**The Step by Step Process to**

**Create an Elite Workers’ Comp Program**

**WC Mastery Outline - The Step by Step Process to Create an Elite Workers’ Comp Program**

**Introduction:**

* Welcome to WC Mastery training
  + Many things a company COULD do
  + Only so much time, resources, and energy
  + Sequence and Priority
  + Most results in shortest time
* 3 Phases:
  + 10 steps on path to mastery
    - Assess, Benchmark, & Measure Program
    - Employer Injury Prevention & Management
    - Injury Management Partners

**Main Point #1: Assess, Benchmark, & Measure Program**

* Before & After
  + Before:
    - High WC cost
    - High litigation rates
    - Frustration
    - Lack of control
  + After:
    - Low WC cost
    - Low litigation rates
    - Confident satisfaction
    - Complete control
* Clear & Defined Goals
  + Interview risk manager
    - Wave magic wand, 1 year from today, what does that look like?
    - What would that feel like?
    - What type of impact would that have on company / employees?
    - What hoping to accomplish in 6 months?
    - How about 5 years?
    - The most critical aspect to realize with this exercise is it’s not only about the financial metric in question F. While this is the easiest motivating factor, it can often lead to a short term high. Program changes that do not go deeper than this surface level are ultimately doomed to revert back to old habits and old results
  + Give & Receive Info:
    - Checklist of key contacts
    - **Checklist of documents needed**
      * **Reference: Checklist of Current WC Program Documents**
    - What to expect
      * Establish Timeline
      * Create Initial Timetable spreadsheet
        + Action item
        + Who’s responsible
        + Date completed
        + Notes
    - **Day and Time of Weekly Meetings**
* Audited Current Program Documents
  + Loss Runs, EMod worksheets, Account Handling Instructions
  + Forms, Procedures
    - Reports of Injury
    - TD Policy
    - Application for Employment
    - Injury Response
    - Medical Restrictions Form
  + **Claim File Review**
  + EE Classifications
* Conduct interviews:
  + Injured Workers
  + Personnel manager
  + Safety manager
  + HR Director
  + Supervisors as needed
    - Record interviews
* Go to visit company location
  + See how operation runs
  + Observe in progress
* Meaningful Benchmarks & Metrics to Measure Success
  + 5 Critical Metrics
  + Make Numbers Meaningful
  + The key to using metrics is the ability to tell a story
    - ***Without Story Success of Entire Project is Compromised!***
      * Lag Time - 3 weeks 29% more expensive than 1 week
      * Litigation Rate – 2 weeks 39% greater than 0 lag time
      * RTW
        + L&I - 2.4 – 1 ROI
        + AMA - Unsatisfactory outcome 4x more likely not working
  + Sales to Pay for Accidents
    - Revenue: 2,000,000,000
    - Profit: 160,000,000
    - WC Expense: 32,000,000
      * 38 plants, each $52 million in revenue & $4 million in profit
      * 8% profit
    - **Takes profit of 8 plants to pay for WC expense.**
* **Draft Report of Findings**
  + Evaluate Employer Systems
    - Organizational Structure:
    - Safety & Loss Control
    - Workers’ Comp Data
    - Employee Perspective
    - Management Commitment
    - Claims Data Analysis
    - Performance Goals
    - Employee Screening & Placement:
    - Post Injury Response
    - Return to Work Programs
    - Coordination of Medical Care
    - Physician Consultant
    - Case Management / Disability Management
    - Vocational / Occ Rehab
    - Medical Cost Containment
    - Investigation & Surveillance
    - Insurer / TPA Integration
    - File Reviews
* Management Committed to Accountable Project Team & Brand
  + Project Leader
  + Project Team
    - Roles & responsibilities
    - Injury coordinator
* Brand & Logo
  + ACME IPAR Program
  + Weekly Meetings
* CEO Video / Letter (define)
  + Workers comp having significant negative financial impact on organization
  + We pay for workers’ comp, and affecting our profitability
  + Opportunity to improve
  + Program Name, Project Leader
  + Expect cooperation
* Bring supervisors on board
  + **Schedule Training Sessions:**
  + Front Lines of Implementation
    - 2012 Liberty Mutual
    - Report w/in 24 hours to injury triage
    - Supervisors respond with care
      * 40% cost reduction
      * 58% duration reduction
        + Negative response:

Unsupportive

Blame

Anger

Disbelief

Encouragement not to file a claim

* + Tools:
    - Wallet card
    - Stacked steps
    - Posters / Signs
    - Injury Triage

**Notes:**

**Main Point #2: Employer Injury Prevention & Management**

* Review Current #’s Monthly
  + Identify early indicator trends
  + Quantify program savings
  + Relay stories of personal & culture impact
  + Describe supervisor compliance and any necessary support
* **Empowered Injury Prevention Culture**
  + Safety / Wellness / Timely safety repairs
* **Bulletproof Post-Injury Systems** 
  + Areas to Address:
    - Reporting the Claim
    - Communication
    - Post Injury Response
    - Return to Work
  + **Reporting the Claim**
    - Claim investigation / documentation procedures
    - Injury Triage
  + **Communication**
    - Employee brochure
    - Get well card
    - Weekly meetings
      * Do you think you will be able to do your regular job, without any restrictions, 4 weeks from now?
      * Give potential answers: definitely, probably, not sure, unlikely
      * If an injured worker responds “I don’t think I’ll be able to go back to work”; ask ***WHY***.
  + **Post Injury Response**
    - 6 forms:
      * Reports of incident: Employee, Supervisor, Witness, FROI
      * Post Injury Response Procedure
      * Ability to Work Form
        + 21% on first medical visit
  + **Return to Work**
    - Detailed Job Descriptions
    - Better to have no job descriptions than generic ones
    - Transitional Duty Policy
      * 90 days, progressive
    - Bring supervisors on board w/ CEO Letter
      * Develop transitional duty job bank
* **Selective & Informed Hiring Practices**
  + **Trial by fire:** 
    - Injury rates 4-6x higher first month on job compared with > 1 year
  + Integrity Testing
    - 25% fail test
      * Drug and alcohol
      * Hostility
      * Dishonesty
      * Theft
  + Functional capacity testing

**Notes:**

**Main Point #3: Injury Management Partners** (knowledge & relationships)

* Review Current #’s Monthly
  + Identify early indicator trends
  + Quantify program savings
  + Relay stories of personal & culture impact
  + Describe supervisor compliance and any necessary support
* Claims Handling Partnership
  + Claim file audit / review
  + Chairside visit
  + Vendor day
    - Hardcopies of provider brochures
* **Customize Account Handling Instructions**
  + Clear, concise, and easily understood
  + Living document
* Select medical providers
  + Use criteria
  + Ask NCMs
  + Trial & Error
  + Broad & Narrow Networks
* Weekly Claims Roundtables
  + Review open claims
    - Claim Information
    - Claim Status
    - Action Plan

**Monitoring**

* Quarterly meeting with senior leadership to report progress & reinforce commitment
  + 5 Critical Metrics
* Annual stewardship report