



# Case Study: Skilled Nursing Facility (SNF), Centennial, CO

## The Company

DORN recently partnered with a skilled nursing facility (SNF) dedicated to elder care in Centennial, Colorado to address a wide range of injury and workplace safety concerns. Facing a high prevalence of overexertion injuries, a high number of lost work days due to physical ailments, and major costs incurred from workers' compensation claims, the SNF was ready to work toward a safer and more productive work environment.

## The Issue

Skilled nursing facilities face a slew of common issues related to workplace safety, ergonomic practices, and environmental hazards. With a focus on risk factors for musculoskeletal disorders (MSDs) and possible hazards in the environment, our Evaluator determined that of 67 incidents recorded between 2013-2017, over 60% were MSD-related and 50% were OSHA-recordable, while the facility amassed a total claims cost for 2017 alone of \$500,000.

## The Solution

As a first step, DORN worked to facilitate culture changes at the organization through new training and education programs that encouraged early reporting of pain and increased buy-in from employees. Next, a range of hands-on services were introduced, including one-on-one sessions with DORN Specialists of either 15 or 30 minutes, targeting pain and discomfort to reduce the long-term incidence rate of MSDs.

Biomechanics training was also implemented in order to address injury-prone activities that carried high risks of big-dollar expenditures. Push-pull, lift, and transfer techniques were retrained to help staff avoid hazardous tasks.

### Services Implemented

- Custom training and education programs
- Manual therapy
- Biomechanics training
- Light duty revisions

## Results

Though the Centennial SNF faced a slew of challenges from an outdated safety culture and hazardous techniques, DORN's interventions have had a profound effect on the overall safety and wellness of their workers and the health of their budgets. The company reported savings over the 1st 6 months of \$125,000 including savings of \$70,000 in non-occupational healthcare of \$70,000, resulting in an overall annual ROI of 730%.

### Savings in first 6 months

ROI	730%
Non-occupational healthcare	\$125,000
Savings from direct costs	\$70,000
Immediate savings	\$30,000

### Other improvements

Reduction in medication usage	52%
Reduction in pain levels	67%
Improvement in morale	100%
Improvement in sleep patterns	50%
Reduction in stress levels	20%

***"Our partnership with DORN has greatly impacted our workforce. They have been instrumental in creating a safer environment and improving the lives of our workers."***

*- Director of Safety*



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