

## The Client:

One of the world's largest pharmaceutical companies, employing over 10,000 people in the U.S.

## The Challenge

*Continue managing current return-to-work programs and roll out a consistent absence management process to all nine customer sites, as well as to a disbursed workforce.*

## The CHS Response

*Apply a proactive, consistent approach to ensure a safe and reasonable return-to-work*

- Determine employee eligibility for short-term disability benefits, facilitate return-to-work, coordinate information and set expectations*
- One-on-one weekly dialogue with 350 employees in one year*
- A "human touch" that's mindful of the business aspects*



## The CHS Difference

- 2,834 days of absence saved from April – September 2004*
- An average savings of 2.8:1 or \$396,320 in 2003*
- Case tracking allowed workforce health recommendations for individual locations*

## The Challenge:

Comprehensive Health Services' (CHS) charter was to develop and implement a consistent absence management process across nine sites and a disbursed workforce.

Throughout a number of corporate mergers and acquisitions, the organization retained CHS as its workforce health and wellness partner to manage its employee return-to-work case management program.

## The CHS Response:

Professional nurses manage each case individually to ensure employees' safe and reasonable return-to-work. Applying a standardized absence management process, CHS establishes and manages expectations among the employer, the employee, the physician and the insurance company, and coordinates the return-to-work process. CHS educates new customer sites about appropriate case management. A weekly dialogue with the

employee, and separately with the human resources department, gives everyone a better idea about the expected duration of the absence, allowing the CHS customer to budget more effectively and motivating the employee towards a prompt, prudent and safe return-to-work.



## The CHS Difference

CHS' standardized absence management process, developed and administered by professional case management nurses, *saved the CHS customer 2,834 days of absence* associated with the *350 return-to-work claims* handled in a six-month time frame, and for the previous year *saved an average of \$396,323*. The program also provided a diagnostic tool based on demographics and aggregated diagnoses to propose additional workforce health recommendations for individual customer sites.



## About CHS

Founded in 1975, Comprehensive Health Services, Inc. (CHS) is a leader in the management of nationwide workforce health programs. We offer major corporations and government agencies flexible, customized employee health services, from pre-placement and fitness-for-duty exams to workers' compensation, disability and case management, medical surveillance, and wellness and health promotion programs.

CHS is the only major firm with a broad, three-fold service delivery capability—worksite health programs, an extensive national network of health care providers, and medical readiness teams. This approach enables us to build the most flexible and ideal workforce health programs to fit the special needs of each client's workforce demographics, health risks, and productivity goals. *Our services are available individually, in clusters, or as a single, comprehensive and seamless employee health program.*

- Onsite Health Centers
- Medical Exams
- Wellness & Health Promotion
- Absence Management
- Environmental Health & Safety

We partner with our customers to understand their businesses and build customized solutions that put employees first. CHS' proactive, comprehensive approach—refined by best practices built on decades of experience—helps customers maintain a healthier, more stable and productive workforce.

**For more information about CHS Absence Management programs, call us at 1-800-761-6333 or visit us at [www.chsmedical.com](http://www.chsmedical.com)**

# CHS

Comprehensive  
Health Services