

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. Open Monday – Friday, 8 a.m. to 8 p.m. ET.

libertymutualgroup.com/business

  @LibertyB2B



The strategies and examples are for marketing and illustration purposes only. The illustrations, instructions and principles contained in the material are general in scope and, to the best of our knowledge, current at the time of publication. No attempt has been made to interpret any referenced codes, standards or regulations. Please refer to the appropriate code-, standard-, or regulation-making authority for interpretation or clarification. Provided that you always reproduce our copyright notice and any other notice of rights, disclaimers, and limitations, and provided that no copy in whole or in part is transferred, sold, lent, or leased to any third party, you may make and distribute copies of this publication for your internal use..