

Customer Spotlight:

Texas Roadhouse



The Company

Founded in 1993 by Kent Taylor, Texas Roadhouse owns and operates 520 restaurants in 49 states and 8 countries. Texas Roadhouse, named one of America's best employers by Forbes Magazine, employs over 50,000 team members, or "Roadies," and has always focused on safety.

Safety First

Texas Roadhouse makes numerous efforts to educate employees about safety and accident prevention so Roadies know about potential risks and how to mitigate them. With a strong sense of care for their employees, Texas Roadhouse joined forces with CorVel to address the restaurant's workers' compensation program head on.

Accidents Happen

Texas Roadhouse does everything they can to prevent workplace incidents, but accidents happen. So CorVel does the next best thing, which is to empower Texas Roadhouse with resources to deliver immediate, high-quality care. Texas Roadhouse implemented the immediate intervention model and educated Roadies on how to call CorVel's 24/7 nurse line.

“CorVel came in ready to adopt our culture and be an extended part of our family. Passion is one of our core values, and we needed someone who would have the same passion as we do. We appreciate the knowledge and expertise they bring to the table, and their investment in our business and people are what make the difference. CorVel is walking with us side by side every step of the way, and we couldn't ask for better partner.

– **Patrick Sterling,**

Senior Director of
Risk & People Administration,
Texas Roadhouse

Immediate Return to Work

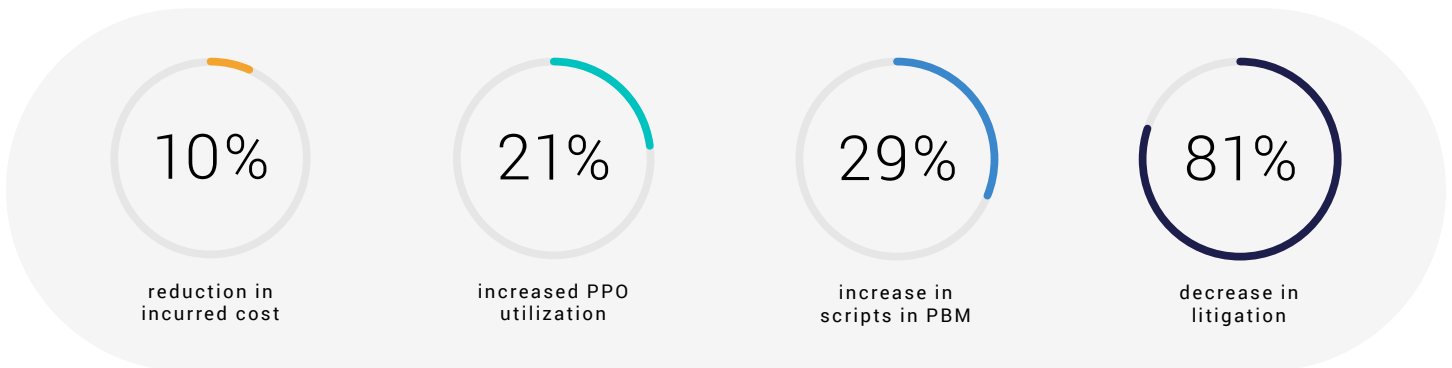
Texas Roadhouse also initiated immediate transitional job functions, based on specific protocols tailored to their business model. In the case of minor incidents, Texas Roadhouse could accommodate injured employees in transitional jobs – sometimes as soon as the same day. This enabled Roadies to return to work faster and avoid missing wages in instances where the injury did not meet minimum lost time requirements.



Texas Sized Savings

By utilizing immediate intervention, including CorVel's 24/7 nurse line, channeling to quality, in-network providers, and conducting follow up as needed, everything else in Texas Roadhouse's program fell into place. They saw a 10% reduction in average incurred costs and faster claim closures than ever before.

Texas Roadhouse experienced significant impacts across the board including a 21% increase in PPO penetration and an 81% reduction in litigation, resulting from all of the components working together.



Happier, healthier Roadies, exemplary program savings, and reduced overall workers' compensation costs – Texas Roadhouse's results are as legendary as the company's hand-cut steaks!

