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## Managed Return to Work Programs



**IWIF** Injured Workers Insurance Fund of Maryland

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## Return to Work

### Safety Professional's Role

**IWIF**

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## Return to Work

- What is Managed Return to Work?
- Why Have RTW?
- Pre-Planning for RTW
- Returning an injured worker to Transitional Duty

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## Safety Professional's Critical Role

- You are Critical to the Success of RTW
  - Involved in the Day to Day work Tasks
  - Know the Job Activities
  - Can Evaluate the Physical Demand of the Job
  - Can Determine the Transitional Job Tasks
  - Develop Job Task Bank
  - Know the Safety Requirement of Jobs

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## What is Return to Work

- Proactive program to facilitate the earliest possible return of an injured employee to meaningful, productive work that is within their physical capabilities
- Provides for transitional duty assignments that are time-limited and temporary until they are able to return to full pre-injury work

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## Elements of the Managed Return to Work Program

- Setting Expectations
- Definition of Roles and Responsibilities
- Tools to assess job duties and responsibilities
- Guidelines for the development of modified job functions including physical demands
- Physicians forms for assessment of capabilities
- Guidelines for assigning Transitional Duty
- Returning an Injured Worker to Transitional Duty
- Guidelines for Ending Transitional Duty

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## Benefits

- Less Disruption to Workers' Lives
- Avoids Negative Effects of Long Term Absence From Work
- Wages for Substitute Employees Are Saved
- Faster Recovery of Injured Workers
- Maintain Job Skills
- Employee Remain Active and Productive
- Reduced Workers' Compensation Costs

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## Benefits

- 2002 UK Study
- Employers' Liability Compulsory Insurance (ELCI)

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### Benefits (ELCI)

- 10% - 40% Reduction in Injury Costs
- 33% reduction in Litigation
- Long Term Disability Cost Reduced by 40%
- For every \$1 spend for the program \$12 in saving were realized

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### RTW Early Intervention Can Prevent (ELCI)

- Minor injuries from becoming serious
- Acute injuries from becoming Chronic
- Serious injuries from becoming Disabling

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### Maryland State Highway Return to Work Results

- 58.6% Reduction of Lost Time Days per 100 workers 2001-2004
- 29.2% Reduction of Loss Time cases per 100 workers 2001-2004

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## Maryland Dept. of Corrections Return to Work Results

- Six Pilot Facilities
- Hospitals and Correction facilities
- 36.9% Average reduction of Lost Time Days

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## Pre-Planning for RTW

- Establish a Written Return to Work Policy
- Identify a RTW Team
- Set Expectations of Employees
- Have forms and documentation in place



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## Policy Statement

- Committed to providing a safe and healthy workplace for its employees.
- Company will make every reasonable effort to return employees to work.
- Short-term transitional work assignments for return to pre-injury duty.

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## Policy Statement

- Work is Productive and meaningful.
- Within the physical capabilities of the employees.
- Short duration either full or part time basis.
- Transitional duty assignments are limited to XX days

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## Employee's Responsibilities

- Report Injuries Immediately
- Notify the Doctor that your employer has an RTW Program
- Take RTW form to the Treating Physician
- Return the "Notice to Physician" form
- Report to your employer same or next day
- Provide information of where you can be reached.

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## Pre-Planning for RTW

- Set Expectations of Employees
  - ✓ In Employee Handbooks
  - ✓ New Employee Orientation
  - ✓ Announcement of New Policy
  - ✓ Sign Statement that Employees Understands Policy



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## Establish a RTW Team

- HR, Safety and Claims (Supervisor)
- Establish and Review Policies
- Review Medical Restrictions
- Assess Modified Duty Tasks
- Determine Modified Duty Offer

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## Coordinator's Responsibilities

- Provide Training on RTW
- Maintain Current Job Descriptions and Tasks
- Review Physician's restrictions and meet with injured worker to review
- Coordinate with Supervisor's to identify Transitional Work
- Provide written job offer
- Follow-up until full release to return to work

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## Supervisor's Responsibilities

- Provide Medical treatment Immediately
- Follow-up with Employee to obtain information and forms
- Express concern for Employee's health, recovery, progress and offer assistance
- Keep Coordinator informed of progress, with Supervisor's to identify Transitional Work
- Follow-up until full release to return to work

