

# RETURN TO PRODUCTIVITY, RETURN TO WORK

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ADVANTAGE  
WORKERS COMPENSATION INSURANCE CO.

WCF INSURANCE

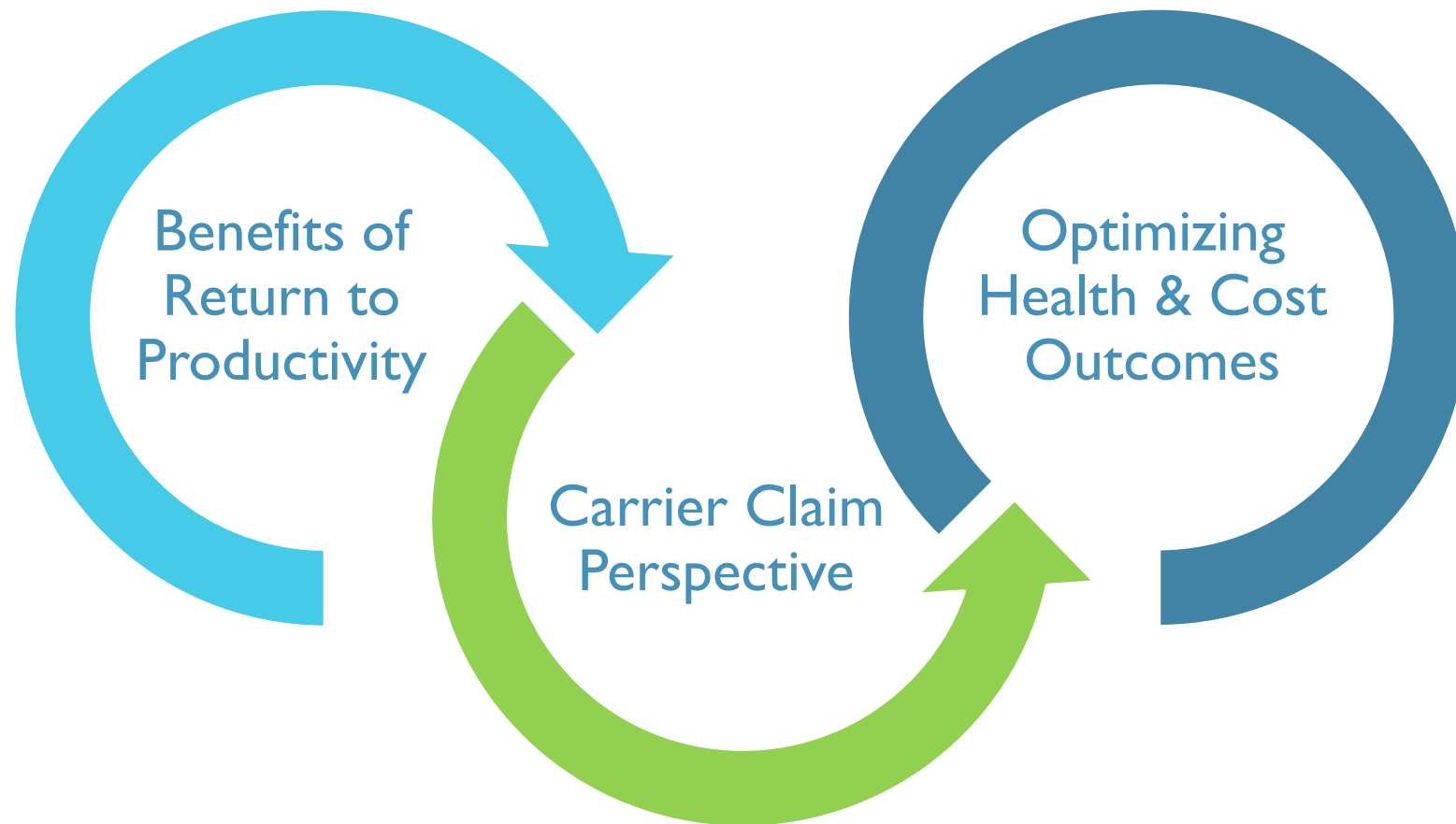
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- Carlos Luna is the Vice President of Risico Total Managed Care is a (URAC Accredited in WCUM) division of Fresno-based Risico, Inc. Risico is multi-faceted, innovative, customer driven company that provides claims management, managed care and insurance products to thousands of customers throughout California.
- Paola Stauffer is the Vice President of Claims Operations at WCF Insurance. Advantage Workers Compensation Insurance Company is a wholly owned subsidiary of WCF Mutual Insurance Company, doing business as WCF Insurance.
- Information shared today is for educational, thought-provoking and discussion purposes only and should not be considered legal advice.

