

# Ergonomic improvements help reduce claims by 57%

## Risk Control Case Studies from Liberty Mutual Insurance



**Industry:** Business services

**Area of Risk:** Repetitive motion

A global electrical engineering company has a large number of employees who work from home. They spend long hours on the computer, and repetitive motion claims, particularly for carpal tunnel syndrome and hand/wrist tendonitis, were at an all-time high. In just one year, 56 repetitive motion claims were filed, averaging **\$38,000** per claim.

### Results by the Numbers



**57%** Fewer repetitive motion claims



**96%** Reduction in average claim cost



**\$38,000** Saved per potential claim

### Situation

Recognizing that there was a problem, the company called our Risk Control Consulting Center for help. Our ergonomic experts contacted employees to assess their home office work environment. These interactions were consistent, efficient, and quick in order to minimize disruption.

### Risk Control Recommendations

After reviewing images of at-home workstations, we were able to evaluate and recommend a more comfortable and ergonomically correct work environment. Our recommendations included:

- Changing desks to allow for adjustable comfort
- Purchasing new computer chairs with adjustable seats that are ergonomically correct
- Adjusting monitors to align with each employee's posture
- Completing ergonomic assessments for all work-at-home employees

### Results

In the first seven months after making these changes, our customer had a **57 percent** drop in repetitive motion claims and a **96 percent** reduction in average claim cost.

Contact your local service director for more information on this program or the **Risk Control Consulting Center** at 1-866-757-7324 or by emailing [RCConsultingCenter@LibertyMutual.com](mailto:RCConsultingCenter@LibertyMutual.com). Open Monday – Friday, 8 a.m. to 8 p.m. ET.

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