

Workers Compensation Injuries: Methods to Expedite Case Resolution

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Joanne Harbert ARNP
Occupational Health

Topics:

1. The importance of understanding the injured employee's essential job functions and the timeliness of injury reporting
2. Appropriate diagnosis, treatment plan, and setting expectations and their impact on patient outcomes.
3. What are the roles of the patient, employer, adjustor, case manager, occupational health provider, and specialists and how their interaction can expedite case resolution.
4. The value of Employer Return-to-Work (RTW) policies, the RTW Team, transitional work, accommodations

Communication is Key

**THE SINGLE
BIGGEST
PROBLEM IN
COMMUNICATION
IS THE ILLUSION
THAT IT HAS
TAKEN PLACE.**

- George Bernard Shaw

The Players

1. Patient
2. Employer
3. Provider
4. Adjuster
5. Third party providers (HomeLink, OneCall, ect)
6. PT
7. Specialist
8. Case Managers/Safety Managers/HR

Who do you believe is the most important player for facilitating an injury?

MERCY

BEST JOB DESCRIPTION EVER



Employer

1. Report the claim
2. Complete the Employer's First Report of Injury
3. Advise the claims office
4. Provide adjuster with any relevant information
5. Review your transitional duty program
 - Have a plan in place. What can the employee do?
6. Don't alienate the employee.
 - It's ok to have empathy, ask how things are going. This has a huge impact.
7. Maintain an open dialogue, offer to assist if possible
8. Notify adjuster of an attorney
9. Immediately dispute any invalid or fraudulent claims
10. Keep up with current guidelines, state regulations
11. Keep communication with adjuster and provider open

Did you get hurt at work? You may be entitled to compensation.

- Commercials like these run all day on television.
- Do you want this playing for your employee on loop?

Provider

1. Communication with the other players, what's the job duties of employee.
2. Expectations for the employee, short and long term goals
 - Expected course of recovery
 - Use of OTC or prescription medications
 - Restrictions
 - PT/Home exercises/Additional testing if required
 - What happens if the plan fails?
 - I got you

OH Office

1. Get notes, referral requests, testing requests out quickly as possible.
2. Communicate no shows to company, case managers and adjuster.
3. Have a dedicated person(s) to facilitate the process.

Employee/Patient

1. Show up! Keep appointments.
2. Realistic expectations.
3. Do your part: Icing, elevating, home exercises, medications.
4. Advocate for yourself.

Adjusters

1. Communication
2. Is a third party provider scheduling testing, PT or additional services?
3. Timely approvals (can be dependent on employer filing claim, causation, getting all the appropriate paperwork in a timely manner)

Case Managers

1. The glue in complex cases
2. Communicating among the specialist.
3. Advocating forward movement among the different specialist.
4. Communicating set backs.

Communication of the players

1. Communicate No Shows to the rest of the players
2. Complications and set backs
3. Case requires further investigation
4. Ask questions
5. Be proactive
6. Patience as several players are at play
7. Pandemic has changed how we all work.
8. Depression can be common among hurt employees. Sometimes only interaction is at work. Isolation.

Who do you believe is the most important player for facilitating an injury?

Did your answer change?

Questions

Thanks for attending.

Thank you

Joanne Harbert, ARNP

MercyOne Occupational Health

Joanne.Harbert@commonspirit.org

MercyOne Occupational Health

1055 Jordan Creek Pkwy Suite 100

West Des Moines, IA 50266