



PRESERVING PRODUCTIVITY: A TRANSITIONAL RETURN TO WORK CASE STUDY

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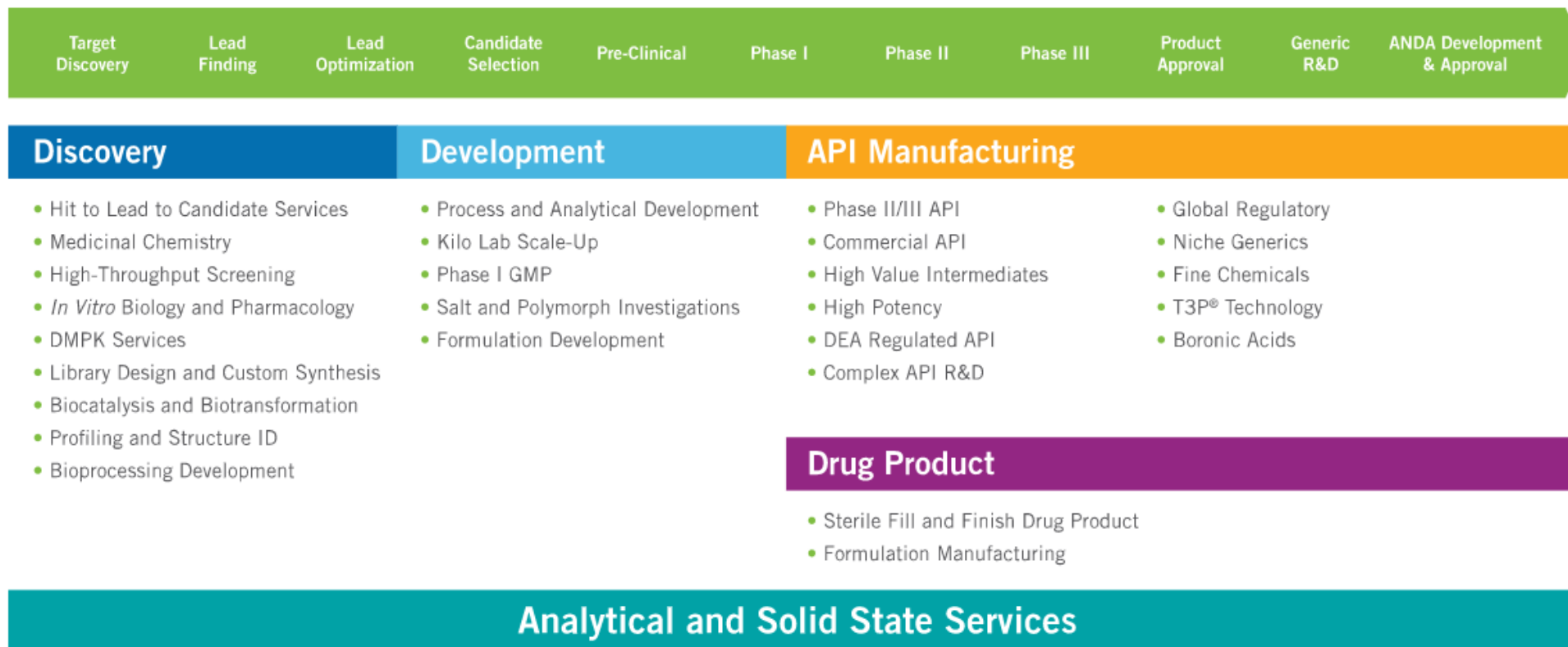
WHAT WE WILL COVER



- ▶ AMRI and its objectives
- ▶ Transitional return to work as a best practice
- ▶ AMRI transitional return to work challenges
- ▶ Program development
- ▶ Site visits
- ▶ AMRI Transitional Return to Work Program
- ▶ Outcomes
- ▶ What's next?

AMRI

- Global contract research and manufacturing organization focused on helping our partners improve patient outcomes and quality of life.
- Complete capabilities across the entire drug continuum.



