



*The Right Call for Workplace Injuries®*

## Client Success Summary

# The City of Little Rock

*Injury Hotline Ensures Right Time, Right Care, & Right Results*

### About The City of Little Rock

As the capital of Arkansas, Little Rock employs over 2,500 staff members, who work within 14 different departments to maintain and improve the “quality of life” for its more than 187,000 citizens. Little Rock has a self-insured workers’ compensation (WC) program managed by the Safety & Loss Control Division of its Human Resources Department.

Mike Knott, the Safety & Loss Control Specialist, discusses the City’s award-winning WC program and how Company Nurse’s injury management program helped to ensure quality medical care for employees, while also reducing WC costs.

### Company Nurse Benefits

#### ***The Right Time***

Prior to Company Nurse, a key challenge was ensuring injuries were reported on a timely basis. “An injury report might sit on a busy foreman’s desk for weeks. By that time, the injured employee might have already take time off—resulting in costly and unnecessary lost time,” said Mike Knott. Now, all injuries are reported immediately to the Company Nurse Injury Hotline.

#### ***The Right Care***

“This program enabled us to reduce the number of employees that seek care from their person physicians, which can be a detriment to our return-to-work (RTW) outcomes,” said Knott.

#### ***The Right Results***

Safety was another major concern for the City. “One of the benefits to utilizing Company Nurse is we now have access to more comprehensive injury information, which we continually analyze to identify potential program opportunities,” added Knott.

### Client Accomplishments

- Received State WC Commission’s “Exemplary Performance Award”
- Achieved 100% on-time reporting of injuries
- Achieved 100% PPO network penetration
- Decreased lost workdays by 70%
- Reduced average costs per claim by 40%
- Reduced annual WC costs from \$1.8 million to \$800,000

### Keys to Success

One of the City’s biggest challenges was developing a structured, systematic RTW program and appropriate RTW culture.

“The speed with which we receive injury reports from Company Nurse is a major benefit to our RTW program,” said Knott. “Our department is able to manage RTW from the onset of the claim. We’re able to not only provide the best care possible, but a speedy recovery and improved RTW results.”

To ensure program adoption, the City developed a presentation. “It explains Company Nurse’s role in the WC process and outlines the new injury reporting process. Delivering this information really made the difference. We asked our departments to try it for three months. They found they really liked the results.”

For the complete Little Rock case study, contact Dennis Chandler, [dennisc@companynurse.com](mailto:dennisc@companynurse.com).

**Company Nurse, LLC**

For more information, go to [www.companynurse.com](http://www.companynurse.com) or call (888) 817-9282.