




NPCA
Precast ... The Concrete Solution

Injury Management Process
Early Return-to-Work Value Features
& Bottom-Line Savings

Learning Objectives


- Recognize that an early Return-to-Work (RTW) process is comprised of multiple steps.
- Understand how a RTW program can positively affect a company's profitability.
- Identify the impact of indirect costs on a company's bottom-line profitability.
- Demonstrate the potential savings a transitional work program provides.



2
Precast ... The Concrete Solution

What is an Early Return-to-Work Process

The Return-to-Work (RTW) process is a planned approach that provides injured or ill employees with temporary medical restrictions, the opportunity to remain on the job working in some capacity.



3
Precast ... The Concrete Solution

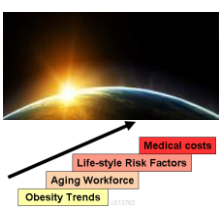
Program Goals

- To lower workers' compensation (WC) claim costs when a workers is injured.
- To contain or reduce WC insurance premiums.
- Reduce the number of lost work days away (DART) metric
- Assist the injured employee return to their job.



What's Emerging on the Horizon?

1. Economic Recession
2. Healthcare Costs
3. Aging Workforce
4. Obesity & Lifestyle Decisions



The cost of WC injuries in the US is at a crisis level. The medical and indemnity costs are rising.



Medical Severity Difference due to Age

Age has an impact on Medical Costs:

Study of the average medical severity for claims with temporary indemnity payments between 1996 to 2007.

- \$5,073 for the 20-34 age cohort study group.
- \$7,649 for the 45-64 age cohort study group.
- That is a 51% difference.

Source: 2011 NCCI Holdings, Inc.



Value of an early RTW Process

Value of an early RTW process can be seen in the following ways:

- 1. increased productivity of your workforce,
- 2. reduced cost due to fewer lost work days,
- 3. minimized wage loss to employees,
- 4. reduced disability claims and duration,
- 5. greater employee morale and communication,
- 6. fewer work performance issues.

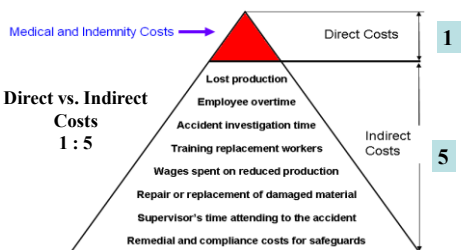


This is NOT an "All or Nothing" Process

- Unrealistic Expectation: Return 100% of the Injured Workers Back to Work
- **Goal:** Return **Most** of the Workers **Most** of the Time
- Percent Will Vary Between Injury Types and for different department for manufacturers and different jobsites for contractors.



Direct versus Indirect Costs



4- Steps to RTW Success



How to Began

Key components:

1. A Written Return-to-Work Policy, signed and supported by Top Management.
2. Communicate the Policy:
 - To employees
 - To supervisors
 - Your healthcare providers
 - To the Worker's Compensation insurance company



What is a RTW Process

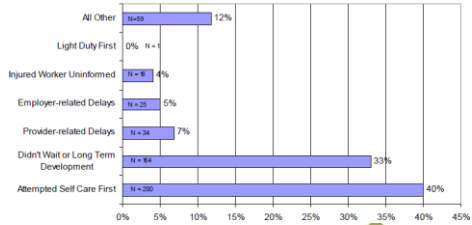
A RTW process is a clearly defined and documented plan with the injured employee, employer and medical providers to enable the injured employee to return to work quickly and safely in:

- Temporary work assignments, within the doctor's restrictions, or
- Modified or alternative jobs once discharged from medical care.
- Ensure all aspects of the return-to-work process are managed and coordinated.



Timely Notice of Loss

Reasons for Delayed Reporting



Timely Notice Loss Savings

TIMELY NOTICE OF LOSS CALCULATOR

Accidents cost more than you think

Prompt reporting of Workers' compensation claims makes more of a difference than you think. Contacting CHA's Claim Department within 24 hours of an accident could save your company 2-6 percent of the accident's direct costs. Indirect costs -- such as employee overtime and the hours spent investigating an accident -- can be as much as five times more than those direct costs. That can add up quickly when you delay filing a claim.

