

# Creating a Seamless Experience for Employees With Disabilities

Regions Hospital



“Providing our employees with a seamless experience is a top priority for us. As employees are often stressed while on leave, The Standard’s program helps them feel reassured while they recover.”

Margaret Nielsen,  
employee health and wellness lead nurse,  
Regions Hospital

## THE CLIENT

Regions Hospital is a full-service hospital and Level I trauma center serving Minnesota and Western Wisconsin. Founded in 1872, the organization has more than 5,600 employees in its various facilities and clinics. Regions Hospital’s nationally recognized specialty care teams, leading-edge treatments and ongoing research ensure top-level care for its patients.

## THE CHALLENGE

**Given Regions Hospital’s sizable employee population, the organization faced challenges to provide personalized support to employees with disabling conditions.**

The hospital was interested in finding a disability program that ensured its employees received tailored assistance to manage their health conditions.

**How could Regions Hospital implement a disability management program that would:**

- ▲ Provide tailored support for employees on a disability leave or in need of accommodations?
- ▲ Integrate into its existing wellness offerings?



## THE SOLUTION

### Direct HR Team Support

Regions HR team partners with a Workplace Possibilities<sup>SM</sup> consultant, who meets weekly with the hospital's employee health and wellness lead nurse, Margaret Nielsen. The two discuss employees who are out on leave and determine solutions to help them get back to work or stay at work.\*

### Wellness Program Integration

As part of its robust wellness program, Regions Hospital offers all employees access to its Resiliency Center, a quiet space for employees to relax and manage stress. Employees with disabilities are often emotionally spent, and the Workplace Possibilities program ensures they are referred to appropriate programs or benefits through the Resiliency Center as part of any stay-at-work or return-to-work plan.

### Compliance Assistance

In evaluating employees on leave, Regions' HR team may partner with its Workplace Possibilities consultant to consider how to help employees with supportive accommodations. The consultant provides the HR team with ideas on potential options, such as ergonomic solutions, that can help Regions' HR team navigate and document accommodations under the Americans with Disabilities Act Amendments Act (ADAAA).

## THE RESULTS

### Reduced Workload

The collaboration between Regions Hospital and The Standard's team has reduced Nielsen's workload. The Workplace Possibilities consultant keeps Nielsen informed of how employee leaves are progressing and manages an employee's return-to-work details. Because the consultant works directly with each employee to understand their restrictions and expected return date, Margaret can spend her time preparing to accommodate them prior to their return.

### Informed Departments

Regions Hospital relies on the expertise of its Workplace Possibilities consultant to help keep departments better informed of the status of an employee's return to work. Nielsen and the consultant inform each employee's direct supervisor of their expected return-to-work date and any restrictions the employee may have upon their return, and they discuss ways to implement accommodations.

### Seamless Employee Experience

The Workplace Possibilities program has helped create a seamless experience for Regions Hospital's employees. The program's personalized support helps employees feel reassured in returning to work. Employees appreciate the ability to voice concerns to the consultant and have them addressed as part of their return-to-work plan. Tailored accommodations also have been significant in getting employees back to work sooner than expected.

## Partner With The Standard

Contact your broker to talk about how we can tailor a solution for you and your employees.

Learn more about what's possible with Workplace Possibilities by visiting [workplacepossibilities.com](http://workplacepossibilities.com).

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\*The Standard provides administrative, informational and referral-type services, and a client should not rely on Workplace Possibilities to ensure its compliance with ADAAA requirements.



Brian Kost, senior director of the Workplace Possibilities program, Standard Insurance Company

“Regions Hospital is a proactive supporter of the Workplace Possibilities program. They understand the importance of holistic employee support and are committed to ensuring employees get the help they need to manage their health conditions.”