



# Helping Injured Workers Heal and RTW:

## L&I Vocational Conference May 2, 2014

***Vickie Kennedy,***  
*Assistant Director for Insurance Services*

***Ryan Guppy,***  
*Chief of Return to Work Partnerships*

# Five goals for L&I

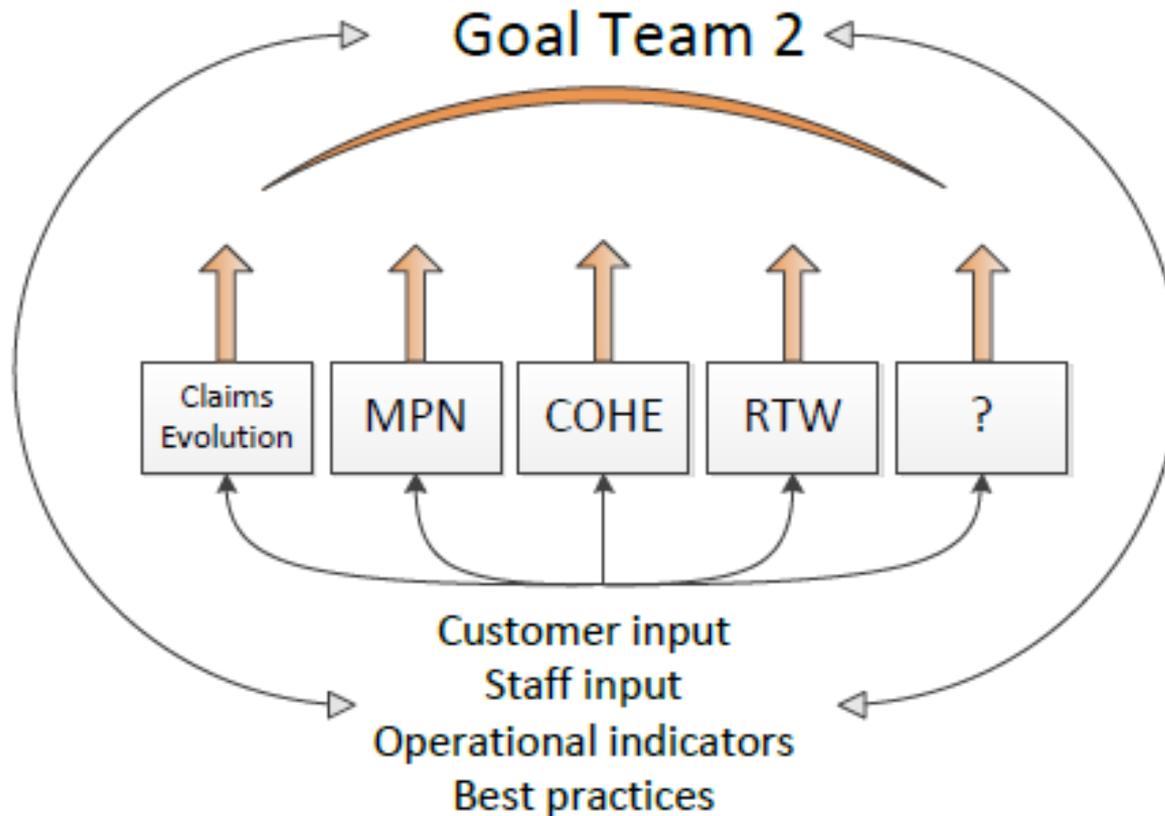
1. Make workplaces safe
2. Help injured workers heal and return to work
3. Make it easy to do business with L&I
4. Help honest workers, businesses and providers by cracking down on the dishonest ones
5. Ensure L&I is an employer of choice

