

FIVE ESSENTIAL ELEMENTS OF AN EFFECTIVE INJURY MANAGEMENT SYSTEM

Accidents happen. Even proactive companies that invest in injury prevention through their safety programs can still fall short when it comes to mitigating the harm *after* an employee incident occurs.

Below are five essential elements of an effective injury management system that can help your company be better prepared when these situations occur.

1. Train supervisors to respond to injuries.
2. Utilize a service that puts the worker on the phone with a medical professional immediately after the injury occurs.
3. Research and build relationships with nearby occupational clinics so that you know their capabilities.
4. Develop a return-to-work plan and make sure job descriptions accurately describe physical requirements.
5. Engage workers in their own recoveries by working with them to make sure they follow post-injury treatment plans.

Additionally, the steps a company takes in the first 30 minutes following an employee incident are critical. Companies that work aggressively to provide the right treatment at the right time have fewer recordables and workers' compensation cases, lower injury costs, and more engaged, successful employees.

Here are a few recommendations to help employees immediately after an incident:

Reassure the employee. The best medicine for the employee following an incident is their knowing the company cares and will take care of them. If the first thing the employee hears from a supervisor is what he/she did wrong, how the injury is hurting production or how it will cost the crew safety bonuses, then the company is sending the wrong message. ***A Liberty Mutual Research Institute for Safety study found that simply training supervisors on the right way to engage an injured worker reduced new workers' compensation claims by 47%.***

Engage employee in recovery. Help find light-duty jobs and manage cases so that employees follow treatment plans. When the Workers Compensation Research Institute surveyed workers three years after an injury, it found that the workers who were afraid for their jobs were twice as likely to be unemployed and five times more likely to have lower earnings.

Have a plan for assessing and managing employee injuries. The emergency room is not a plan. Excellus BlueCross BlueShield of New York estimates that *90% of ER visits may be unnecessary.* A trip to the ER also almost guarantees that the case must be classified as an OSHA recordable Injury. Finally, if the employee spends several hours waiting in a crowded ER, the company has not helped them physically or mentally.

Prevention is critical, but the way a company responds and communicates with an employee immediately after an injury occurs is key to worker engagement and recovery – and helping to minimize the total cost of care.

For more information contact **Ken Wells at 281.630.3724** or email **kwells@corehealthnet.com**.

About Us

CORE is a recognized leader in **Integrated Occupational Medicine Services** with a nationwide network of more than 3,500 clinics. We provide a full spectrum of workplace medical services that can help increase the health and productivity of your workforce, while reducing overall medical costs.

- Clinical Services
- Substance Abuse Testing
- Worksite Clinics
- Medical Surveillance
- Functional Assessments
- TimeZero Injury ManagementSM
- Mobile Onsite Services
- Medical Staffing Services

We look forward to being your preferred Occupational Medicine provider!