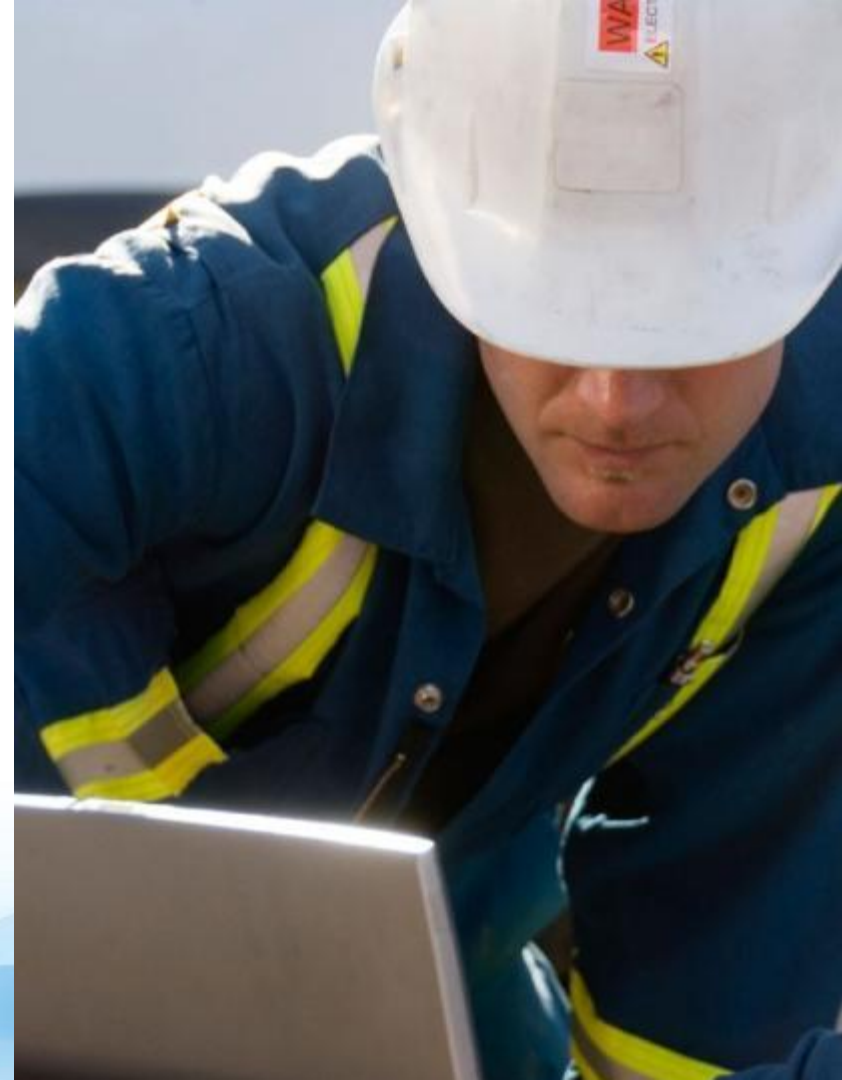


Return to Work Trends

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Topics

- Early intervention
- Claim segmentation - “getting out of the way”
- Biopsychosocial factors/flags
- The power of data



Early intervention

- A review was undertaken of the WorkSafe Victoria intervention model.
- The model has 6 steps:
 - Early appropriate medical intervention.
 - Workplace intervention.
 - Support for the worker.
 - Claims management.
 - Injury managers.
 - Dataset.



Early intervention -outcome

- Average cost of claims reduced from \$6019 to \$3913.
- Number of days of compensation decreased from 33.5 to 14.1.
- Medical and weekly benefits costs were also lower.



Early intervention -takeaway

- A program that is employer based and is managed by trained staff using appropriate medical and allied health provider interventions can have significant positive impacts to claim outcomes.





Claim segmentation

- Claim segmentation allows for the dividing of the work into appropriate areas or ‘buckets’ based on various criteria, for example:
 - Employers expectations
 - Injury type
 - Claims history
 - Biopsychosocial factors
- This approach has been coined as “getting out of the way”.

Biopsychosocial factors

- Biopsychosocial factors can have an adverse impact on claims if not identified early and appropriate strategies put in place.
- All jurisdictions have some sort of framework.
- Ideally this framework is applied to each claim and barriers are identified. The process is not applied once, but a number of times during the claim (depending on length).
- In practice – very time consuming to apply to all claims, need to have people with the right skills and it can be complex.



Biopsychosocial factors

- All jurisdictions agree that identifying factors and developing strategies is extremely important, but no one has a “best practice”.





Power of Data

- A lot of focus on developing data sets to predict claim pathways and outcomes.
- While the outcomes can have large benefits, it may be difficult to develop and implement.
- The data that is used should be your own data, rather than from other sources.
- WorkCover has a competitive advantage over other insurers due to large amount of claims data we collect and store.

Questions?

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