# TODAY'S JOURNEY







## OPTIMAL FUNCTIONAL OUTCOME FOR THE INJURED WORKER

- Return to productivity at home
- Return to productivity at work



## OPTIMAL FINANCIAL OUTCOME FOR THE EMPLOYER

- Reduced indemnity and disability costs
- Reduced loss time and productivity loss



## OPTIMAL CLAIMS OUTCOMES

- Timely resolution of the claim
- Reduced risk of litigation

THE LASTING EFFECTS OF EFFECTIVE RETURN TO WORK PROGRAMS

# RETURN TO PRODUCTIVITY / WORK FINDINGS

- Is work good for your health and wellbeing?
  - There is a strong evidence base showing that work is generally good for physical and mental health and well-being.
  - Worklessness is associated with poorer physical and mental health and well-being.

## RETURN TO PRODUCTIVITY / WORK FINDINGS – RE-EMPLOYMENT

- There is strong evidence that re-employment leads to:
  - Improved self-esteem;
  - Improved general and mental health; and
  - Reduced psychological distress and minor psychiatric morbidity.



# RETURN TO PRODUCTIVITY / WORK FINDINGS

## Work For The Sick and Disabled Person

The consensus across multiple disciplines, disability groups, employers, unions, insurers and all political parties is that when their health condition permits, sick and disabled people should be encouraged and supported to remain in or to (re)-enter work as soon as possible because it:

- It is therapeutic
- Promotes recovery and rehabilitation
- Minimizes harmful physical and mental effects of long-term absence
- Improves quality of life and well-being

## THE LIKELYHOOD OF RETURNING TO WORK:

There is only a 50% chance an injured worker will return to work after a 6-month absence.

There is just a 25% chance the same injured worker will return after a year absence.

### BY THE NUMBERS

Chances of return to work decrease to just 1% after a 2-year absence.

**FACT:** The longer an injured workers is away from work, the less likely they are ever to return.

## RESEARCH ON LOSS IN EARNING CAPACITY:

There is A 3.5% loss in earning capacity at <3 months off from work.

A loss of 11.6% in earning capacity is experienced at 3 to 12 months.

### BY THE NUMBERS

There is a loss of 28% in earning capacity at >3 years off from work.

**FACT:** A failure to return to work can materially impact an injured worker's earning capacity.



A photograph of a stone path winding through a lush, green forest. The path is made of irregular stone slabs and is covered with moss. The forest is dense with tall trees and thick foliage, creating a serene and natural setting. The text is overlaid on the path, centered and in white capital letters.

THE NEW PARADIGM:  
YOU DO NOT GET INJURED WORKERS WELL  
TO GET THEM BACK TO WORK.  
YOU GET THEM BACK TO WORK  
TO GET THEM WELL.

- Dr. Richard Pimentel  
(Disability Rights Activist)



# RETURN TO WORK BEST PRACTICES: A CARRIER'S PERSPECTIVE

PAOLA STAUFFER  
VP, CLAIMS OPERATIONS & SERVICES

ADVANTAGE  
WORKERS COMPENSATION INSURANCE CO.