Fully integrated platform spans drug development spectrum from discovery to manufacturing, providing a comprehensive service offering to customers

AMRI



About us:

- AMRI was founded in 1991
- Growth through acquisitions
- 11 Domestic Locations and approximately 3,000 employees globally



Transitional Return to Work

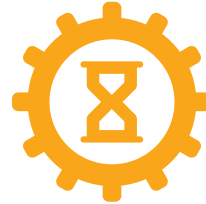
- Building a partnership with Prudential
- Improve the employee experience
- Decrease duration of employees' absence and increase likelihood of return to work

AMRI



Organization & Culture

- 30 years in business!
- Experienced rapid growth
- Workforce includes R&D, manufacturing, and support employees



Structure

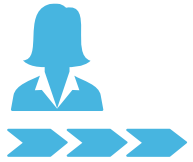
- 24/7 at some locations
- Variable types of work



Challenges

- Status quo, resistant to change
- Join the conversation

BEST PRACTICE – TRANSITIONAL RETURN TO WORK



Incremental



**Manager-Driven
and Supported**



Well-Defined



Productive



Time-Limited

AMRI CHALLENGES

- Physical nature of the work
- History
- Concern around Workers' Compensation
- Current workflow
- Manager objections
- Fit-for-duty requirements

RECOMMENDATIONS FOR ESTABLISHING AN EFFECTIVE RTW PROGRAM

Prudential customizes Transitional Return-to-Work programs to meet the unique needs of the employer organization.
Our programs include:



LOST TIME DATA

Establish a baseline of information and insight into areas of opportunity, including diagnosis groups and specific high-opportunity jobs



PROGRAM IMPLEMENTATION

Manager, Supervisor, and Prudential Claim, Vocational, & Clinical team participate in training and mentoring to facilitate a smooth rollout of the agreed-upon program and processes



ON-SITE VISITS

Designed to understand the nature of work and culture that drives it. The on-site visits produce job modification options through collaborative discussion with managers and supervisors



PROGRAM MONITORING

Data analysis monthly, quarterly, and annually designed to show program impact both short term and long term



PROGRAM DESIGN

Included in the process is the design of programs and policies that facilitate productivity and RTW based on the feedback received from the organization



ORGANIZATION-WIDE ROLL OUT

Upon monitoring the success of the pilot program for approximately 6 months, implement the best practice structure organization-wide through manager and supervisor training

SAMPLE SITE VISIT SCHEDULE – TRANSITIONAL RETURN TO WORK

1 DAY

9:00 AM – 10:30 AM

Meet with HR Team to review critical issues and program guidelines

10:30 AM – 11:00 AM

Meet with Managers to review program and ensure comfort level

11:00 AM – 12:00 PM

Meet with employees who have used the benefit within the last year (individual meetings – 15 minutes each)

12:00 PM – 12:30 PM

Lunch break

12:30 PM – 2:00 PM

Tour of the Facility

2:00 PM – 4:00 PM

Meet with representation of supervisors/managers in groups (1 hr. sessions); 5-8 managers per hour is optimal

4:00 PM – 4:30 PM

Question/Answer and review of visit; discuss next steps with hosts



SITE VISIT OBSERVATIONS



**Employees take pride
in their work**



Varied work across locations
Some more flexible than others



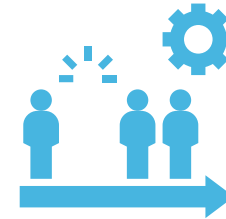
**Highly skilled and
highly technical work**



**All areas can be
physically demanding**



**Managers receptive to
TRTW but concerned**



**Concern in some locations
about unscheduled absence**

TRTW PATHWAYS

Restriction & Limitation	Transitions (Up to 2 Weeks)	Transitions (Up to 30 days)
Reduce Lifting	<ul style="list-style-type: none"> • Assistance • Remove tasks • Alternate work assignment • Cross-training 	<ul style="list-style-type: none"> • Alternate work assignment
Reduce Bend/Twist	<ul style="list-style-type: none"> • Remove tasks • Alternate work assignment • Cross-training 	<ul style="list-style-type: none"> • Alternate work assignment
Reduce Stand/Walk/Climb	<ul style="list-style-type: none"> • Remove tasks • Alternate work assignment • Cross-training 	<ul style="list-style-type: none"> • Alternate work assignment
Reduce Exposure to Targeted Stressors	<ul style="list-style-type: none"> • Remove tasks • Alternate work assignment • Cross-training 	<ul style="list-style-type: none"> • Alternate work assignment
Reduce Work Hours	<ul style="list-style-type: none"> • Shift change • Modify work hours 	<ul style="list-style-type: none"> • Shift change • Modify work hours

TRTW STORY



WHAT'S NEXT



**Outcome
Measurement**



**Stay at
Work**



**Additional Health,
Wellness, and
Productivity Initiatives**



QUESTIONS?

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