50th Anniversary
PARMA Annual Conference
February 20-23, 2024
Indian Wells, CA
The Golden Rules
Of Early Injury
Employee Engagement
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INTRODUCTIONS
DANIELLE BURI-BEATON
SR. VICE PRESIDENT CLIENT SERVICES
INTERCARE HOLDINGS
MODERATOR
JULIAN ROBINSON
WORKERS' COMPENSATION DIRECTOR
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES
SPEAKER
JIM RADDING
WORKERS' COMPENSATION MANAGER
SAN FRANCISCO MUNICIPAL TRANSPORT AGENCY
SPEAKER
CHRISTINA DELLOSA
MANAGER MANAGED CARE
INTERMED COST CONTAINMENT SERVICES
SPEAKER
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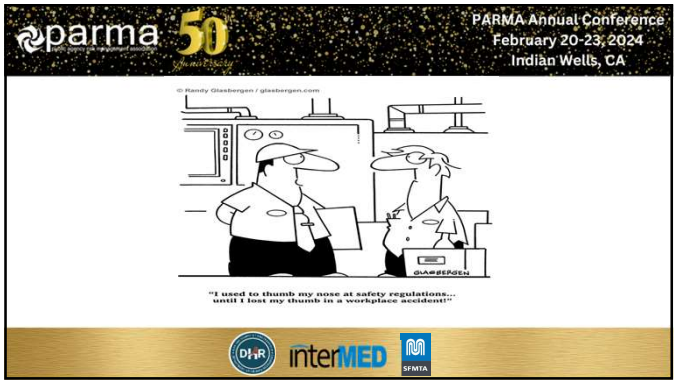
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"I used to thumb my nose at safety regulations...
until I lost my thumb in a workplace accident!"
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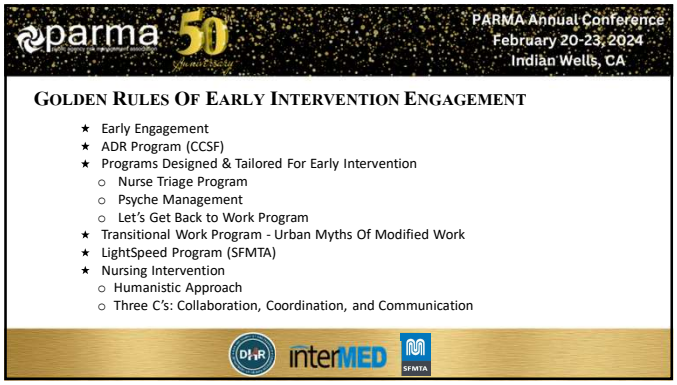
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GOLDEN RULES OF EARLY INTERVENTION ENGAGEMENT
★ Early Engagement
★ ADR Program (CCSF)
★ Programs Designed & Tailored For Early Intervention
○ Nurse Triage Program
○ Psyche Management
○ Let's Get Back to Work Program
★ Transitional Work Program - Urban Myths Of Modified Work
★ LightSpeed Program (SFMTA)
★ Nursing Intervention
○ Humanistic Approach
○ Three C's: Collaboration, Coordination, and Communication
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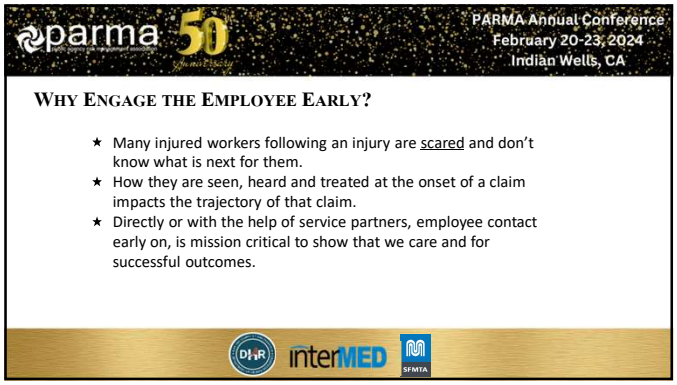
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WHY ENGAGE THE EMPLOYEE EARLY?
★ Many injured workers following an injury are scared and don't know what is next for them.
★ How they are seen, heard and treated at the onset of a claim impacts the trajectory of that claim.
★ Directly or with the help of service partners, employee contact early on, is mission critical to show that we care and for successful outcomes.
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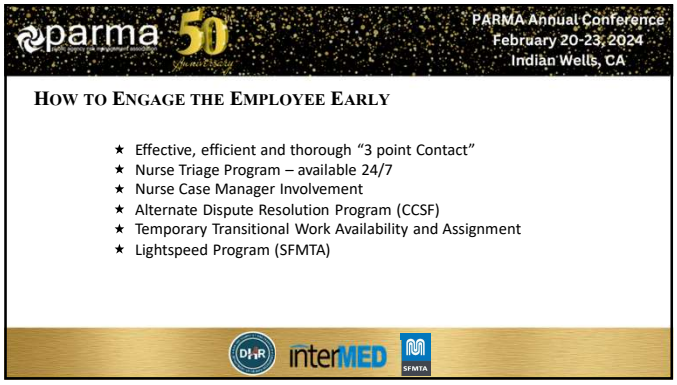
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HOW TO ENGAGE THE EMPLOYEE EARLY
★ Effective, efficient and thorough "3 point Contact"
★ Nurse Triage Program – available 24/7
★ Nurse Case Manager Involvement
★ Alternate Dispute Resolution Program (CCSF)
★ Temporary Transitional Work Availability and Assignment
★ Lightspeed Program (SFMTA)
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3-Point Contact with Employee

- Initial contact by the person actually handling their claim.
- Explains benefits process, how to best reach them and role.
- Get details on injury itself from the employee.

