

Review and Improve Your Injury Management Program

Having an effective injury management program is vital to providing the best care for injured employees while helping to control claim costs. From the inception of the injury, every employer should have a systematic program in place that ensures communication across all parties (injured worker, medical providers and our claims team).

Benefits of an effective injury management program include:

- Improved employee morale — employees identify with a culture that cares for its injured employees.
- Prompt and better care for injured employees.
- Accelerated healing time.
- Reduced lost workdays.
- Lower workers' compensation costs.

Common injury management program gaps:

- Continued frequency of costly indemnity (lost time) claims.
- Lack of pre-determined transitional duty job task lists.
- Roles and responsibilities that are not clearly defined.
- Lack of detailed job descriptions.
- Delays with claim reporting or long lag times.
- Lack of written guidelines or a systematic program.

Our expertise in this area allows us offer practical guidance to help you improve on your existing program, such as:

- Suggestions for providing immediate medical attention.
- Guidance on prompt claim reporting.
- Supporting medical provider relationships.
- Helping you identify dedicated injury coordinator roles including manager and supervisor responsibilities.
- Development of transitional/modified duty job task list.
- Claims expertise and user-friendly resources.

Our detailed evaluation and improvement process includes:

- Management meeting: An initial meeting to perform a loss analysis and discuss how the improvement process works with management.
- Program review: A review of your written program components to identify potential gaps and opportunities for improvement.
- Development of an improvement plan: Following a thorough review of your process, we'll collaboratively develop an improvement plan customized for your needs.
- Creation of transitional duty job task list: A predetermined list of transitional duty-type jobs that could be done on a temporary basis while the employee heals at work.
- Train the trainer: Designing and offering training to injury coordinators and supervisors on their roles and responsibilities.
- Written program: Based on best practices, we will help customize a program that works for you.