

# National Bedding Manufacturer Case Study

## The Company

DORN Companies was introduced into 15 sites through a year long implementation starting in mid 2016, to address the high number of Musculoskeletal Disorders (MSD) and incidents occurring at sites nationwide. Client was dissatisfied with current service provider and was looking for a change in outcomes.

## Issue

Increases with work-related incidents related to musculoskeletal disorders (MSD) were a top concern to the organization. All locations were reporting increases in incidents involving sprain, strain and overexertion. Our client experienced increased costs from employees facing work restrictions, modified duty, or removal from work by order of a physician. The average cost of a fully adjudicated claim as calculated by client organization was \$57,000.

## The Solution

Original rollout offered Hands on Sessions at all 15 sites. DORN PainFree™ Specialists were placed at each site. Using specific hands-on treatment protocols, muscular issues were addressed. Pain symptoms were reduced, mobility was improved, and employees were educated on proper body movements and self-care. Through the use of this service, MSD incidents were reduced significantly.

To further improve employee health and wellbeing, additional DORN services were partnered to create an incident prevention suite. The DORN PainFree™ Specialist spent time on the production floor providing real time correction, coaching and ergonomic adjustments to further reduce MSD incidents.

Program services were customized for individual sites. Several further mitigated risk by implementing pre-shift conditioning and mobility sessions and offering custom programs to offset the repetitive nature of the job. Sites with extensive lifting job requirements instituted Technique Training sessions for both new hires and in regular intervals with long term employees to maintain proper lifting practices.

### Services Implemented

- Manual therapy
- On the floor body mechanics and risk identification
- Observational ErgoLite assessments with real time corrections
- Pre-shift conditioning and mobility
- Classes for proper lifting techniques

## Results

Overall, our client experienced a significant reduction in MSD incidents. Other gains followed, including increased morale, lower absenteeism, and improved soft metrics.

Year	2016	2017	2018
Number of people seen	660	1,350	1,500
Would have seen medical professional	71%	71%	70%
Reduction in absenteeism	60%	59%	60%
Improvement in morale	95%	97%	97%
Workers' comp claims % of workforce for sites on board since January 2016	6.8%	5.0%	>1%
Savings / cost avoidance achieved	\$1.3 Million	\$2 Million	\$3 Million

***"I was extremely happy with the results DORN Companies delivered in reducing workplace injuries. The program was simple to implement, and upper management was extremely impressed by the return on investment."***

*- Director of Safety*



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# DORN

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