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Alternative Dispute Resolution Program

- The City has an Alternate Dispute Resolution (ADR) Program (a.k.a. "Carve-Out") with the San Francisco Police and Fire Labor Organizations per Labor Code §3201.7.
- Ombudsperson calls each and every injured employee whose injury is subject to this program.
- Ombudsperson communicates concerns by employee early and often to reduce litigation and friction.
- Resolves disputes and issues faster, members like the program, and more collaborative approach between the City and Labor.

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Litigation Statistics

Before vs After ADR Program Commencement

Department	Date	Represented %	Litigated %
Fire	6/30/2019	53%	48%
	6/30/2023	**31%**	**12%**
Police	6/30/2019	54%	46%
	6/30/2023	**47%**	**17%**

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Nurse Triage Program

- Available 24/7 for employees and supervisors to report workplace injuries, incidents, or even get nurse advice.
- Employee gets to speak and get guidance from a nurse directly.
- DWC-1 is provided to injured employee if they provide email address.
- Easy way to have claims setup in real time, reducing lag time or late reporting by departments.
- Tracks incidents even if do not rise to level of work injury.

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Quiz

Nurse Triage Program
What injury type had the highest percentage of being reported to the nurse triage hotline in the past 5 years?

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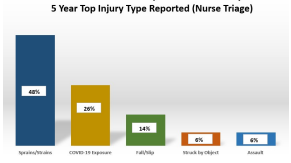
Nurse Triage Analytics

City and County of San Francisco
5 Year Top Injury Type Reported (Nurse Triage)

San Francisco Municipal Transit Authority
5 Year Top Injury Type Reported (Nurse Triage)



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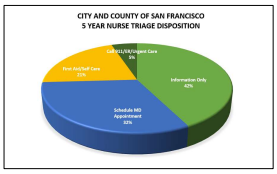
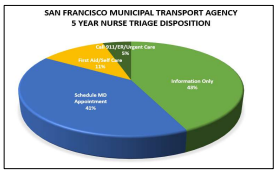
Nurse Triage Analytics





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SFMTA Early Intervention Program: "Let's Get Back to Work"

- Nurse Case Management Role.
- Initiate early and responsive communication with employee, examiner, SFMTA WC team, & provider(s). Involve Injured Worker early.
- Transitional Work Program/Lightspeed Program
- 180-day Fast Track Program
- Set optimum closure goal based on injured worker's risk assessment score (case by case).
- Monthly review and bi-monthly internal calls for program best practices with internal teams and SFMTA.

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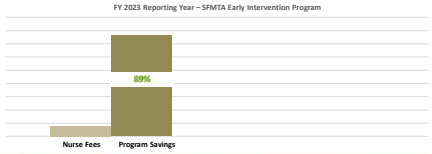
Early Intervention Program Results

The Early Intervention Program was implemented during FY 2023 and has already shown significant savings of 89%.



