



Case Study

Reducing Injury Costs and Claims in a Water Utility Agency

CLIENT OVERVIEW

A regional water utility agency responsible for maintaining infrastructure, field operations, and public service delivery across a diverse service area. Employees regularly perform physically demanding tasks, including lifting, confined space work, and repetitive manual operations.



CHALLENGE

Prior to 2024, the agency experienced a steady number of workers' compensation claims, with several high-cost indemnity cases driving overall claim severity. Leadership sought a proactive approach to reduce both the frequency and financial impact of workplace injuries while reinforcing a culture of safety.

SOLUTION

In 2024, the agency implemented the **Backsafe® Injury Prevention Program**, a structured and practical approach designed to reduce musculoskeletal injuries and improve safe work practices.

A key component of the rollout included a comprehensive onsite pre-assessment, during which job descriptions and tasks associated with the highest injury rates were evaluated. This ensured the training was highly targeted and directly relevant to the agency's most at-risk roles.

The Backsafe® program included:

- Comprehensive onsite pre-assessment of high-risk job classifications and tasks
- Initial training focused on safe body mechanics, injury prevention strategies, and task-specific risk awareness
- Initial training focused JOB SPECIFIC body mechanics, stretching, off-work applications, and task-specific risk awareness
- One round of refresher training to reinforce key concepts and sustain behavior change
- Ongoing program monitoring with bimonthly claims data review

RESULTS

(Data updated bimonthly; last updated 4/19/2026)

Baseline Period (7/1/2023 – 6/26/2024)

- Total Claims: 10
- Total Cost: \$355,696
- Average Cost per Claim: \$35,570

Contact us today to discover how FIT can help reduce workplace injuries and enhance productivity through our Backsafe® and Sittingsafe® workshops.

BASELINE PERIOD 7/1/2023 – 6/26/2024

Workers' Compensation Claims Breakdown

CLAIM TYPE	# OF CLAIMS	TOTAL COST	AVERAGE COST
Indemnity	7	\$332,166	\$47,452
Medical Only	2	\$23,529	\$11,765
Record Only	1	\$0	\$0
GRAND TOTAL	10	\$355,696	\$35,570

TOTAL CLAIMS
10

TOTAL COST
\$355,696

AVERAGE COST PER CLAIM
\$35,570



Post Backsafe Training Implementation (6/26/2024 – 4/19/2026)

- Total Claims: 8
- Total Cost: \$6,608
- Average Cost per Claim: \$826

IMPACT

- **20% reduction in claim frequency**
- **98% reduction in claim severity(total cost)**
- Significant decrease in high-cost indemnity claims
- Shift toward lower-risk, record-only incidents
- Improved cost predictability and reduced financial exposure

KEY TAKEAWAYS

- The upfront onsite assessment ensured training was customized to the agency's highest-risk tasks, increasing relevance and effectiveness
- Implementing the Backsafe program provided employees with practical, repeatable techniques that translated directly to safer work behaviors
- Reinforcement through refresher training helped sustain measurable improvements over time
- Ongoing data tracking enabled the agency to monitor progress and adjust strategies proactively
- Reducing severity, especially indemnity claims—had the greatest financial impact

CONCLUSION

By implementing the **Backsafe Injury Prevention Program** and reinforcing it through refresher training, the agency achieved substantial and measurable improvements in workplace safety outcomes. The dramatic reduction in claim severity highlights the effectiveness of targeted and customized hands-on training combined with continuous performance monitoring.

ABOUT BACKSAFE

Future Industrial Technologies (FIT) is one of the largest workplace injury prevention companies in North America, with certified Injury Prevention Specialists in the U.S. and Canada. We help organizations stop costly back injuries and other sprain/strains before they happen.

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POST-IMPLEMENTATION 6/26/2024 – 4/19/2026

Workers' Compensation Claims Breakdown

CLAIM TYPE	# OF CLAIMS	TOTAL COST	AVERAGE COST
Indemnity	1	\$6,408	\$6,408
Medical Only	1	\$201	\$201
Record Only	6	\$0	\$0
GRAND TOTAL	8	\$6,608	\$826

TOTAL CLAIMS
8

TOTAL COST
\$6,608

AVERAGE COST PER CLAIM
\$826



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