

USE CASE

Occupational Health for Railroads



SUMMARY

Attracting candidates and improving employee retention in dangerous environments and under challenging market conditions is simplified with Acuity International's customizable workforce healthcare management solutions.

INDUSTRY

Railroad

CHALLENGES

Various environmental factors and current market conditions for the Railroad industry make staff hiring and retention particularly difficult. They include:

- Exposure to toxic chemicals
- The danger of accidental slips, trips and falls
- The hazard of working around high-voltage electricity and moving trains
- Physical requirements that limit candidate eligibility
- Difficulty attracting new workers because of physical demand
- Increased attrition
- Attrition of new hires between an offer and start date
- Slow recovery from pre-pandemic levels

SOLUTIONS

Acuity's Workforce Healthcare Management services provide:

- One-stop shop for workforce wellness and exam management
- Broad service delivery capabilities
- Single monthly invoices
- Surge readiness and response
- Provider availability in remote locations
- Exam scheduling near home of record
- 24/7/365 access to exam program reporting
- Real-time tracking of exam and testing status
- Secure cloud-based integrated technologies for data management and transmission

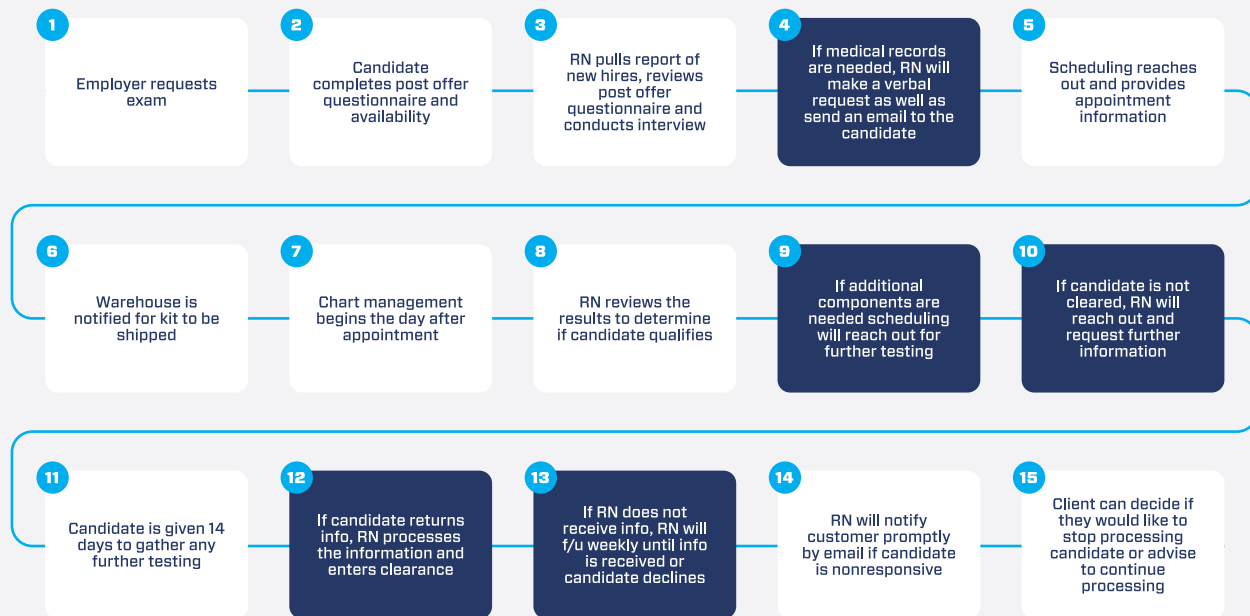
Challenges

To mitigate massive service disruptions and congestion as intermodal demand grew, Norfolk Southern needed to get conductors trained and in service immediately. The multi-stage hiring process was taking 5 to 6 weeks and conductor candidates were changing their minds and rescinding job acceptances. The shortage of conductors contributed to a major slowdown and threatened recovery of the supply chain disruptions. The coronavirus pandemic in general caused massive disruptions in hiring and ultimately limited the number of available candidates.

Requirements

The client used a standard pre-employment process whereas a candidate was not hired until they cleared a medical exam, and the employer verified their background. While the client was happy with the services that Acuity provided, they challenged us to come up with a solution that would expedite the onboarding of train conductors.





BENEFITS

- Extensive provider network utilizing facilities located all 50 states across the U.S. and Canada.
- Performance-based workforce health program management and management oversight for the entire exam process.
- Efficient and cost-effective exam volumes that align with medical standards and regulatory requirements specified by Class I Railways.
- Onsite programs were developed and deployed in approximately 4 weeks, including shipping necessary materials and equipment, hiring certified professionals, collaboration with vendors, and IT technical setup and support.
 - Hiring process was shortened by 33% decreasing the process from 6 to 2 weeks.
 - Job offer acceptance rates increased.
 - Numbers of medically disqualified candidates were reduced.

Solution

Acuity International was petitioned to develop a solution to get train conductors onboarded quicker in order to ensure candidates remained in the process resulting in higher employee retention. We met with the client, discussed the need, and developed a pre-employment medical exam onsite program which consisted of the following:

- Acuity International brought a team of professionals to the client's conductor training facility weekly.
- A pre-employment medical evaluation onsite was set up, which consisted of multiple professionals to perform the evaluations.
- Candidates were pre-screened prior to attending the training to ensure that they had no prior medical conditions which would result in a disqualification.
- While the conductors were in training, their pre-employment medical screenings were performed, then expedited and reviewed by a physician to determine if they were fit for duty. These two actions happened concurrently in order to fast track the hiring process.

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Our products and services deliver cost-effective, innovative workforce health solutions that deliver workforce wellness supported by health analytics.

