

Putting Humpty Together Again – The Noble Purpose of Whole Person Recovery



DISCLAIMER

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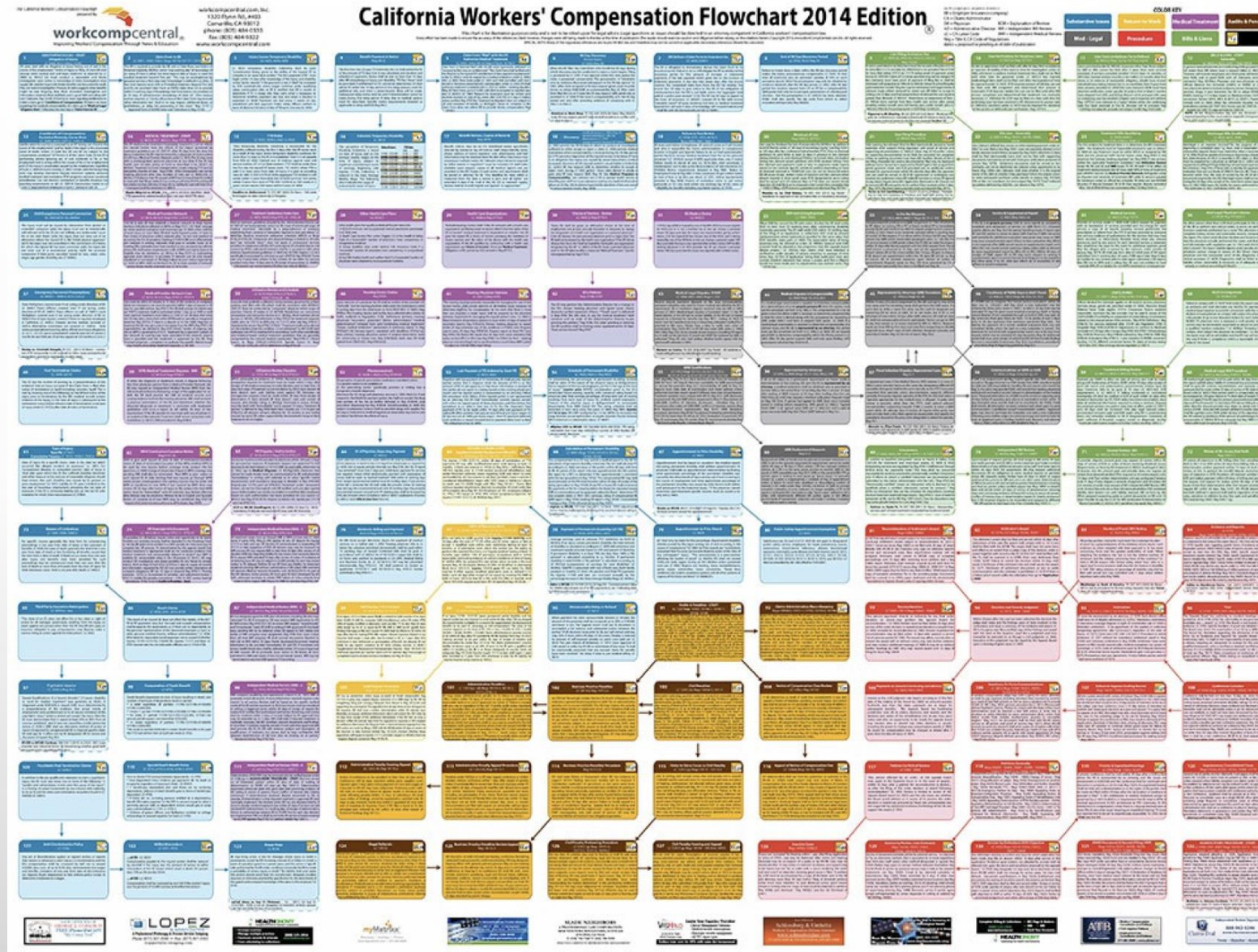
What Is Workers' Compensation?

Some Premises For Workers' Comp

- Created over 100 years ago, and known as the “Grand Bargain”, or “Great Compromise”, Workers’ Compensation is an enormously complex no fault machine with thousands of moving parts. A machine, comprised of competing and divergent interests, regional and jurisdictional variations, and both local and national influences.
- Most people outside our industry do not understand what we do or how we do it.
- Some people inside our industry do not understand what we do or how we do it.

A Little More On The View From Outside.....

Some Premises For Workers' Comp



Some Premises For Workers' Comp

Perceptions Matter



Understanding Psychology Does Not A Psych Claim Make

Some Premises For Workers' Comp

The “Why” Is As Important As The “What”

Adjuster

Claims Examiner

“I Have Your File”

“Investigate Your Claim”

“Pay Benefits Timely”

Indemnity

Lost Time

Claimant

Injured Worker

Success

**TPA, AOE, COE, PTD, TTD
PTSD, IAIABC, UR, MMI
ALJ, MRI, OSHA, SSDI
PTP, HCP, GP, ODG, AMA
ACE, CE, CEU, RTW**

Workers' Compensation

How are you feeling today?

Disability

The Words We Use Matter

Disability Vs. Impairment Compensation Vs. Recovery



How We Communicate Makes All The Difference

Disability Vs. Impairment Compensation Vs. Recovery



How We Communicate Makes All The Difference

Disability Vs. Impairment
Compensation Vs. Recovery



The language we use can help us as well

- How do we position the industry?
- How do we attract new talent?
- How do we effectively manage a multi-generational workplace?

How We Communicate Makes All The Difference

Clear
Concise
Consistent
Communication

Can make the difference between
a disabled or recovering worker.

**Understand the “Why,”
Communicate Clearly,
Choose Your Words Well,
Care For The Whole Person.**

**Create Better Outcomes.
Create Better Communities.
Create A Better World.**

Thank You!