WCF INSURANCE

# VOCATIONAL REHABILITATION | LEGISLATIVE REQUIREMENTS





the system

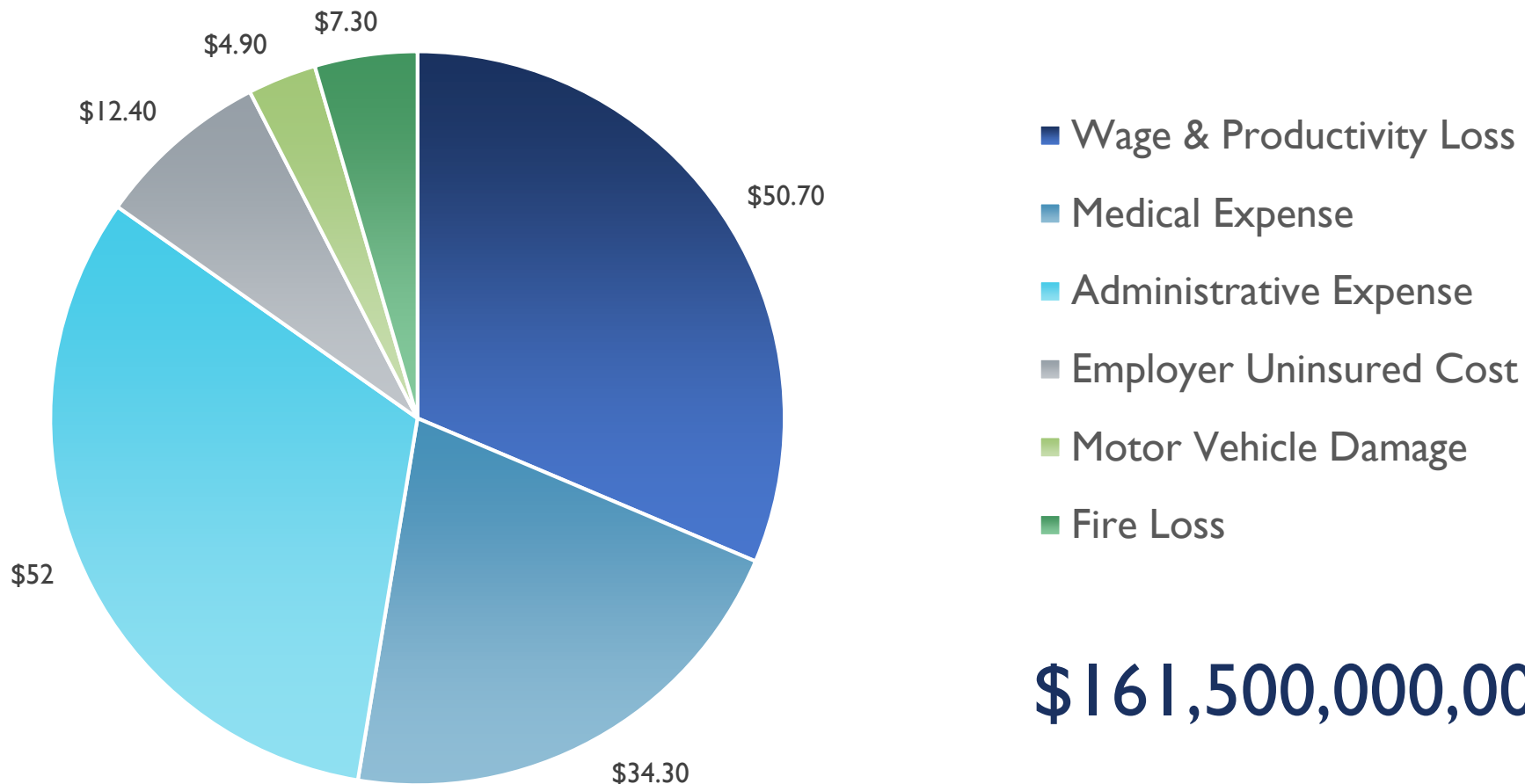
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# the grand compromise





