

# SuccessStories

**Isernhagen Work Systems** helped our business **grow**. They gave us the tools to **succeed**.

**Wade Van Dover, PT**  
BIG STONE THERAPIES



## Starting Small Leads to Big Success

*Isernhagen Work Systems provides the right tools*

Physical therapists, **Wade Van Dover** and **Paul Treinen** started **Big Stone Therapies, Inc.** in 1990. With office locations in Milbank, South Dakota and Ortonville, Minnesota, the practice serves the rural communities of Ortonville, Wheaton, Graceville, Morris, and Madison, Minnesota and Milbank and Sisseton, South Dakota.

When they started their practice, Wade and Paul received requests for occupational health services from local employers and attorneys. About four years ago, things got busy enough that additional staff was hired and Big Stone could focus on developing the industrial side of the practice. At the same time, staff was trained in the Isernhagen system, which helped them actively pursue occupational health clients. Since that time, they have been able to grow their practice to twenty five employees and approximately 1100 patient appointments every two weeks.

“We chose the Isernhagen System because they are the best,” says Wade. “There is no doubt. We looked at all the programs available to us. We felt Isernhagen had the best program, the best outcomes. They have the research to back up their claims. They have made the commitment to put the systems in place to help the providers, especially the online documentation tools. Isernhagen gives us an opportunity to interact with other providers and they have provided excellent support.”

Today, Big Stone Therapies provides its occupational health clients with a full range of services. Services include onsite ergonomic evaluations, functional job description development, prework screening, fitness for duty evaluations, and assistance in managing and overseeing work restrictions that may be in place when an injured worker returns to work. Functional Capacity Evaluations and expert witness testimony services are also provided.

“What I really like about the Isernhagen system is that it helped us know how to start on a smaller scale with a new company,” says Wade. “We found that we don’t have to implement the full range of services or wait until we had a lot of statistics to get started with a new company. Most companies identify one problem area and we develop a solution for that. This then expands to other services. This is the way we’ve been able to build our business with Isernhagen’s help.”

Industrial clients served by Big Stone Therapies include large employers like the **Valley Queen Cheese Factory** and **United Hardware Distributing Company**, and other businesses including nursing homes, hospitals, restaurants, cement mixing plants, and various agricultural operations.

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**Prewrite Screens  
Eliminate Costly Injuries**

We have identified some jobs where **nearly 10% of applicants** are not able to meet the physical job requirements.

**Wade Van Dover, PT**  
BIG STONE THERAPIES

## Starting Small Leads to Big Success continued

Referrals primarily come from companies' human resources departments. Other referrals come directly from physicians, attorneys and insurance companies that recognize Big Stone as a quality provider and contact them through "word of mouth". Isernhagen has been instrumental in assisting Big Stone Therapies' entry into the occupational health market where there is a great need. As a result, the perception of rehab services by the local business community has improved. Big Stone is viewed as the expert and a good business partner.

Utilizing Isernhagen prework screening, Big Stone assists employers in the hire process by ensuring that job applicants match the physical requirements of the job. Big Stone has identified certain jobs where *nearly 10% of the candidates were unable to meet the physical demands of the job. These applicants were "injuries waiting to happen"* explains Wade. Due to Big Stone and Isernhagen methods, injuries are avoided.

Lastly says Wade, ***"Isernhagen Work Systems helped our business grow. They gave us the tools to succeed. The beauty of it is that their tools allow me the flexibility to use my gifts, strengths and talents to provide these services in an objective way without boxing me in."***

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