



Post-Injury Management

SUPERVISOR LEADERSHIP DEVELOPMENT WORKSHOP

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This handout is designed to provide a reference to key information you may want to review after the training. To obtain a more detailed copy of this presentation send an email request to kcarpent@travelers.com. In the email, request the detailed handout to asset #CT0233PG7.

Goals:

- Respond to employee accidents and injuries in a caring, non-judgmental fashion
- Know what to ask when an employee returns from the medical provider
- Understand your role in transitional duty and the benefits of bringing injured employees back to work
- Describe the role the supervisor plays in the injury management process

Slide 10

Overview of Workers Compensation (WC)

- Mandatory insurance in most states
- Varies by state or federal law
- “No-fault”
- “Exclusive remedy”
- In the course and scope of employment
- Opportunity for management



Slide 11

Notes

WC hurts everyone

- Human factors:
 - Injured employees may suffer physically and emotionally
 - Injured employees may suffer financially



- Business factors:
 - Quality and service can be impacted
 - The company loses experienced staff
 - WC expenses impact bottom line profitability



Slide 12

Corridor of CareSM

LAND OF THE INJURED



LAND OF THE INJURED

Slides 13-14

Notes

Initial Response: First 24 Hours

- Supervisor's responsibilities:
 - Respond to the employee:
 - Use a caring and non-judgmental approach
 - Ensure the injured employee receives qualified medical care, as appropriate
 - Report the injury right away
 - Actively support transitional duty
 - Analyze the accident:
 - Fact finding, not fault finding
 - Determine root causes
 - Take/Assign corrective action



Working with Medical Providers

- Working with personal physicians:
 - Allow only if required by state statute
 - Have a designated clinic available
- Injury reporting protocol still in effect
- *After an injured employee returns from the medical provider, ask these questions:*
 - How did it go?
 - Were you happy with the care and treatment you received?
 - How long did you have to wait to see the doctor?
 - Did you understand what the doctor was telling you about your treatment plan?



Share your employees' issues or concerns with your workers compensation coordinator (WCC).

Transitional Duty

- How transitional duty works:
 - Get specific restrictions
 - Compare restrictions to job duties
 - Assign temporary job tasks:
 - Task focus, not job focus
 - Document the assignment
 - Monitor the employee
 - Track the employee's progress
 - Employees should not be sent home without management approval



Slides 16, 19-22

Apply what you have learned

Bill Smith hurt his back lifting product from a pallet. Answer the questions that follow:

1. Bill tells you he doesn't think he can finish out the day. What do you do?

2. Bill doesn't want to go to the doctor. What do you do?

3. Bill does want to go to the doctor. What do you do?

4. Bill returns from the medical provider with a 10-pound weight restriction with no lifting overhead and a follow-up appointment 2 weeks from today. What should you do?

5. **What transitional task assignments might be available at your work location given these restrictions? List as many as you can think of.**

6. Bill is working a transitional task assignment you have given him that meets the doctor's restrictions. What do you do?

7. After 2 weeks on transitional duty, Bill is medically re-evaluated. He can now lift up to 25 pounds. What do you do?



Slides 26-28

Risk Control

Safety Academy



RISK CONTROL

REDUCE RISK. PREVENT LOSS. SAVE LIVES.

Handout – Post-Injury Management Skill-Building Practice

Your name: _____

You are responsible for completing this activity by: _____

Completed forms should be returned to: _____

Reviewed by: _____ Date: _____

In order to begin applying what you have learned in the Post-Injury Management workshop, please schedule a meeting with your employees to discuss the company's injury management practices. Key points you should discuss include the company's policies related to:

- When and how to report injuries and close calls
- How employees will be transported to the medical provider
- Who to talk with at the company if they have questions about workers compensation benefits
- How medical restrictions will be handled
- How transitional duty assignments will be made and adjusted to help the employee return to work, if possible
- How the company will follow up periodically with the injured employee to see how he/she is recovering

Corridor of Care®



Handout – Post-Injury Management Skill-Building Practice

In addition, you should explain each employee’s responsibilities in the Post-Injury Management process. Key points you may want to cover include that the employee should:

- Immediately report all injuries, no matter how small
- Assist with accident analysis
- Keep all medical appointments
- Follow any and all restrictions at work and at home

Please document your meeting using the worksheet below and return the completed form as directed by the due date.

Date of meeting: _____

Number of employees in attendance: _____ (See sign in sheet below to track attendance.)

Number of employees absent: _____

Questions raised during the meeting by attendees:

Follow up required:

REMINDER: When a workplace injury is reported, be sure to usher the injured employee through the *Corridor of Care*, utilizing the skills you have learned in the workshop.

Handout – Post-Injury Management Skill-Building Practice

POST-INJURY MANAGEMENT PRACTICES OVERVIEW
ATTENDANCE RECORD

Date: _____

Supervisor's name: _____

Name (Please Print)	Signature
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	



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