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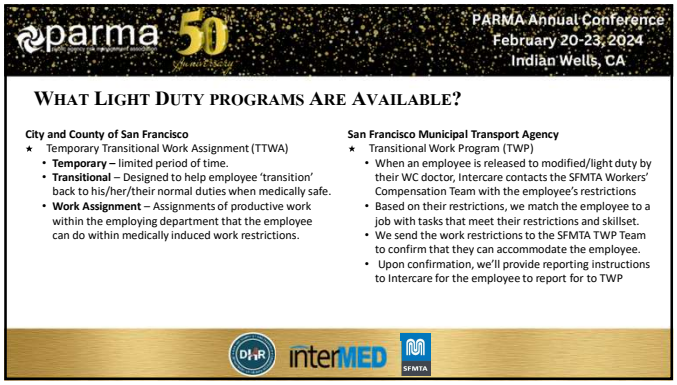
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WHAT LIGHT DUTY PROGRAMS ARE AVAILABLE?
City and County of San Francisco
★ Temporary Transitional Work Assignment (TTWA)
• Temporary – limited period of time.
• Transitional – Designed to help employee 'transition' back to his/her/their normal duties when medically safe.
• Work Assignment – Assignments of productive work within the employing department that the employee can do within medically induced work restrictions.
San Francisco Municipal Transport Agency
★ Transitional Work Program (TWP)
• When an employee is released to modified/light duty by their WC doctor, Intercare contacts the SFMTA Workers' Compensation Team with the employee's restrictions
• Based on their restrictions, we match the employee to a job with tasks that meet their restrictions and skillset.
• We send the work restrictions to the SFMTA TWP Team to confirm that they can accommodate the employee.
• Upon confirmation, we'll provide reporting instructions to Intercare for the employee to report for to TWP
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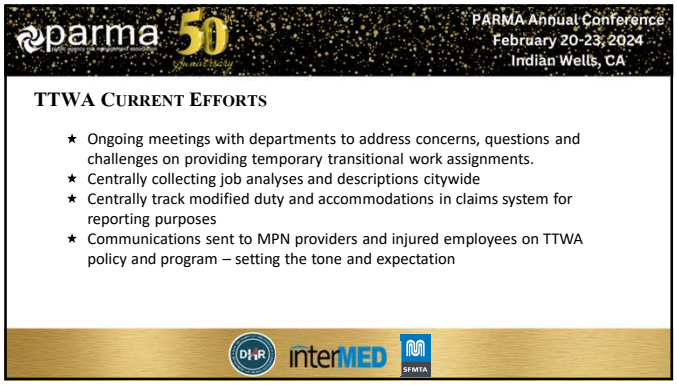
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TTWA CURRENT EFFORTS
★ Ongoing meetings with departments to address concerns, questions and challenges on providing temporary transitional work assignments.
★ Centrally collecting job analyses and descriptions citywide
★ Centrally track modified duty and accommodations in claims system for reporting purposes
★ Communications sent to MPN providers and injured employees on TTWA policy and program – setting the tone and expectation
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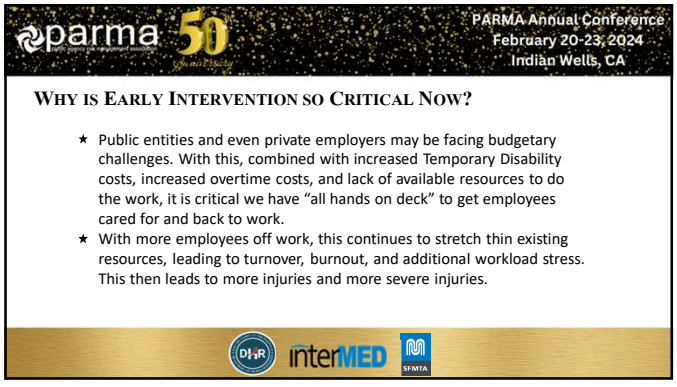
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WHY IS EARLY INTERVENTION SO CRITICAL NOW?
★ Public entities and even private employers may be facing budgetary challenges. With this, combined with increased Temporary Disability costs, increased overtime costs, and lack of available resources to do the work, it is critical we have "all hands on deck" to get employees cared for and back to work.
★ With more employees off work, this continues to stretch thin existing resources, leading to turnover, burnout, and additional workload stress. This then leads to more injuries and more severe injuries.
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What is LightSpeed?

LightSpeed Program

- The rapid response program is a proactive employee focused and designed to respond to work injury accidents as soon as they happen.
- We have an investigator who will immediately go to the site of the accident, take statements, pictures, videos and obtain the inspector and police report as needed.
- The benefit is to ensure swift investigation of the injury and provide prompt benefits to the injured employee without delay.

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Collective Intervention

- ★ Develop Rapport
- ★ Establish Mutual Trust & Respect
- ★ Humanistic and Empathetic
- ★ Effective Listening
- ★ Create Milestones and Goals
- ★ Encourage Injured Worker's Input with Treatment Plan
- ★ Three C's: Collaborate, Coordinate, and Communicate

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Takeaway

- Tools for early intervention.
- Earlier claims staff/service partner engage injured worker; greater the savings and results.
- Take care of employees and help them navigate this complicated system.

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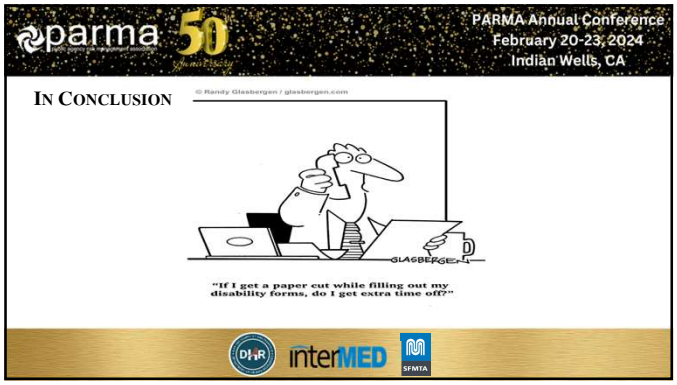

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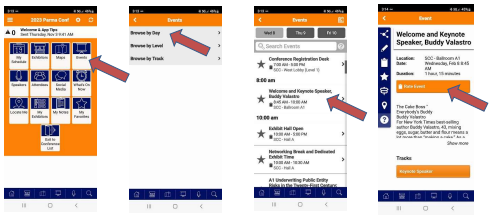
Find the App, Click on Events, Click on Browse by Day, Click on the Specific Session, Click on Rate Event.



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