

› **An effective remain at and return to work program**

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Why have work programs?

4 million

Workplace Injuries

\$23,600

*Average Disability
Cost/Claim*

4%

*Lost-time claim
frequency declined
2% but cost increased 4%*

20-40%


*A well structured program
can reduce disability costs*

+4%

*Medical severity for lost time
claims up 4% in 2016*

40-60%

*40%–60% of expenses
associated with a claim*



Benefits of remain/return to work programs

Better employer-employee communication



*A work environment where employees
feel more valued*



Lower incidences of fraud or litigation



*Lower turnover costs due to reduced need
of injured worker replacement*



*Better retention of more
experienced workers*



*Faster healing times and medical
improvement, leading to
lower medical costs*

Start with a remain/return to work policy

- Written guidelines that clearly articulate the company's RTW policies and philosophy
- Clear roles, responsibilities and expectations
- Organizational awareness and training
- Create a "stay at work" mentality/ADA Compliance
- Supports / directs strong communication with workers
- Ongoing evaluation and review as business changes



Remain/return to work program components

01

Various tasks that are routinely performed

- Physical requirements (average and maximum)
- Postures and positions used in the tasks
- Required lifting or carrying
- Environmental conditions
- Use of equipment

02

Job assessments and functional job descriptions

- Updated regularly
- Share information with treating physicians
- Use certified or licensed professional
- Critical to any pre-employment or post offer physical screening

03

Job analysis

- Understanding functions of each position helps assess return to work options
- Analyses assist employers in properly placing injured workers into job tasks fitting restrictions
- Identify work-specific essential functions of identified jobs, including material and non-material handling tolerances of each is key to ensure accuracy of demands of each position

Job assessments and job description evaluation

*Observe employees in each position to create
a task-by-task outline of each job*



*Documenting essential job functions, job task
elements and equipment / tools utilized to
complete each task*



*Complete a summary of physical job
demands for each task to determine all lift
and carry demands, physical aptitudes,
positions, abilities and endurance*

