



The Right Call for Workplace Injuries®

Client Success Summary

Municipal Pooling Authority

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

About MPA

Municipal Pooling Authority (MPA) provides coverage for property and casualty, liability, and employee benefits to 20 municipal agencies in Northern California. Since its inception in 1978, MPA has grown in membership, expanded its regional service area, and continually offers new programs and services.

In this summary case study, Janet Selby, workers' compensation manager of MPA, explains how Company Nurse fits into its Early Intervention Program.

Company Nurse Benefits

The Right Time

"In the past, there was often a five to seven day delay in injury reporting," said Selby. "In that time, an employee could take time off, visit a personal physician, and receive inappropriate treatment. These factors made the claim difficult to manage and increased costs. By utilizing Company Nurse, we receive more timely injury reports. Claims get started on the right track from the beginning, resulting in better outcomes for everyone."

The Right Care

"In the past, supervisors erred on the side of caution, sending every injured employee for treatment. The result was unnecessary costs for minor cases. With Company Nurse, triage nurses assess injuries over the phone, and recommend an appropriate level of care," said Selby.

The Right Results

MPA claims professionals now focus on delivering personalized service to injured employees. There's improved communications on new injuries and early identification of complex issues. MPA members and employees benefit from quality care, early RTW, and overall satisfaction with the Company Nurse program.

Client Accomplishments

- Went from an average 5-7 day delay to same-day injury reporting
- Quality medical care for injured employees
- Speedy recovery and early RTW results
- Employees appreciate being able to consult with nurses about their injuries

Advantage of 24/7 Injury Hotline

"Public employees often work shifts around the clock. If a police officer experienced a surface wound at 2:00 am, he went to an ER and waited hours to be seen, or even worse, the injury might have gone untreated for days, leading to medical complications," said Selby.

Now with Company Nurse, the officer can call, speak to a nurse, obtain medical advice on how to clean and dress the wound, and seek follow-up care at a clinic the next morning.

Keys to Success

"The biggest challenge facing many of our members is tightening budgets," said Selby. "Our early intervention program aims to properly manage work-related injuries right from the onset to bring about the best-possible results.

"Over the years, we engaged various early intervention processes. Rather than allow them to operate in silos, our Early Intervention Program puts them under one umbrella. By doing this, we illustrate how they interact and depend on each other for optimal success."

For the complete MPA case study, contact Dennis Chandler, dennisc@companynurse.com.

Company Nurse, LLC

For more information, go to www.companynurse.com or call (888) 817-9282.