CHA's Timely Notice Of Loss Calculator illustrates the difference that time can make in terms of these costs. Use the calculator to see the difference that prompt action could make to your company.

- Contact CHA Claim at 1-877-CHAASAP (1-877-262-2727)
- Report a Claim Online

Select from one of six periods



TNOL- Cost Breakdown

This example calculated an additional \$2,910 dollars of indirect costs for late reporting. Time does matter!

TIP
Report Injury ASAP
Quickly reporting a workers' compensation injury to CHA's Claim department within 24 hours can save your company 2% to 6% of the incurred cost.



Step 2: RTW Team Members

Have a PLAN

Management:

- Process Coordinator (On site or at office)
- Superintendent or Forman
- Healthcare Providers
- Insurance Carrier
- Employee



Step 3: Establish Metrics for Success

Record the dates of:

- The injury
- Employer notification of injury
- Insurance carrier notification of injury
- First treatment and medical treatment
- Residual disability of injured worker
- Assignment to full or modified duty for injured worker
- Medical provider release back to work
- Have a loss investigation kit



Step 4: Address Each Injured Worker

Establish a RTW Plan for Each Injured Worker.

Job Function Evaluation is not a job description

Have a bank of modified, alternate or transitional jobs



Step 5: Work with Your Insurance Carrier

Work with your Claim Handler to anticipate medical costs and time away from work. Inquire about possible medical complications and the impact to RTW.

Allowing the injured employee to return to work one, two, or more days earlier is the goal!

This is a **WIN-WIN** program.



Money Saving Steps Before an Injury

- Communication
- Inform Workers of WC Coverage
- Injury Reporting Steps
- Foreman or Superintendent Involvement
- First Aid Availability
- Conduct a Job Function Evaluation
- Choose a Medial Provider
- Employee Transport



Communication & Coverages

- Explain what does WC Insurance coverage provide the workers if are injured or develop an occupational illness.
- Pass out insurance cards
- Employees must notify their supervisor or crew leader if they become injured.



Perform a Job Function Evaluation

- Job Title
- Job Responsibilities
- Essential Job Functions should meet ADA requirements
- Job Modification Opportunities for Transitional or Modified Work
- Identify available Alternate-Duty Jobs
- Review your RTW Process Regularly



Key Concepts

- Transitional Work - denotes a work change on a limited time basis.
- Modified Duty – means a temporary work change to allow the employee to perform the regular job, usually while recovering from their work-related disability.
- Alternative Duty – denotes a temporary work change to a different job other than his/her regular/routine job.



Job Function Evaluation Form

- Job Function Evaluation Form
 - Quantify the physical demands that the job requires.
 - List other factors, such as temperature or PPE worn while performing the job.

CNA Job Function Evaluation Form

Employee Name: _____ Date: ____/____/____
 Department: _____
 Job Title: _____

1. Job Function - please check all that apply to the job.

2. Job Function

Job Function	Always	Sometimes	Occasionally	Frequently	Rarely	Never
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Describe the job function in terms of physical demands (e.g., standing, sitting, walking, climbing, lifting, carrying, etc.)

4. Describe the job function in terms of other factors (e.g., temperature, PPE, noise, etc.)

5. Describe the job function in terms of other factors (e.g., temperature, PPE, noise, etc.)



Choose a Medial Provider

- Most insurance companies have a preferred provider organization (PPO).
 - Select medical providers according to State laws.
 - If allowed to direct an injured worker, you want to consider the clinic's hours, security, location, credentials, customer service, and their quality of care.
 - Take every opportunity to communicate with your selected medical provider and build a working relationship



Preferred Provider Organization

Network Workers' Compensation

[Find a Network Provider](#) to view, print, or download information and materials regarding network providers. [View this job aid](#) for assistance.