# WORK INJURY COSTS (BILLIONS)



Source: 2017 National Safety Counsel Injury Facts

# NEVADA LABOR MARKET

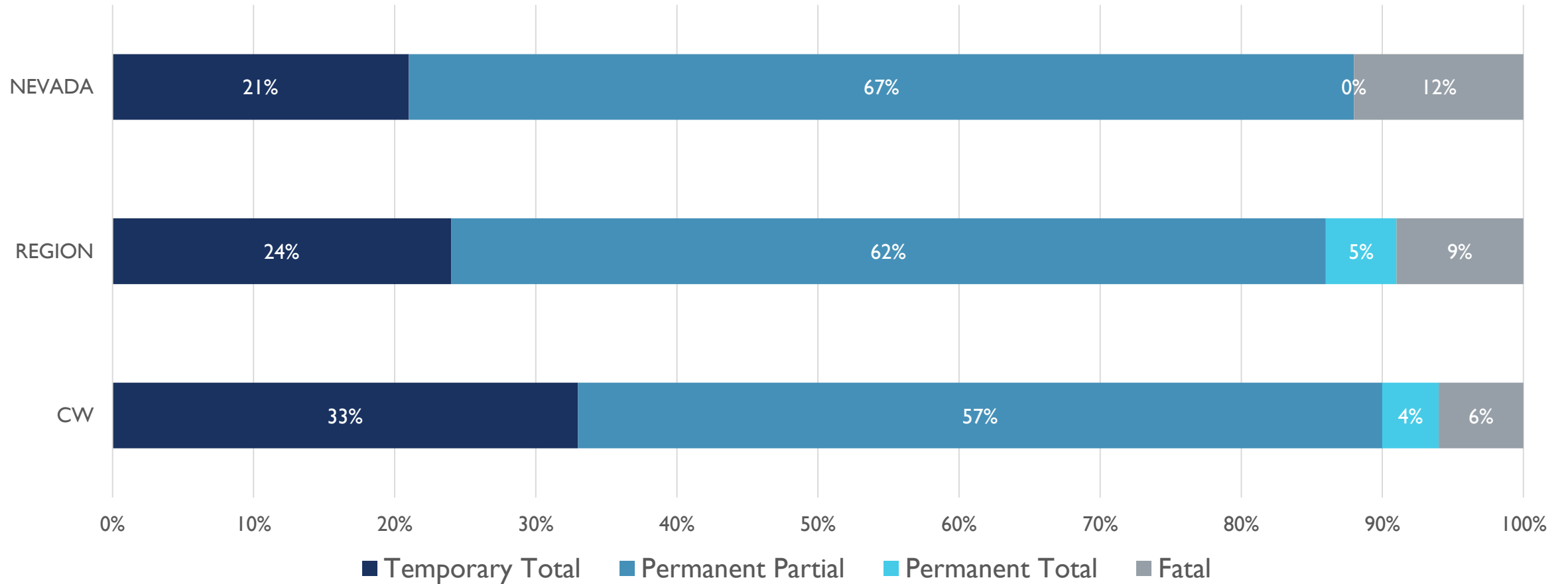
## UNEMPLOYMENT RATE IS HIGHER THAN NATIONAL AVERAGE

- 1 Growth flat in leisure in hospitality
- 2 Payroll grew fastest in construction

## EMPLOYMENT GROWTH IS WELL ABOVE THE NATIONAL AVERAGE

- 1 Professional and Business Services added the most jobs
- 2 Construction also added a large number of jobs and grew at the fastest rate

# INDEMNITY LOSS DISTRIBUTION BY INJURY TYPE



Source: NCCI's Statistical Plan data for jurisdictions/claim type combinations for which three or more cases exist  
Regional states are AZ, CO, NM, and UT

