MedBridge Reduces Total Musculoskeletal Costs by 77 Percent at Occupational Accountable Care

Client Challenge

Occupational Accountable Care (OAC) is an innovative, leading-edge organization that provides strategies and resources to improve employee health outcomes through a collaboration between local medical providers, employers, and insurance carriers.

One of OAC's key initiatives is an onsite and online musculoskeletal disorder (MSD) safety program to help employers and payers nationwide diagnose and resolve symptoms before they present as musculoskeletal injuries. To help optimize outcomes and lower costs within this area, OAC knew that it was crucial to increase employee engagement through a scalable solution that provides effective, accessible MSD education to all employees.

MedBridge Solution

By leveraging the MedBridge Patient Engagement Solution, OAC has been able to implement a highly effective patient engagement program. MedBridge allows OAC to:

- **Standardize templates for common conditions and types of customers.** OAC creates unique MedBridge Home Exercise Program (HEP) templates by role and type of occupational physical demands. These templates focus on injury prevention and are assigned to every employee.

- **Customize templates according to patient need.** If an employee develops musculoskeletal symptoms or impairments, OAC rehab providers create a customized treatment program designed to address the employee's condition and help resolve symptoms.

- **Maximize engagement with digital technology.** To encourage engagement, programs are shared by text and email, and patients can access them via the MedBridge Patient Mobile App. Data is drawn from the MedBridge platform and internal OAC tools to demonstrate the program's cost and outcome benefits to OAC's employer clients.

OCCUPATIONAL ACCOUNTABLE CARE, LLC
VALUE DRIVEN INTEGRATION

Founded in 2014
Headquarters in Dublin, OH
MedBridge partner since 2020
ohacare.com

63%
reduction in overall MSD claims cost

77%
total reduction in MSD spend

$214
average savings per employee

Results

Through its partnership with MedBridge, OAC has been highly successful in reducing the frequency of OSHA-reportable injuries, improving the health and wellbeing of employees, and boosting long-term financial impact for employers. OAC has seen results such as:

Fewer MSD Claims

By proactively providing templatized, evidence-based education and exercise programs, OAC has helped employees become more engaged in their own wellness and care. As a result, OAC's employer clients have been able to reduce MSD claims by a full 81 percent.

Cost Savings

Due to the improved health of employees, resulting in fewer claims, OAC has seen significant cost savings, including:

- 63 percent reduction in overall MSD claims cost.
- 77 percent total reduction in MSD spend.
- An average savings per employee of $214.04.

The table below compares the number of Employer MSD claims and their costs for 2021 versus previous years, focusing on a sample organization of 875.

PRE- & POST-PROGRAM MSD RESULTS				
	MSD claims (average of annual claims 2018-2020)	MSD claim cost	MSD spend	Cost per employee
Pre-program	96	$2,023	$244,468	$279.39
2021 post-program	18	$744	$57,185	$65.35
RESULTS	81% reduction in MSD claims	63% reduction in claim cost	77% reduction in MSD spend	$214.04 average savings per employee

Advice Wrap-Up: OAC's Top Tips for Success

According to OAC, here are the best ways to improve patient engagement at your organization:

1. **Get the right platform**. Implement an effective patient engagement and home exercise program in your organization. We recommend MedBridge.
2. **Leverage templates** for the most common conditions and/or types of patients your organization works with.
3. **Create a policy to standardize** template usage, and encourage appropriate customization according to patient need.
4. **Assign a program to every patient** or customer your organization is managing.
5. **Leverage digital technology.** Maximize adherence, get valuable patient data, and save on printing costs by offering to text or email a digital program to the patient. Only offer printouts as a last resort.
6. **Facilitate the first log in**, if face-to-face communication is available.