A CASE STUDY IN HELPING
COMPANIES ACHIEVE
OPTIMUM RESULTS
MANUFACTURING

HEALTH AND PRODUCTIVITY DATA ANALYTICS & CONSULTING (HPAC)

Other providers merely supply you with data. Exclusively offered by The Prudential Insurance Company of America (Prudential), our Health and Productivity Data Analytics & Consulting (HPAC) team helps you understand your customized analysis and translates it into actionable steps to help reduce absence and boost productivity.

Our team will even go on-site to help implement their recommendations. Here are some ways they have already helped our customers.

An international food producer with 12,000 employees

Evaluation
Research indicates that 64% of the U.S. population age 55–64 were in the workforce in 2016; this is projected to rise to 67% by 2026.¹ In 2015, workers ages 55–64 were found to have among the highest incidence of illness or injury requiring time away from work.²

Our experts worked with two of the customer’s U.S. manufacturing locations, which historically have had high Short Term Disability (STD) incidence rates, driven primarily by musculoskeletal claims among its aging population.

Recommendations & results
We conducted a thorough plan design benchmarking analysis, which identified outdated STD provisions that likely contributed to the high STD incidence rates.

Plan design revisions resulted in an immediate drop in STD incidence rates and decreased durations. The customer is also pursuing HPAC-recommended Productive Aging strategies to better help its aging population remain productive.

HELP BOOST EMPLOYEE
PRODUCTIVITY

Our best practices can help reduce absences by 1, 2, and 3 days per full-time employee!

We Can Help You
Our results-driven HPAC team can provide analytics that lead to practical solutions for helping your organization maximize productivity and minimize absence.

For additional information, please contact your Prudential representative.
An office equipment and manufacturing company employing 10,000 workers

Evaluation

A study conducted by Integrated Benefits Institute revealed that customer service call center employees routinely have significantly higher continuous and intermittent FMLA rates than other employees. About one in three customer service employees took FMLA leave during the study period. This is more than three times the average rate for all other exempt, non-customer service employees and non-exempt, non-customer service employees (average leave rates are 6% and 9% respectively).³

We conducted a data analysis, which revealed that this organization’s 1,000-employee call center operation had as many intermittent leaves as its 5,000-person manufacturing group.

Their analysis indicated that the call center’s FMLA leaves rose by almost 6% on Mondays. It was determined that the call center recently made key operations and HR policy changes that resulted in increased intermittent leaves on Mondays.

Recommendations & results

Our experts partnered with HR and operations leaders and recommended removing recent policy changes. HPAC members also suggested better integration of company wellness offerings, including a new low back pain specialty program into its on-site lost time management program.

After implementing HPAC recommendations, the customer saw intermittent FMLA utilization return to normal levels. It also experienced an 11% drop in STD musculoskeletal claims in one year. Overall STD durations shrank by an average of 2 days per claim.

3 Gifford, Brian, Ph.D., “The Challenge of FMLA Leave in Call Centers executive summary.” Integrated Benefits Institute, 2014. https://www.ibiweb.org/?ACT=65&id=yyjYbbrnQX7etX9n4i-2tw4N1-veyEM0GAvEDw5oiyAuPz3XwvwNUR-of50v8xjATWR1Rrp1AmlxAf763gtBhrYtKeUE?/ieGyFg933Csd5EBzMrRsuP3c5yPigrr.

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