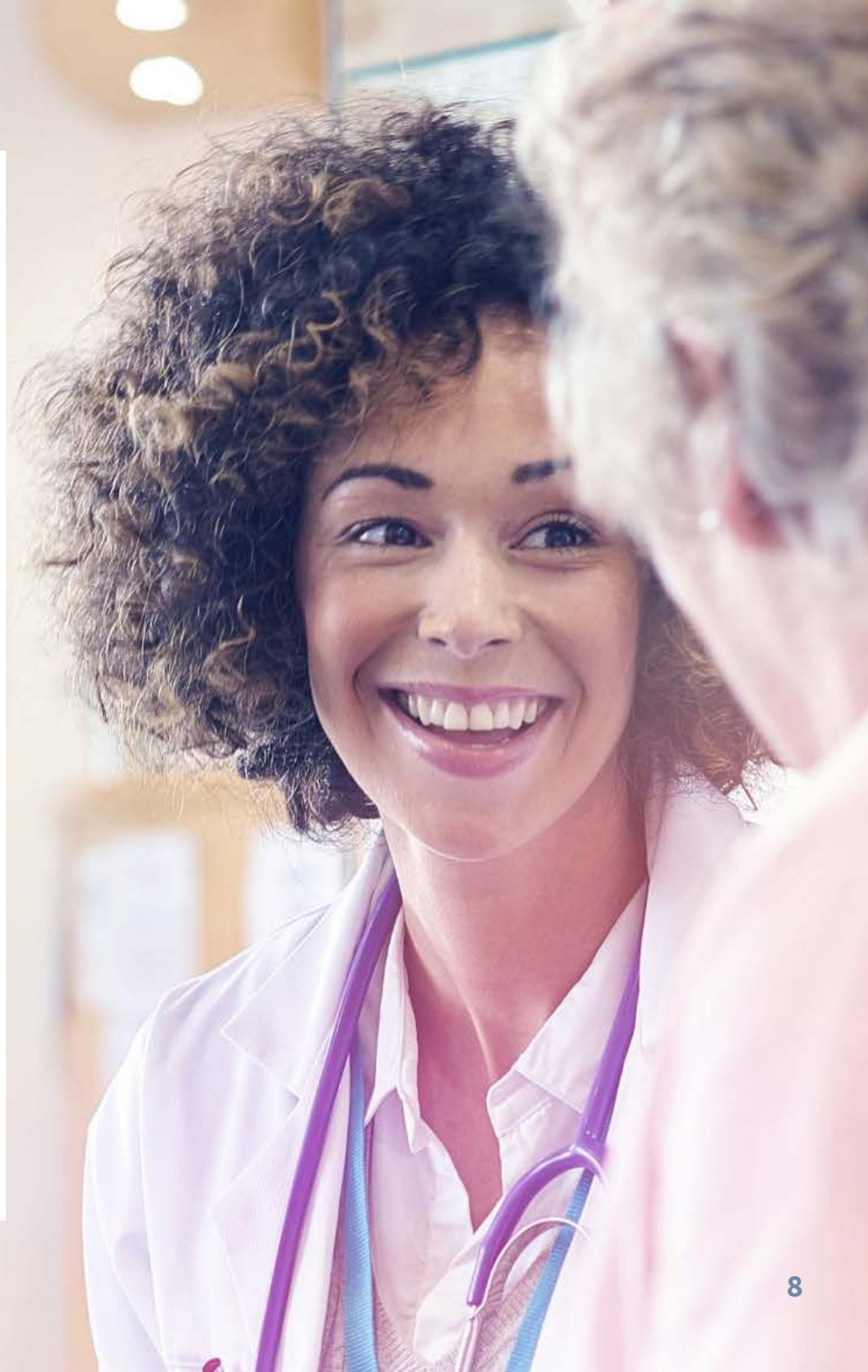
Physical Demands

Strength: In an 8 hour day, this job requires:

	Never	Occasionally (up to 33%)	Frequently (34% - 66%)	Continuously (67% - 100%)
Lift				
Under 10 lbs				
11 to 20 lbs				
21-50 lbs				
51 to 100 lbs				
Over 100 lbs				
Carry				
Under 10 lbs				
11 to 20 lbs				
21-50 lbs				
51-100 lbs				
Over 100 lbs				
Push				
Under 10 lbs				
11 to 20 lbs				
21-50 lbs				
51-100 lbs				
Over 100 lbs				
Pull				
Under 10 lbs				
11 to 20 lbs				
21-50 lbs				
51-100 lbs				
Over 100 lbs				

Define light-duty or modified duty R/RTW options

- *Use updated functional job descriptions with essential functions/ADA*
- *Identify suitable alternatives in advance (use your wish list)*
- *Develop a bank of light duty options*
- *Train managers and supervisors on managing these situations*
- *Reinforce program philosophy*





Alternative RTW Programs

- Some industries and employers have very limited light or modified duty options
 - Simple job modifications are unfeasible
 - Alternative jobs with light duty are very limited
- Workers will wait out their injuries concerned about the ability to RTW
- Alternative RTW programs provide an option between a release to RTW and light or modified duty restrictions
- Partner with nonprofits to identify appropriate transitional duty options
- Recovering workers become engaged in work activities

Partnering with nonprofits to get people back to health, work and productivity

We assisted a National Transportation company in partnering with nonprofit organizations to design a Modified Duty program when the employer was unable to accommodate restrictions onsite.



Modified Duty Program

We'll help you customize a program that supports your company, culture and people.

The need

- Very few transitional jobs within the organization due to the nature of business (dispatch and security jobs were limited)
- Matched a placement at a nonprofit with a recovering worker's current skills and physician documented restrictions
- Provided a structure and sense of purpose that builds confidence in the recovering worker's ability to handle their regular duties when they return to work

The solution

- Provided social interaction and improved an injured worker's mental and social well-being
- Employer paid employee wages during the program
- Program up to 90 days in length (may be extended on a case by case basis)
- For every dollar this employer invested, they calculated a savings of \$7.00
- Increased organization culture of RTW following an injury thereby reducing lost time claims overall (medical-only claims increased)
- Rolled out as an added benefit to employees
- Union collaboration as employees who return to work are paying dues



Communicate

Early and frequent communication with injured employee

Set the tone for cooperation between all parties

Employee, employer, physician, adjuster and case manager

Help the employee to feel connected

Actively involve managers and supervisors

Track and communicate success and progress

Getting it right from day one

We worked closely with a National Logistics Company to ensure their injured workers returned to work safely, while staying compliant. We managed their return to work program through bi-weekly follow ups and monthly reviews.

Field Case Manager (FCM) follow up biweekly at worksite



Involve Local Manager in RTW and identification of Transitional Work (TW) duties



Alternative Work Committee - HR, Management, Safety Director, Employee Representation, Union Rep, RTW Provider, TPA



Transition to full duty job



FCM at initial meeting for TW or Modified Duty Off-Site (MDOS)



Monthly review of overall program and outcomes



Return to work to transitional duty onsite or at nonprofit location offsite or terminal onsite

Annual program review and re-evaluation

- Have clear goals and objectives
- Solicit feedback from all interested parties
- Regular and consistent reporting throughout the year to track performance
- Defined key performance indicators
- As business changes, adapt program changes accordingly
- Target categories of job descriptions for audit and review for updates



Remain at and Return to work is a culture.

- Employees are more engaged
- Employees invest in their recovery
- Employees recovery quicker
- Reduces overall cost of claim
- Reduces overall length of a claim
- Helps to avoid long term opioid usage when extended disability occurs
- Identifies other skills employees may have



➤ **Key takeaways**

- Program customized to meet employer's organizational needs and culture
- Benefits to employer and employee
- Promotes remain at work philosophy throughout the organization
- Can be modified as needed to incorporate industry trends or changes in law
- May be used for overall disability — not just workers' compensation
- ADA and the interactive process

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Questions?



Thank You