over to the job site checking in with employees and at the same time receiving new referrals is a big win. The onsite PTs understand the demands of the unique job while collaborating with the Health Center to meet doctor needs for accurate descriptions.

And the benefits don't end there. Supervisors appreciate the fast employee attention, which means less time away from work. Functional job descriptions (FJDs) were created, and are updated biannually, as part of starting the program, which provides greater accuracy in treating injuries and return-to-work determination while offering concrete job information for claims.

what EMPLOYEES SAY

"It is wonderful that WaferTech offers me the support and access of physical therapists. There are issues that can naturally occur from working where the physical demands can be great! It is convenient to be able to consult with professionals to help decrease any possibilities of long-term musculoskeletal health issues!"

"I have been able to work and take advantage of the treatment that I have needed for so long. The physical therapy onsite made it affordable as well as convenient, which in the end has made my life much more comfortable and I perform at a better rate."



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