



ASSESS YOUR WORKERS' COMP PROGRAM

National Workers' Compensation Management Score™ (NWCMS)

Identify strengths and weaknesses in 10 key cost areas of workplace practices. Basic-to-complex questions reflecting best practices (processes and procedures that are recognized in the industry as being necessary to reduce WC costs). This provides a universal yardstick and consistent criteria that embody widely used concepts in WC, much like a credit score.

What is YOUR Score?

YOUR WORKERS' COMP SCORE

82

Recommendations for Improvement

This is an Action Plan targeting the strengths and weaknesses identified in the Assessment. It tells companies what to do and moves them to the action stage. The assessment & recommendation phase **used to take 6 months** or more, but **now it takes only 1 day**. Recommendations are viewed in Critical, Needs Improvement and Good categories so you know where to begin making improvements.

INJURY MANAGEMENT TOOL KIT™
Recommendations for Improvement
INSURANCE COMPANY AND CLAIMS ADMINISTRATION
[Click to View Recommendations](#)

- What is the most important factor in selecting a claims administrator?
Your Answer: Excellent Customer Service
Recommendation: Excellent quality claims handling and responsive customer service are necessary to reduce the cost of your claims. Focus on the cost-effectiveness of the TPA proposal, instead of cost. Short term costs may be lower, but don't compromise long term cost reduction by making low cost your primary goal. Sometimes its better to pay more now in order to reduce costs long term.
 To learn more about implementing this recommendation, click [here](#) or [here](#).
COMMUNICATION
[Click to View Recommendations](#)
- After an injury, when an employee misses work, is he/she sent a get well card?
Your Answer: No
Recommendation: Part of your communication should be a personal get-well card sent to injured employees. This sends the message that you and the employee's co-workers care about the employee and want him or her to come back soon.
 To learn more about implementing this recommendation, click [here](#) or [here](#).
- Are your company's policies, documents, brochures and other communication pieces written at a 8th grade reading level?
Your Answer: Don't know
Recommendation: In order for the communication strategy to effectively convey information, make all written policies, procedures and documents understandable to those who read them. If your employees are college graduates, communications can be at 12th grade level (like the Wall Street Journal). If your employees are not college graduates, write materials at 8th grade level (like the Reader's Digest). Make sure to prepare translations if employees speak another language.
 To learn more about implementing this recommendation, click [here](#) or [here](#).

RETURN TO WORK AND TRANSITIONAL DUTY
[Click to View Recommendations](#)

- What percentage of employees return to work within the first 4 days after an accident?
Your Answer: 70-89%
Recommendation: It's important that your return to work program is EFFECTIVE. A good goal is 90-95% Return to Work Ratio -- this means that 95% of injured employees who would normally lose time from work return to work within the first four days after an injury. This is an achievable goal which will bring your costs down dramatically.
 To learn more about implementing this recommendation, click [here](#) or [here](#).

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LEVEL 1
ASSESSING YOUR PRACTICES

Trinity Airlines
Injury Management Tool Kit™
Recommendations for Improvement

	Critical	Needs Improvement	Good
1. Management Commitment			
2. Insurance Co. & Claims Administration Controls	X		
3. Performance Goals	X		
4. Post Injury Response	X		
5. Communication		X	
6. Return to Work & Transitional Duty		X	
7. Medical Care Coordination		X	
8. Medical Cost Containment		X	
9. Fraud, Abuse & Malingering		X	
10. Training Initiatives			X
VIEW YOUR WORKERS' COMPENSATION SCORE			X
VIEW CUSTOMIZED			X





National Workers' Compensation Score Tracker™

As recommendations are implemented, update your best practices. This raises your score and demonstrates upward trend of how far you've come since beginning the process. It provides the ability to measure incremental improvement.



Workers' Compensation Injury Management Tool Kit™

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Trinity Retailers, Inc.

Workers' Comp Target Score Ranking™

BEST-TO-WORST

Rank	Name	Score
1	Corporate	92
2	New London, CT	86
3	Kansas City, KS	80
4	Harrisburg, PA	77
5	Rochester, NY	75
6	Des Moines, IA	66
7	Lenox, MA	60
8	Lexington, MA	55
9	Albany, NY	52
10	Sandford, NC	46
11	Richmond, VA	43
12	Arlington, TN	30

Average Score: 63.5

Best-to-Worst Ranking

Ranks all business units and provides an average for the company. This allows management to provide assistance to operations needing it most. Evaluations are CONSISTENT across many operating units. For example, twenty large operating units might can take the assessment to get uniform numerical results -- instantly. (e.g. scores: 28-82)

Best Practice Profile

This profile lets companies' pinpoint problem areas in multi-location companies. It is a corporate-wide needs assessment showing management the biggest areas of opportunity. It provides a list of what the problem areas are and how WIDESPREAD they are (at 2 or 200 locations). It quickly identifies opportunities across business groups. Training learning objectives can be set with this profile. Brokers can assess industry groups, such as airlines, food service, etc. Self-insurance organizations, associations, insurance carriers, captives, and reinsurers can assess their entire membership.

Workers' Compensation Injury Management Tool Kit™

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OKA Industries

Best Practice Profile Rankings

Management Commitment

Question #	Response	Number of Elements Responding	Percentage
1. How many open workers' compensation claims do you currently have?	00 or more	0	11.03%
	0-10	11	64.70%
	11-20	3	17.82%
2. How many people are dedicated (spending at least 50% of their time) to claim management at your company?	0	14	58.00%
	1	4	16.00%
	More than 1	1	4.00%
3. What type of insurance program does your company have?	Large Deductible	4	23.53%
	Self-insured	8	52.63%
	Don't know	2	11.84%
	Combination	1	5.90%
4. When did you (or your broker) last physically review your claim files?	Within the last 30 days	7	41.18%
	More than 3 months ago	3	17.65%
	Within the last 1-3 months	4	23.53%
	Do not conduct physically review for files	2	11.84%
5. When are the files next scheduled for physical review?	Within the next 3 months	0	0.00%
	Do not physically review or currently process	4	23.53%
	Within the next 30 days	12	70.47%
6. How many of your claim administrator's offices have you or someone from your company personally visited within the last 12 months?	0-2	1	5.88%
	3	16	94.12%
	More than 3	1	5.88%