# BEST PRACTICES



## Employer Engagement

- Return To Work Seminars



## Establish Return To Work Programs

## BEST PRACTICES (CONTINUED)

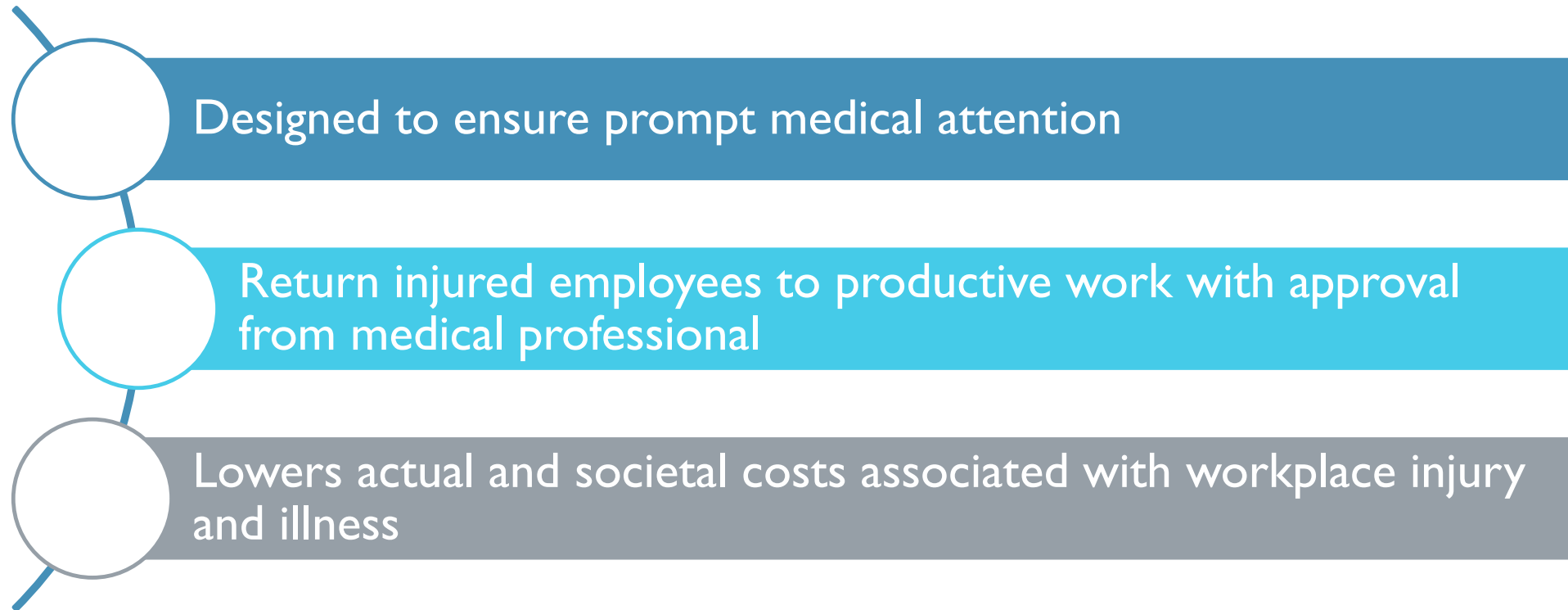


Coordination with Community Providers



Volunteer Return to Work Program

# RETURN TO WORK PROGRAMS





# OPTIMIZING HEALTH AND COST OUTCOMES

# OPTIMIZING HEALTH AND COST OUTCOMES

## Acknowledge and Be Prepared to Address Barriers

The existing data confirming the positive effects of return-to-work on health and cost outcomes are material. However, provider and employer priorities around return to work are disparate. Work through these barriers in order to optimize health and cost outcomes:

- Workers' compensation system factors can impact RTW
- Financial incentives do not encourage doctors to facilitate RTW
- Employers may not want the added operational burden of RTW



