



Achieving a Best-in-class Occupational Medicine Program

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➤ How Effective is Your Occupational Medicine Program?

60-80%


OF LOST WORKDAYS INVOLVE
MEDICALLY UNNECESSARY
TIME OFF FROM WORK

What a Best-in-class Occupational Medicine Program Can Do for You

- Workforce productivity increases
- Cost of care decreases
- Shorter case duration
- Employee absences decrease
- Outcomes reporting is improved
- Medically unnecessary disability cases decrease

➤ What is a Best-in-class Occupational Medicine Program?

The highest goal of an elite program is to, “ . . . keep patients’ lives as normal as possible during recovery, while establishing treatments that allow for the fastest possible return to work.”^[1]



Best-in-class programs return employees to work more quickly and reduce employer costs.

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys



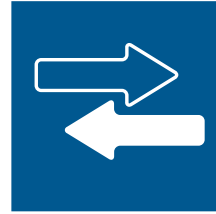
Employer Engagement

- An established injury care plan
- Clinician involvement
- Employee education



Employee Engagement

- A great employee experience
- One location for care



Clear Communication

- Custom communications
- Clinical data and reporting



Quality Medical Outcomes

- Occupational medicine expertise
- Accessible clinicians
- Outcomes-focused care

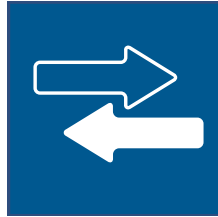


Workforce Health

- Injury prevention
- Worker health protection

➤ What Makes an Occupational Medicine Program Best-in-Class?

The Five Keys: Employer Engagement



Employer Engagement

- Collaboration between employer and clinicians
- Plans designed with your workplace in mind
- Rapid employer onboarding
- Employee education on the benefits of return to work

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Employer Engagement



Maintaining an open dialogue with clinicians leads to better outcomes.

Collaboration Between Employer and Clinicians

Collaboration between employer and clinician and an open, continuous flow of knowledge fosters appropriate return-to-work decisions.

Designed with Your Workplace in Mind

Clinicians can regularly tour employees' work environments to gain insights for creating transitional work options and practical, effective employee treatment plans.

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The Five Keys: Employer Engagement

Rapid Employer Onboarding

Employers can immediately access Concentra services, and our robust informational and onboarding materials provide you with a thorough understanding of capabilities and protocols.

Employee Education

Employees know why, where, and when to get care - and how returning to work benefits each employee, not just his or her employer.



Staying active and returning to work can positively impact self-image, relationships, and even recovery.

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Employee Engagement



Employee Engagement

- Employee satisfaction
- Employee-centric care
- Welcoming facilities
- Convenient, one-stop care

➤ What Makes an Occupational Medicine Program Best-in-class?

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Employee Satisfaction

To ensure a positive employee experience, Program that aligns employee satisfaction with clinician and staff incentives.

Employee-centric Care

Clinicians with empathy, medical expertise, and trained to address not only an employee's physical health needs, but also the social and psychological effects of returning to work.

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A one-stop experience makes it easy for employees to stick with treatment plans.

Welcoming Facilities

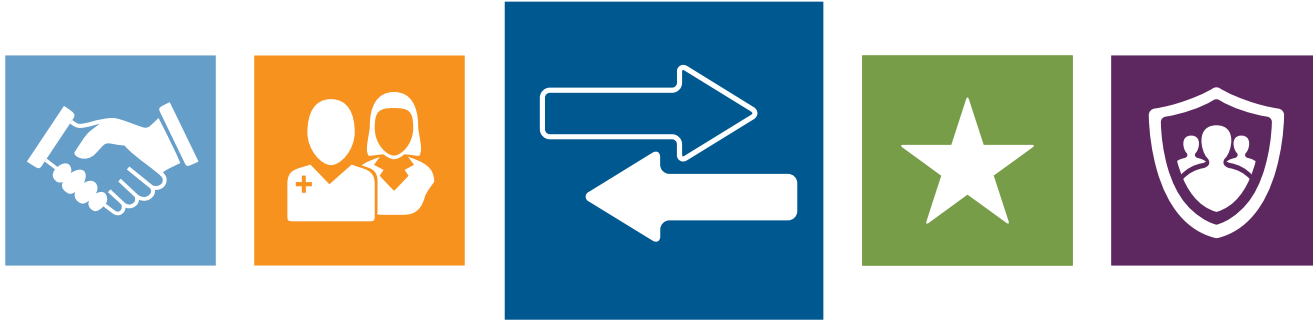
Centers are bright and welcoming, designed for comfort and the delivery of efficient and effective care.

Convenient, One-stop Care

Employees can receive multiple services at centers, including PT, x-rays, medication, DME and labs. This makes it easy for employees to get the care they need quickly. Goal of eliminating obstacles.

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Clear Communication



Clear Communication

- Communication throughout each case
- Access to the treating clinician
- Data-driven validation
- Employee engagement

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Clear Communication



The best return-to-work plans come from collaboration between clinician and employer.

Stay Informed

Structured reports detail visits and employee treatment status to continually inform employers throughout the case. Electronic platforms for ease of information flow and real time access.

