

CITY of LITTLE ROCK

The Situation:

20+ day reporting lag time. The largest city in Arkansas was using 3 different documents to report a claim. This procedure led to a major inefficiency in proper reporting protocol. They attempted to streamline their efforts to no avail. The excessive lag time was bogging down the budget. They knew that something needed to be done. They needed to have all city departments on the same page when it came to reporting-quickly!

The Approach:

Rather than have departments (police, fire) attempt to “buy in” to a new system, it was simply announced that a new reporting procedure was going to be implemented that would make everyone’s life easier.

The Result:

Road to recovery: After the Company Nurse injury management program was implemented, reporting lag time decreased from 20+ days to 2! Reports no longer sat on a desk waiting to be completed or signed. The new reports were type written and legible. Having reorganized their reporting process to be more employee-friendly, the city no longer chases reports or people to complete the reporting process.

The Bottom Line:

Today, the City of Little Rock has been given a “Best Practices” award by its peers as announced in Risk and Insurance Magazine in 2005. Meanwhile, nearly \$150,000 is saved annually by using Company Nurse. When it comes to streamlining injury reporting, Company Nurse has a cure.