# Help injured workers heal and return to work

## *Key Focus Areas:*

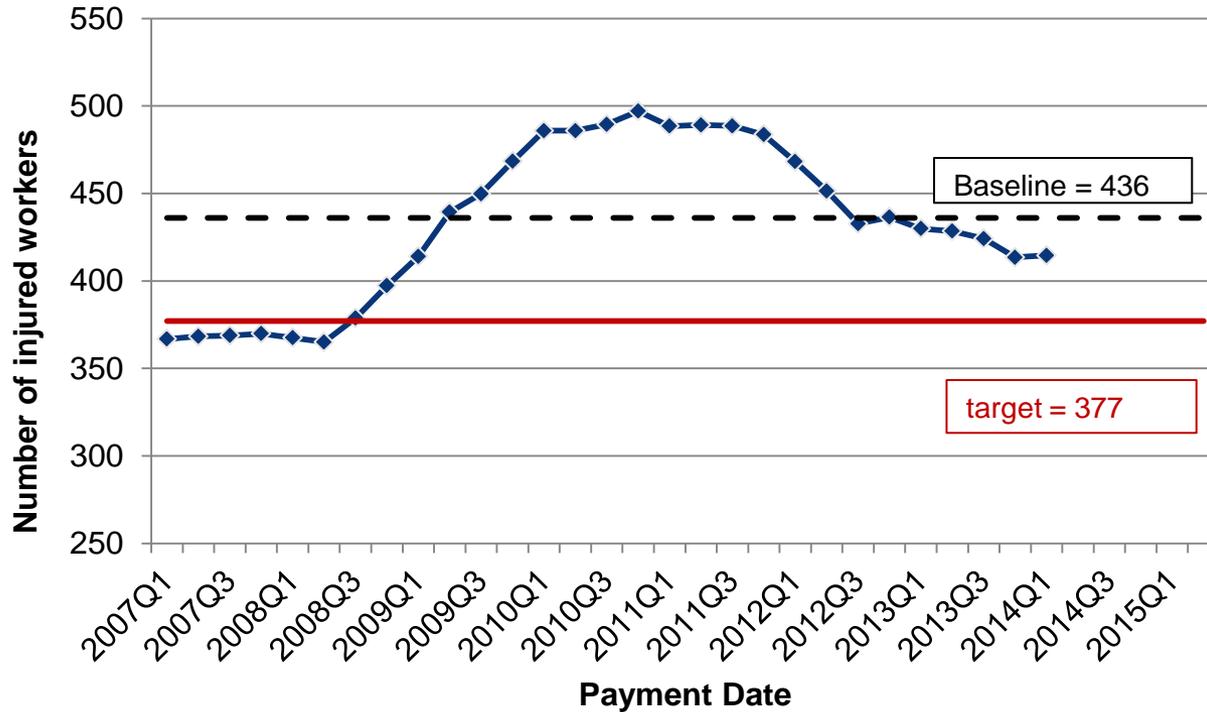
- Create a culture of return to work.
- Reduce the development of preventable permanent disability.
- Collaborate with internal and external stakeholders to reduce system delays and improve the customer experience in the first six-months of the claims process.

# Goal 2: Helping Injured Workers Heal and Return to Work



# Overall Measures – Help injured workers heal and return to work

## Number on time-loss 12 months from injury.



Status – green



We are on track to reduce the number of injured workers still on time-loss 12 months after their injury.

**Definition of Long-term disability claims** – For every 10,000 accepted claims, the number that are on time-loss 12 months from their injury month, smoothed.

**Key Take-Away:** We have instituted a number of strategies to reduce disability at 12 months. We are using Lean to identify, test and implement approaches to continue the positive change.

# Focus Area A: Create a culture of Return to Work (RTW)

Identify barriers, needs, and motivational issues early

- Future State/Predictive Analytics Pilot
- Work Source Partnerships
  - VIP VSS staff in six WorkSource locations
  - Re-employment Specialists
  - Everett WorkSource Pilot
- Early AWA experiment
  - Refocus AWA on motivation, supporting workers who can RTW
- How should we approach vocational services early in a claim?

# Culture of RTW

- Identify critical intervention points, opportunities, red flags, and countermeasures for all time-loss claims where workers are at risk of not returning to work.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
Percent of Ability to Work Assessment (AWA) referrals made in 90 days of claim receipt	6.3%	5.8%	5.1%	4.5%	6.3%	6.7%	10%

# Focus Area B: Reduce the development of long-term disability

- Adoption of COHE best practices
- Progressive Goal Attainment Program (PGAP)
- Functional Recovery Questionnaire
- Chronic Opioid Use



# Reduce the Development of Preventable Disability

- Decrease the proportion of injured workers on Chronic opioids.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	TARGET By 6/2015
Percent of claims received with opioids 6-12 wks from injury	4.9%	4.6%	3.3%	1.4%	1.1%	

# Focus Area C: Collaborate with internal and external stakeholders to reduce system delays and improve the customer experience in the first 6 months of the claim process.

- “Standard Work”– What is it?
  - Best practices to maintain efficient, consistent and repeatable level of quality
- 4-point calls
- Standard VRC work
- Job Analysis Cover Sheet



# Collaborate to Reduce System Delays

- Evaluate internal and external processes and eliminate steps that do not create value for our customers. Improve efficiency and ease of use for all processes.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
Median time-loss days to first AWA referral	226	248	255	267	256	221	

# QUESTIONS?