Access the Treating Clinician

Employers can discuss treatment plans, referrals, and functional job descriptions and capacity examinations with treating clinicians.

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You should be able to compare your outcomes with national benchmarks.

Data-driven Validation

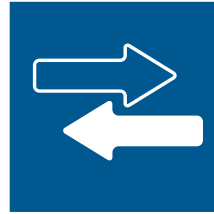
Access to reports on overall use statistics to give you clear insight into injury trends, recordable injuries, and utilization reports.

Employee Engagement

Targeted information and educational messaging are provided to key stakeholders to drive engagement and program support.

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Quality Medical Outcomes



Quality Medical Outcomes

- Return-to-work philosophy
- Ongoing clinician education
- Outcomes-focused care
- Regulatory expertise

➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Quality Medical Outcomes

Early Intervention

Treatment guidelines are focused on early intervention, a care model that promotes activity and physical therapy to avoid medically unnecessary disability and get employees back to function, faster.

Ongoing Clinician Education

Clinicians receive onboarding and ongoing training in occupational medicine to ensure regulatory expertise and quality care is delivered in the treatment of work-related injuries.

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The Five Keys: Quality Medical Outcomes

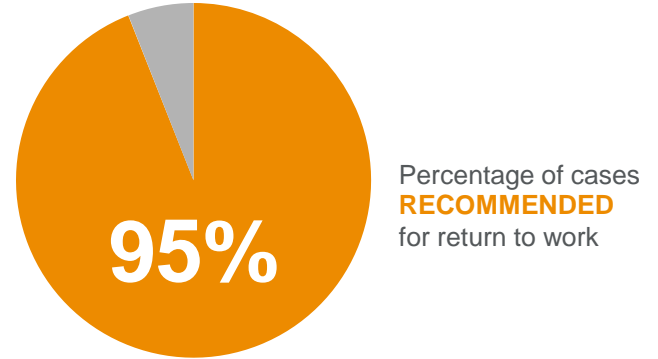
Outcomes-focused Care

Clinicians focus on positive medical outcomes and employee satisfaction.

Regulatory Expertise

Clinicians are trained in occupational medicine, which enables them to diagnose and treat work-related injuries and illnesses much more effectively.

Return to Work Recommended



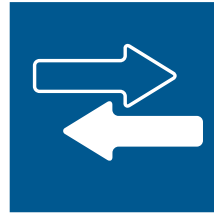
MINIMAL NUMBER

of cases with **recommended** off-duty days



➤ What Makes an Occupational Medicine Program Best-in-class?

The Five Keys: Workforce Health



Workforce Health

- Employee and job risk assessments
- Injury prevention programs and training
- Workplace health and safety regulatory compliance
- Employee health monitoring and protection

In 2019

- *2 million physical examinations completed*
- *1 million FMCSA/DOT examinations completed*

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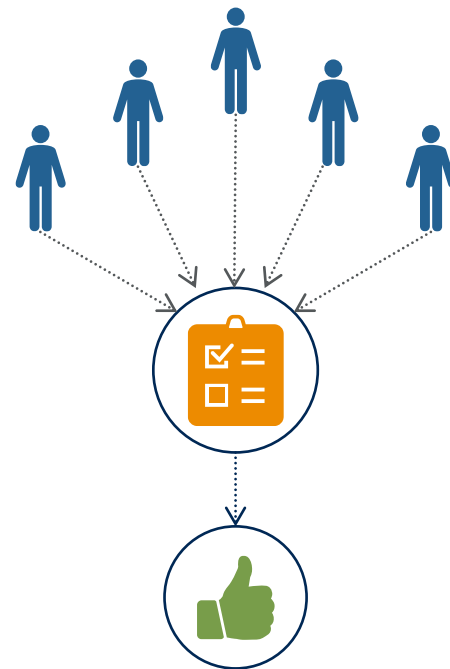
The Five Keys: Workforce Health

Employee and Job Risk Assessments

Workplace risk assessments and employee education help you identify and resolve problem areas in employee education or an employee's work environment. Concentra clinicians use job and site analyses to identify risks, provide recommendations, and implement job-specific controls.

Injury Prevention Programs and Training

A variety of interventions and programs are used to proactively address workplace risks. Clinicians take a hands-on consultative approach to educating and training employees on injury prevention strategies.



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Workplace Health and Safety Regulatory Compliance

Whether it's random drug screens, personal protective equipment fit testing, or annual physicals, program offers services that meet regulatory requirements.

Employee Health Monitoring and Protection

Medical surveillance helps you monitor the effects of workplace health hazards (like silica dust on a construction worksite) to reduce the risk of health issues. Vaccinations and travel health prevent employees from contracting and spreading diseases in the workplace.

> In Summary

A partnership between the treating clinician, the injured employee, and the employer is critical for good outcomes.

- 1 An established injury care plan
- 2 Clinician involvement
- 3 Employee education
- 4 A great employee experience
- 5 One location for care
- 6 Custom communications
- 7 Clinical data and reporting
- 8 Occupational medicine expertise
- 9 Accessible clinicians
- 10 Outcomes-focused
- 11 Injury prevention
- 12 Worker health protection