Access information and materials regarding:

- ✦ [Texas Healthcare Network \(TXHCN\)](#)
- ✦ [California Medical Provider Network \(CAMPN\)](#)
- ✦ [PPO Panel Requests](#)

CNA Network Provider Lookup - Provider Search

WELCOME | ADDRESS SEARCH | NAME SEARCH | REGION SEARCH | HELP

Enter Customer Name & Address

Customer Name:

Address:

City: State: Zip:

You must enter a valid zip code or city and state.

Networks:

Search Distance (miles): 1 2 5 10 15 25 30 50

Sort Results By: Distance Name Specialty

Providers per Page: 10 25 50 100 250 500



Example: List of Providers By Types and Specialties

Provider Type:	Specialty:
First Treatment Sites (115)	Acupuncture
Hospitals (10)	Aerospace Medicine (1)
Physical Therapy (68)	Alcohol/Chemical Dependency (5)
Orthopedics (150)	Allergy (22)
Chiropractic Care (22)	Ambulance/Air Transport
Surgery (396)	Ambulance (1)
Neurology (66)	Anesthesiology (246)
Radiology/CT/MRI (718)	Angiography (2)
Other (2057)	Arthrogram (2)
	Audiology (2)



Don't Send Every Person to the ER

TIP

Reduce Medical Costs

Compare these averages costs when an injured worker needs non-life threatening medical care.

- \$1300 to a hospital emergency room
- \$175 to an urgent care center
- \$150 to a doctor's office
- \$73 to a walk-in convenience care clinic

- In States that allow employers to direct their injured workers with non-life threatening medical care, direct injured workers to a urgency care or to a doctor's office.

Often those workers receive quicker care then having to wait their turn in a hospital emergency room.



After an Injury has Occurred

Company needs to contact the injured worker, who requires extensive medical care involving prolonged time away from work, within 24 hours of their accident

- Use a telephone log to keep track of calls and communication with the doctors and employee.



Savings Tip: Duration of Disability

TIP

Chance of Worker Returning

The chance an injured employee will return to work is typically:

- 90% after 30 days,
- 50% after six months,
- 25% after a year, and
- <2% after two years.

* Bureau of Labor Statistics 1997

- It is very important to notify CNA Claim department as soon as possible after an accident.
- Selecting a proper medical provider for an specific injury type can reduce pain and start the worker's healing process.



Transitional Work Program (Solution)

A **transitional work program** uses real job duties to accommodate injured workers' medical restrictions for a specified time period – generally to gradually return them to their original job.

- Benefits:**
- Lowers compensation cost paid to the worker.
 - Returns employee to productive employment sooner.
 - Increases the employee's earning potential.
 - Creates the potential to save on WC premiums (lower modifier).



Example: See How It Works

Complete the forms below to calculate the indirect costs of having an injured worker.

* Indicates required field

Injury Type -
Strained Lower Back (acrolloc region)

Age Group of the injured worker
25-34 years

Does the majority of your workforce suffer from obesity?
 Yes No

Company's net profit margin -
15%

- This example illustrates how the calculator operates.**
- A 30 year old worker, who was graded as obese strained his back.
 - The company has a NPM goal of 15%.



Injury Costs for Injury Type

Results:	
\$2,199	Average Medical Cost for the selected injury
\$5,900	Average Indemnity Cost for the selected injury
\$8,099	Average Total Direct Cost paid by insurance

Data provided by the 2010 **Official Disability Guides** for the average lost time days, medical and indemnity costs.*

(*) Work Loss Data Institute (WLDI) is an independent database development company focused on workplace health and productivity.



Transitional Work Days Saved

- 20 Average numbers of lost time days (LTDs) for this type of injury
- 12 Average number of LTDs by having a Transitional Work Program
- 8 LTDs saved by the Program

39.3% Percent of LTDs saved

Days were rounded to a whole number for appearance



Transitional Work Savings

INDIRECT COSTS
Average indirect costs not covered by insurance can be 5 times the direct costs

Without a Transitional work program
\$40,494

With a Transitional work program
\$28,905

Transitional Work Savings 28.1%

TIP

Transitional Work

A transitional work program has the potential of saving your company between 5% and 30% of the medical and indemnity costs.





NPCA
Precast ... The Concrete Solution

Injury Management Process

Early Return-to-Work Value Features
& Bottom-Line Savings
