Post CONSUMER BRANDS

Post Reduces Workers' Comp Costs by 90% with BTE Workforce Solutions

And Cuts Lost Time Days by 92%

BTE™ Case Study

POPULATION SERVED

1250 EMPLOYEES

RESULTS PERIOD

2013 - 2015

SERVICES

PDA, POET, JOBABLE

LOCATIONS

4 HIRING LOCATIONS

Our Faulty Screening Process Was Not Resulting in Fewer Injuries

"Before BTE, we had a work screen process, but it wasn't much of a screen," says Bob Lambert, Senior Manager of Environmental, Health and Safety for Post Consumer Brands. "We wanted to ensure that employees could perform the essential functions of the job to reduce the risk of getting injured. But not a single individual failed to pass the screen in over 10 years. Additionally, employees were getting injured within their first few years of employment confirming that our process was not as robust as desired".

"Not all job candidate screening programs are effective," says Connie Miller, Vice President of Business Development at BTE. "When employers are looking for better solutions one of the first questions I ask is 'how many people fail the test'? As was the case with Post, when no one is failing the screening test in physically demanding jobs, you are going to hire a future injury."

In fact, in 2009, one new hire had a preexisting condition injury which resulted in incurred workers' compensation costs of over $700,000 for the company. But more importantly, Post wanted to ensure that potential employees could do the essential functions of their job without getting injured. By the next year they began searching for a better way to screen new hires.

"We wanted a new process to avoid injuries, and it was important that it was objective from a legal standpoint," explains Bob. "We don't want people to get hurt and change their quality of life, and we don't want to adversely affect the company. It was also important that we find a vendor with a national presence to work with all our facilities."

PDA and POET Solutions from BTE

Post Consumer Brands implemented BTE's Physical Demands Analysis (PDA) and Post Offer of Employment Testing (POET) programs at one of their largest facilities in Northfield, Minnesota, in early 2013.

These programs offer objective measurement of job demands and development of employer-specific test protocols that measure a job candidate's ability to perform those demands. Three other facilities in Tremonton, Utah; Asheboro, North Carolina and Jonesboro, Arkansas followed soon afterwards.

"The team at BTE did such a nice job of explaining their process and working with our human resource department to show how the program is compliant with all government regulations," says Bob.

When evaluating the BTE program, Bob says they discussed if the cost would be worth it. "I keep coming back to that one injury in 2009. That $700,000 would pay for BTE for the next 10 to 15 years."

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Analysis Shows 81 to 92 Percent Reduction in All Measures

After implementing the BTE program, workers' compensation incidents were reduced 81 percent; dollars incurred dropped by 90 percent and lost time and restricted days fell significantly for employees in the first three years of employment.

"The results for Post Consumer Brands are very significant," said Robert Stoner, Senior Vice President of BTE Workforce Solutions. "If you look at the improvement factor verses just the reduction, you see that their worker's compensation spend was 10.4 times higher before implementing the BTE program. That's a major improvement."

"There is no doubt the BTE process was integral in reducing all of our measurements," confirms Bob. "Additionally, 2015 was our first year on record without a single injury from an employee with less than three years of service. This is really where the rubber meets the road for us. We want to ensure that employees are not getting injured. That's a huge win."

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Pre and Post-BTE Analysis for Employees in the First Three Years of Employment

	Pre-BTE 2009-2012 Yearly Average	With BTE 2013-2015 Yearly Average	Reduction	Improvement Factor
Workers' Compensation Incidents	7	1.3	81%	5.4x
Workers' Compensation Dollars Incurred	$240,000	$23,000	90%	10.4x
Lost Time Days	180	13	92%	13.8x
Restricted Days	271	51	81%	5.3x

BTE Makes It Easy

Outstanding Customer Service

"The BTE technicians who came here to do the PDAs taught me many things and made the whole process easy," says Barbara Reindal, Senior Workers' Compensation and Leave Specialist. She credited their great interpersonal skills and ability to work with the employees.

"BTE's team has a good working knowledge of how other clients approach certain issues," says Bob. "BTE has a huge focus on customer service. It felt like they were holding our hands or locking arms with us the entire time."

Temporary Labor & Usefulness of PDAs

Bob says the BTE program is even more important for their temporary labor. "We want people to work with us, but we also want them to walk out the door the same way they came in. Our higher failure rate with temps tells us that, had the relationship with BTE not been established and the POET testing process not been instituted, we would have had the unfortunate duty to put an arm around them and say, 'We are sorry you got hurt and that we don't have a better process.'"

One thing Barb didn't realize was how the Physical Demands Analysis would become so useful to the company. "We use the functional job descriptions all the time now," says Barb. "We send the functional job descriptions to a doctor with a copy of our report of workability. We use them for any kind of medical leave. We are also integrating the PDAs into our ergonomics work at each site. The PDAs that BTE did have been incredibly helpful."

Living the Company Value of "Safety First"

Bob says that using the BTE process has helped Post Consumer Brands live its value of safety. "Safety First" is a phrase a lot of companies use, but don't live. Employee health and safety is our number one priority, above any production goals. BTE allows us to be laser-focused on injury prevention and helps us live that value."

"I thought it was unethical to bring people into a company when they are not able to safely do the job," adds Barb. "I feel like I can go home and sleep better at night because I know we have the BTE program in place."

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BTE™
The Technology of Human Performance

For over 35 years, BTE has been a leader in physical performance evaluation and treatment. BTE Workforce Solutions provides employers with superior processes and technology to optimize productivity including job assessment, employment screening, evaluation, treatment, job-matching and return-to-work, resulting in lower absenteeism and turnover, improved safety, reduced injuries, reduced claims costs and measurably increased performance. With BTE, companies are more productive and more profitable.

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