

METRO

Westside Central

Service Sector

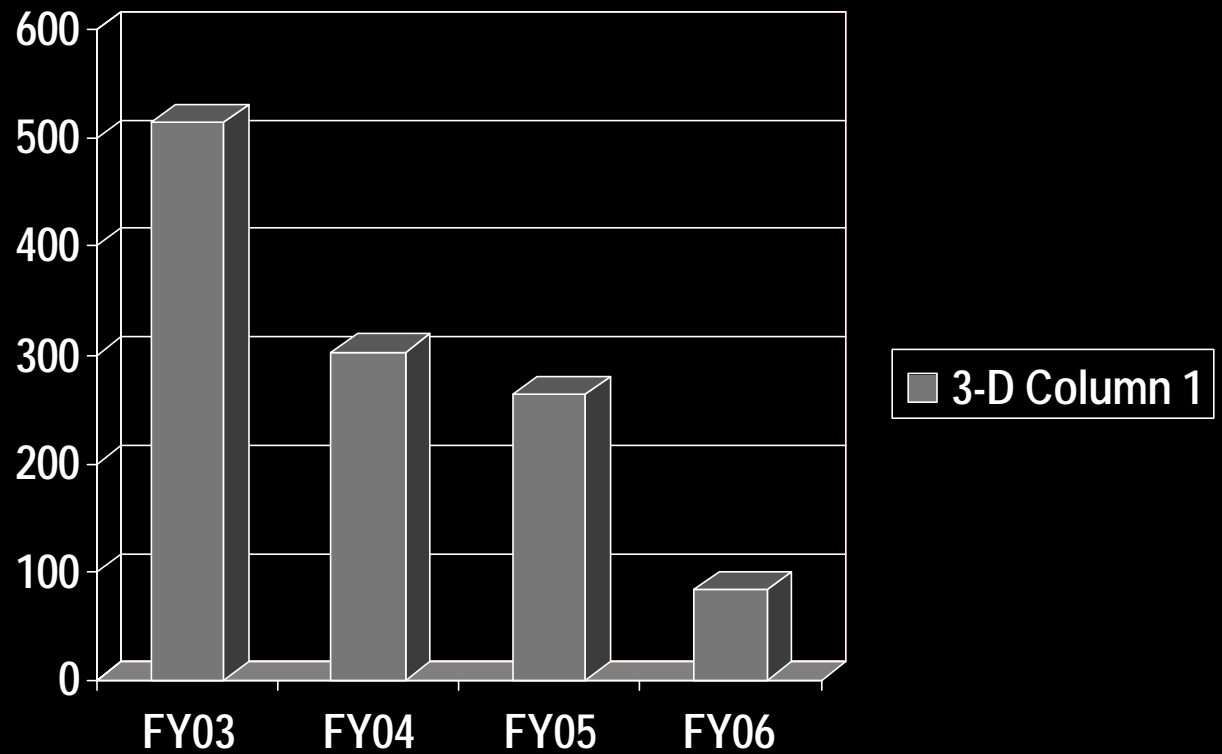
Worker's Compensation New Claims
Fiscal Years 2003 – 2006 (YTD)

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Return to Work/Transitional Duty Program Coord.
December 6, 2005

Function of the Return to Work/ Transitional Duty Program Coordinator:

- **Coordinate claim information and Plan of Action between Risk Management Team, Defense Attorneys, Division Management and Corporate Management.**
- **Review medical restrictions and if possible, place injured employees on Transitional Duty Program.**
- **Return injured employees to full duty (if possible) as soon as they are capable of returning.**
- **Refer injured employees that are unable to return to their usual & customary duty to Human Resources for Modified/Alternative job placement process interview (American's with Disabilities Act Interactive Process).**
- **Monitor the overall process of each claim from inception to either a Complete Return to Usual & Customary Duties, Medical Separation and/or transfer to new job classification.**
- **Responsible for maintaining Statistical Data Base.**

Westside/Central Service Sector's New Claims Numbers on the Decline



General Claims Coordination Procedure ...

- 30day initial medical control (treatment, specialist referral, physical therapy).
- Initial Treater is contacted as soon as injured employee is sent to clinic regarding cause of incident, as well as with injured employee's prior injury history.
- Assessment for Transitional Duty Program accommodation by Return to Work/ Transitional Duty Program Coord.
- Coordinate Plan of Action with Risk Management and Division Management.
- Monitor Claim for expeditious Release to Full Duty, Permanent & Stationary Status with/out restrictions or for Qualified Injured Worker Status.

Effective Deterrents

- Loss of Benefits
- Transitional Duty Program
- State Board Qualified Medical Examiner/ Agreed Medical Examiner
- Surveillance
- Full Prosecution
- Medical Separation

Essentials for Success ...

- **Synchronized Teamwork (Division, Risk Management Team, Defense Attorneys, Return to Work/ Transitional Duty Coordinator and Sectors)**
- **Transitional Duty Program**
- **Medical Case Management (Nurse Case Managers)**
- **Special Investigations Unit Medical Management Team Defense Attorneys assigned to each Division**
- **Sector Safety Specialist**
- **Safety Consultants**
- **Claim's Examiners**
- **Electronic Access to current Claim Data**

In Conclusion:

- Injured employees must be afforded their right to file a claim whether the claim initially appears to be legitimate or not. Due Process and Good Faith Measures are a must at all times.
- Injured workers are never to be harassed nor retaliated against because they have filed a claim. Ultimately, the health and welfare of the employee is first and foremost.
- All claims must be processed in accordance with Worker's Compensation Laws.