



The **Carnivale
of Risk**

**The Importance of Return-to-Work and How
to Effectively Manage the Process**

Presented By: Erik Peterson, President, NPA Return-To-Work Services

48TH CONFERENCE & EXPO




public agency risk management association

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Benefits of Return-to-Work

- Number of days lost to work-related injuries is reduced and productivity is increased
- Recovery period is reduced, risk of re-injury and secondary issues is minimized
- Medical and workers' compensation costs are reduced
- Injured worker regains some normalcy and feels valued
- Fraud is discouraged
- Assists in meeting requirements for ADA & FEHA



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What makes a successful RTW program?

- Formalize transitional modified duties in written form
- Proactively identify tasks. More tasks = richer RTW program
- Utilize staff members for transitional modified duty development
- Use your imagination - It's not how they normally perform a task, but how it can be performed
- Document physical capacities of tasks
- Explore all tasks with different physical capacities
- Utilize Modified Duty Agreement forms
- Cooperative Clinic - building a good relationship
- First Report/Nurse Triage Hotline



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Managing the Process

- Dedicated staff member to manage RTW efforts
- Documentation of all RTW efforts
- Monitor injured workers' progress
- Check in the with the injured worker frequently
- Maintain relationship with designated doctor/clinic



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RTW Pitfalls & Common Mistakes

- Picking and choosing who is returned to work
- Using modified duty punitively/HR tool
- Setting maximum modified duty time limit
- Sending a worker home so they can recover
- Rescinding an offer of modified duty if injured worker raises concerns
- Give up on offering accommodations because it has not worked in the past



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