



INJURYFREE SOLUTIONS

Employee Maintenance Center



CUSTOMER CASE STUDY

Case Study: Grays Harbor Paper

The Problem

Grays Harbor Paper (GHP) is a locally owned and operated company that specializes in quality pulp and paper products. In 2009, the GHP leadership team was looking for a solution that would reduce musculoskeletal injuries attributed to repetitive use and overuse in their Hoquiam, Wash. facility. GHP's five-year claims loss trend for musculoskeletal injuries from 2004 to 2008 averaged upwards of \$250,000 per year. During this period, GHP also experienced a 105% increase in claims and time loss expenditures. GHP was negatively affected by both the financial costs of these injury claims and the psychological cost of their employees' overall health and ability to perform job tasks.



The Solution

In August of 2009, InjuryFree opened an Employee Maintenance Center (EMC) at Grays Harbor Paper. Initially, EMC services were focused on employees who were already experiencing pain and discomfort. All employees were invited to receive services by an EMC staff member that would significantly help decrease pain and increase physical strength and performance. InjuryFree's plan of action with Grays Harbor Paper was to initially improve employees' physical condition, then, while continuing to provide care after injuries had been improved, transition the focus from reactive care to preventative maintenance care. The integration of InjuryFree's "Special Fitness Programs" provided employees with EMC Services & Equipment for: Back, Neck, Shoulders, Hands, Wrists and Ankles. EMC Size: 480 Square Feet and InjuryFree Staff Members: 1 Full-Time Employee.

The Story

In collaboration with GHP, InjuryFree has helped facilitate dramatic changes at the Hoquiam, WA facility. Over a period of 19 months, GHP saw an 88% reduction in workers' compensation claims and a 99% reduction in claims costs related to musculoskeletal injuries. GHP also saw a decrease in the average cost of a workplace claim from \$22,493 in 2006 to just \$494 in 2010. According to GHP Safety Director Denny Lawrence, "the EMC has helped our employees maintain the strength and mobility they need, not only to do their jobs but to be able to enjoy their life when they're off the job as well." Lawrence also added that he calculates InjuryFree's EMC generated a 154% return on GHP's investment at the one year mark.

"... InjuryFree has been a valuable addition to the overall safety program at Grays Harbor Paper. The Employee Maintenance Center is highly utilized by our employees to identify workplace and personal soft tissue issues."

- **Denny Lawrence**
Safety Director
Grays Harbor Paper, WA

CONTACT

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www.injuryfree.com

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Tracking Changes

Grays Harbor Paper contracted with InjuryFree to provide health and wellness services on site utilizing their Employee Maintenance Center (EMC). The EMC services started on August 17th, 2009 with the main goal of reducing or eliminating work place injuries. Primary focus was on those injuries associated with Micro Claims; often considered repetitive and overuse in nature.

Grays Harbor Paper micro claims cost data collected from Third Party Administrator (TPA):

“...the EMC has helped our employees maintain the strength and mobility they need, not only to do their jobs but to be able to enjoy their life when they’re off the job as well.”

- Denny Lawrence
Safety Director
Gray Harbor Paper, WA

Micro Claim Cost

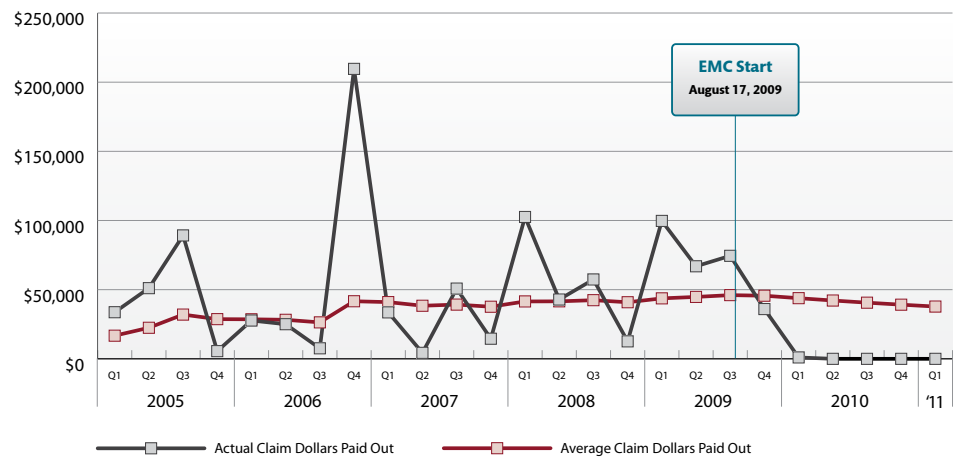


Table with 8 columns (Year) and 3 rows (Average Claim Cost, Total Time Loss Days, Claims Still Open)

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