



wellnomics

Wellnomics Case Study

Chevron Corporation



“Chevron had a 74% decrease in companywide RSI rates”

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The Problem

In the early 2000s, Chevron was facing a 67% increase in office workstation related repetitive strain injury (RSI) rates over the preceding 5 year period¹. This rise in injuries existed despite conscientious prevention efforts. In fact, 42% of all injuries were RSIs and 37% of these were among office workers.²

42% of all injuries were RSIs

The Solution

Chevron took action and implemented a global Repetitive Strain Injury Prevention Program (RSIPP) founded on a risk-based approach. Using data collected on each employee from online self-assessment questionnaires and automatic computer use monitoring, a relative risk level was calculated for each employee. Managers could then use the data and risk information to take action and make decisions about how resources should be allocated. High, medium and low risk employees were each treated differently. For example, high risk employees were prioritized for a follow-up evaluation by a Certified Workstation Evaluator. Additionally, use of Wellnomics WorkPace stretch-break software was monitored to ensure that employees at high risk were being reminded to take sufficient breaks at the right times so as to reduce their risks to safe levels.

Although the software for the solution was initially provided by two vendors with Wellnomics providing the stretch-break software (WorkPace), Chevron ended up standardizing on a single software solution: Wellnomics Risk Management. This included online ergonomics awareness training, employee workstation self-assessments, discomfort reporting, risk analysis and management reporting.

Risk-based approach identified High risk employees before injury occurred

The primary benefit of the risk-based approach was being able to focus the application of limited resources. In this case, the reporting by Wellnomics Risk Management enabled safety managers to:

- optimize resource use to ensure that expert, hands-on assistance was offered to employees who needed it most
- obtain knowledge about which employees did NOT need attention and resources
- avoid a “one size fits all” approach (an approach which often drives disengagement)
- create a corporate risk level baseline against which progress could be measured
- conduct trend analyses to modify future plans and programs

The program was eventually rolled out to all Chevron offices worldwide, covering over 90,000 employees and contractors.

¹ ErgoSolutions Magazine article, April/May 2005, pages 16-19.

² Ibid.

The Results

Chevron's program worked. By 2010 Chevron had recorded a 74% decrease in companywide RSI injuries.

74% decrease in companywide RSI injuries

How important were Wellnomics Risk Management and WorkPace to achieving the success?

At the 2013 Applied Ergonomics Conference in Dallas, Chevron presented the results of an extensive analysis of their data from 30,000 staff enrolled in the program³. This included data on computer use, break compliance, self-reported discomfort, and incident statistics. The results of this analysis, one of the largest such analyses ever done, demonstrated a highly statistically significant correlation between computer use, non-neutral postures and not taking breaks, with having self-reported discomfort. Furthermore, self reported discomfort was correlated with being a recordable RSI case. The conclusion was that by using Wellnomics Risk Management, Chevron had the right tools in place to identify high risk computer user populations. The software was successful in identifying high risk staff *before* injury occurred, becoming a cornerstone to Chevron's successful office ergonomics program.

*"[Chevron's successful] office ergonomics program includes an effective combination of RSI awareness training, a consistent process for educating and reinforcing safe work habits, and ergonomic software to help alleviate risks associated with prolonged computer use."*⁴

-Sahika Korkmaz
Chevron RSIP program leader

Chevron is considered to have one of the best RSI prevention programs in the oil and gas industry - largely thanks to the use and successful implementation of Wellnomics WorkPace & Wellnomics Risk Management.

³ "Statistical Analysis of Chevron's Office Ergonomics Program Data", paper presented at the Applied Ergonomics Conference, Dallas, March 2013.

⁴ From abstract for 2013 Applied Ergonomics Conference presentation paper