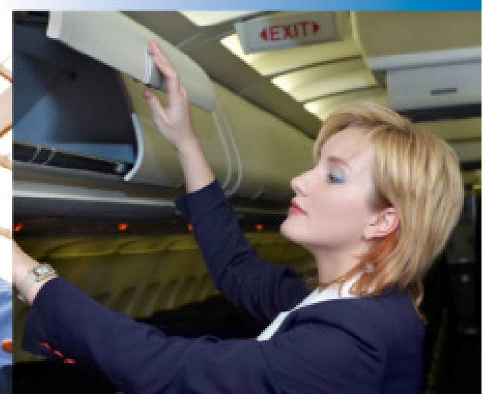
2011

MANAGE YOUR WORKERS COMPENSATION PROGRAM

Reduce Costs 20-50%



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Manage Your Workers Compensation Program

Reduce Costs 20-50%

A 160-page guide covering how to assess your workers compensation program, design program materials, roll out a program to the organization, and monitor and manage the program once implemented. Written by a national expert on workers compensation cost containment with over 25 years experience in the industry. The book helps organizations reduce workers compensation costs.

Manage Your Workers Compensation Program: Reduce Costs 20-50% covers the following:

- Workers Compensation Basics
- Roles and Responsibilities
- Claim Reporting
- Management Commitment
- Performance Goals
- Employee Communications
- Controlling Fraud and Abuse
- Return to Work and Transitional Duty
- Directing Medical Care
- Medical Cost Containment
- Pharmacy Benefits Management
- Training Supervisors
- Working with the Insurance Company and TPA
- Claim Resolution and Settlement
- Safety and Loss Control

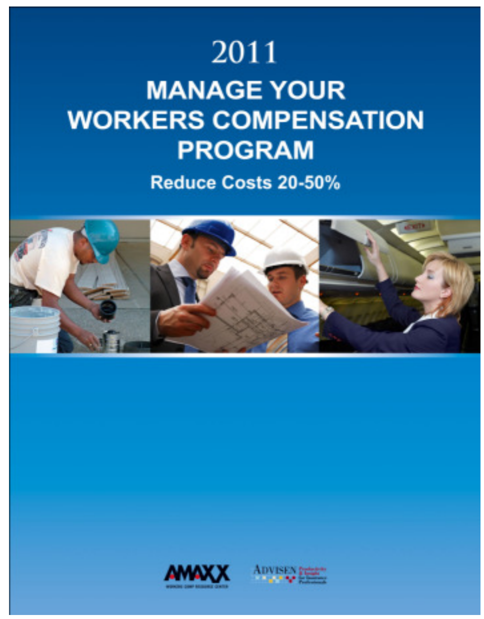

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Table of Contents

Part II. How to Manage Your Workers Compensation Program

Author's Note:

Yes! . . . You *CAN* write in this manual!

We designed *Manage Your Workers Compensation Program* specifically with you, the user, in mind. Note all the "white space" on nearly every page.

As you put all the cost-cutting advice, tools and information into use, we encourage you to take many notes, mark the book up any way you like, use sticky notes.

In other words, *make it your own.*

Chapter 14: Training and Building Commitment

Key Training Responsibilities

Before implementing a workers compensation management program, all employees must be made aware of changes, and key personnel must be trained to use new forms and procedures. Some key training activities include:

- Identify and catalog day-to-day responsibilities.
- Factor in new processes and procedures to develop an implementation strategy for existing and new responsibilities.
- Communicate new processes to all employees; emphasize benefits and encourage participation.
- Disseminate new policies and procedures throughout the employee population.
- Promote the program via memos, brochures, posters, newsletters, acknowledgment, etc.
- Reinforce management commitment via results- oriented newsletters/key inquiries by top managers.
- Identify and document transitional duty tasks.
- Incorporate new policies/procedures into human resources or hire packet for current employees/new hires.

When a workers compensation management program is in the planning phase, training must occur up and down the command chain to ensure everyone is on board with the new initiative. Injury coordinators must consider training two key groups:

- Supervisors
- Senior Management

Supervisors are the front-line implementers of critical aspects of workers compensation management, including post-injury response and return to work. It is to the company's advantage to ensure consistent training occurs across the board to implement objectives uniformly. Supervisor training are discussed later in this chapter.

Management Awareness

On the other side of workers compensation management training, senior management needs to be made aware of the new processes. You want to bring management on board to elicit backing and commitment to the workers compensation management program.

☞ **Management does not require "training," per se; they require information so they can be prepared to make informed judgments about this program.**

Generally, senior management is not interested in the day-to-day details of running the program – that is the injury coordinator's responsibility. However, they want to know why they should support the initiative. You must convince them.

When management sees how the workers compensation management plan is a practical application of cost savings techniques, they will be more inclined to support the initiative.

Management Presentation

Presenting to Supervisors

A great deal of thought should go into training the supervisors so they are well informed and prepared for the most common obstacles.

Supervisor training is where workers compensation management goals are put into practice as supervisors learn to implement new procedures in the workplace.

- Once training is completed, injury coordinators and supervisors can perform the workers compensation management functions as outlined in their respective best practices.
- Injury coordinators focus on the overall orchestration of workers compensation initiatives.
- Supervisors will be on the front lines enforcing post-injury response procedures for the 24 hours after an injury, and working in tandem with the injury coordinator to process the paperwork.

☞ **Supervisors must be trained so they are prepared for the most common obstacles and can participate in a workers compensation management program designed to cultivate a positive employer-employee relationship.**

Participants learn procedures ensuring communication remains uniform among the employee, supervisor, injury coordinator, medical and legal personnel, and claims handling people.

- Supervisors must train employees so that if a work-related incident occurs everyone knows their roles and responsibilities as supervisors, injured employees, and witnesses.
- Supervisors must identify the “go-to” resources to obtain answers for questions they cannot answer.

Conflicting Role of Supervisors

A supervisor may have conflicting roles: as a friend of the employee, yet responsible to management for a thorough investigation and injury prevention. Training must address this issue.

While friendships may exist, everyone is an employee and responsibilities are paramount. Training is not just about procedures, it is also about the right attitude and effective communication.

Supervisors Must Be Involved

Supervisors must be involved for many reasons. One of the primary reasons is they interact on a daily basis with employees.

☞ **Supervisors are on the front lines, so they are your best source of anecdotal information about work-related incidents, eyewitnesses, employee progress, etc.**

- Supervisors are authority figures and leaders in the day-to-day operations of your facility.
- The supervisor, the first to know when an employee is injured, sets the tone for rapid treatment and return to work.
- Supervisors ensure injured employees are transported to the medical facility and with proper documentation. Thus, they know where the correct forms are located, how to fill them out and to send them to key people, i.e., the injury coordinator.
- The supervisor may also conduct the accident investigation.
- A brief training program or a brochure should be used to explain the new process and new terms.
- To communicate effectively use training programs and all materials in the language of the participants to account for language differences.