

Bardavon Health Innovations uses insights to improve the injured worker claim experience



Challenge:

- Never being satisfied with “good enough”, Bardavon wanted to enhance their stakeholders’ experience with a focus on **accelerating the quality and scale of the recommendations and services** provided to all involved in the workers’ compensation recovery process.

Solution:

- Establish an Injury Recovery Platform to serve as an enabler to **collect and analyze data, recommend guidance, and inform future value-added features** that enhance the injured worker’s recovery journey. This will allow Bardavon to create injured worker insights at scale.
- Build and augment an **Injured Worker 360** over time, creating an injured worker journey map that is easily accessible and readily understood across all stakeholders engaged in the recovery process.

Planned Benefits:

- Increase engagement rate
- Decrease return to work time
- Reduce repeat injury rate
- Increase focus and attention on case outliers
- Reduce % of case outliers
- Decrease cost to serve

“The **AWS D2E program was instrumental in driving alignment** between our business and technology leaders to paint a vision of what we ultimately want our most important stakeholder, the injured worker, to experience when interacting with Bardavon. Core to our vision, was becoming **more of a data-driven organization by uncovering insights to accelerate new capabilities to improve an injured worker’s journey** when they partner with Bardavon. D2E not only provided a well thought out long term vision using the working backwards methodology, but also recommended a fast, practical way for us to take our first steps in the journey leveraging data and analytics in the cloud.”

Matt Condon, CEO, Bardavon Health Innovations



Amazon Redshift



Amazon S3



AWS Lake Formation



AWS Glue



Amazon SageMaker



Amazon QuickSight



Amazon Athena



Amazon DynamoDB

