

Post-Offer Physicals Case Study

Situation

During a down turn in the housing market, a Wisconsin-based residential building contractor branched out into areas outside the normal course of business. Coupled with the regular turnover of labor, time normally spent on the hiring process was now spent on finding work to keep existing crews busy. This led to poor hiring decisions.

As the quality of labor decreased, the claims increased. Operating as a claim-free company for a number of years, a red flag was raised.

R&R Involvement

It was determined the source of these particular claims linked back to gaps in hiring process.

R&R's Professional Services met with the contractor, to further evaluate screening and selection of right employees for the tasks and work culture.

- ✓ What is included on the existing Job Description?
- ✓ How is the hiring process started?
- ✓ What is the interview process? Does it include a skill scenario?

Outcome

With R&R's involvement, it showed a number of process improvement opportunities:

- ✓ Job Description: the Risk Management Center offered samples and lists of functions by position
 - Once finalized, it was shared with the medical provider for consistency in treatment
- ✓ Hiring process: the Risk Management Center offered sample applications
- ✓ Interview process: R&R refined the skills test to better replicate field work

Considering a shoulder injury claim is estimated at \$100,000. Spending \$75-\$300 per potential employee on post-offer physicals has added to the bottom line cost savings and streamlining hiring efficiencies.