# EXAMPLES OF EMPLOYEE ADVOCACY



## Nurse Advocate

- Onset of Claim
- Through Care Continuum
- Medical Management



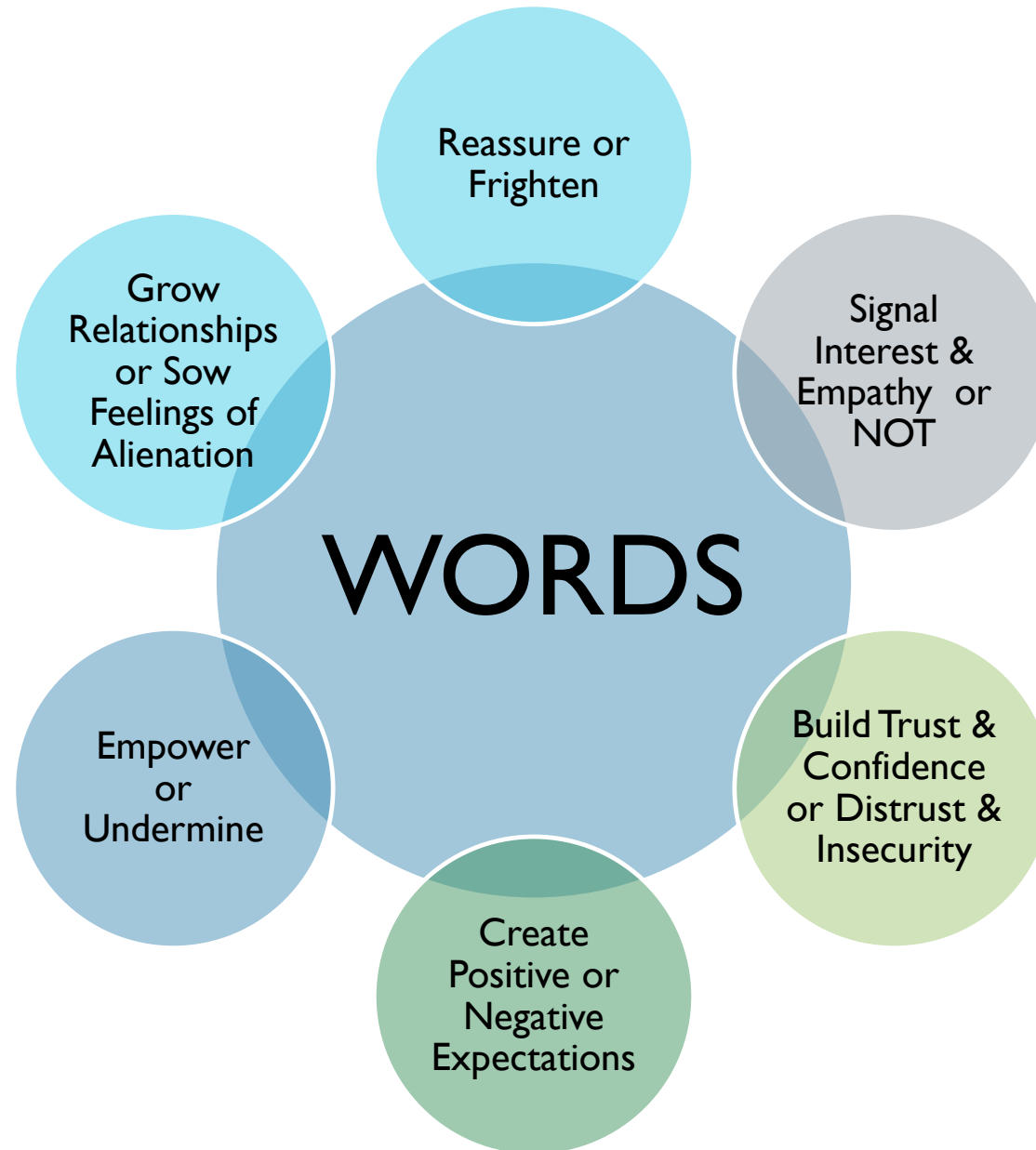
## Create Advocate Role

- Claims Ops
- Human Resources



## Enhanced Comm.

- Examiner Level
- Medical Management Level
- Change the Use Vocabulary





**BIG JOURNEYS  
BEGIN WITH  
SMALL STEPS**

Every person and process (administration of benefits) in work comp *should* have a common goal and purpose: To preserve, facilitate and ensure that the injured worker receives timely, high-quality, EBM care that promotes optimal return to work.

# THANK YOU



Instructor

Carlos Luna



Instructor

Paola Stauffer

# DON'T FORGET . . .

**Please fill out the Evaluation Online:  
<http://dir.nv.gov/WCS/Training/>**

- Session 5A- Return to Productivity (Highly-Effective RTW Practices)

**For complimentary Wi-Fi select the Tuscany Conventions**