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## Pre-Planning for RTW

- Provide for:
  - ✓ Job Description with Physical Work Demands
  - ✓ Task Bank
  - ✓ Medical Evaluation
  - ✓ Accident Investigation
  - ✓ Transitional Job Offer




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## Job Physical Demands

- Identify Job Functions and Responsibilities
- Break Down the Job Into Separate Physical Activities
- Assess the Physical Demands of Each Activity:
  - Weight
  - Postures
  - Time Requirements
  - Work Environment
  - Range of Movement
  - Safety Equipment




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JOB / TASK ANALYSIS FORM		Task # _____
		Title _____
Job Classification (Title or Job Entered) / Job Number:	Job Title:	Work Setting:
Prepared By:	Title:	Entry Date:
Revised/Updated By:	Title:	Date:
<b>TASK SUMMARY</b> (Brief description of job or task)		
<small>The frequency (percent of time) for the following scale:                      Continuously - 17 - 100%    Frequently - 14-60%    Occasionally - 6-33%    Rarely - 1-5%                      with a Total Score of 100%.</small>		
<b>LIFTING</b> Focus of task: Position:	Frequency of use: H: 0 1 2 3 4 5 6 7 8	Hours of use per day: Total hours on 8-hour day 0 1 2 3 4 5 6 7 8
<b>PUSHING</b> Focus of task: Position:	Frequency of use: H: 0 1 2 3 4 5 6 7 8	Hours of use per day: Total hours on 8-hour day 0 1 2 3 4 5 6 7 8
<b>PULLING</b> Focus of task: Position: Distance:	Frequency of use: H: 0 1 2 3 4 5 6 7 8	Hours of use per day: Total hours on 8-hour day 0 1 2 3 4 5 6 7 8
<b>CAN WHEEL CHAIR POSITIONS?</b>		
<b>LIFTING</b> Weight: Type of Object: Direction of lifting: Frequency:		
<b>PUSHING</b> Weight: Type of Object: Frequency: Distance:		

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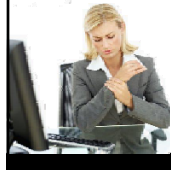
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## Transitional Task Assessment



- Remember Tasks Should have value
- Perform Only part(s) of existing Job
- How the Tasks Can Be Modified
- Reduction Of:
  - Distances
  - Length of Time
  - Frequency
  - Force Requirements

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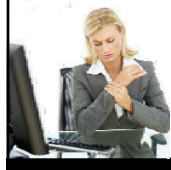
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## Transitional Task Bank Assessment



- Identify Other Tasks That Can Be Performed
  - Tasks outside of Normal Duties
  - Projects
  - Other Operations
  - Other Locations
  - Seasonal Jobs

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## Medical Evaluation

- Arrangements with Medical Provider
- Provide Treating Physician with Copy of Job Description and Physical Demands
- Have your Medical Provider visit your facility
- Medical Evaluation of Injury

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## Returning an Injured Worker to Transitional Duty

- Develop the List of Transitional Tasks to be Communicated to the Worker and As a Guide for the Supervisor
- Determine the Duration of the Work Tasks/hours




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## Returning an Injured Worker to Transitional Duty

- Send a Transitional Job Offer Letter to the Employee.
- Identifying:  
Start Date,  
List of Tasks,  
Wage,  
Length of Transitional Job,  
Work Hours




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## Transitional Job Offer Letter

(Use Reverse Side)

(CERTIFIED - RETURN RECEIPT AND REGULAR MAIL)  
Date:  
(Write your name and mailing address)  
Re: Offer of Transitional Employment

Dear (Employee Name):

We have reviewed the Medical Assessment of Employee form completed by your physician, and are pleased to offer you the following transitional work assignment. We believe this assignment is within your capabilities as described by your physician on the attached form. Your assigned tasks will be consistent with your medical restrictions, skills and knowledge. We will provide any training that may be required to do this assignment.

Description of physical demands of this assignment: \_\_\_\_\_

Location of assignment: \_\_\_\_\_

Duration of assignment: \_\_\_\_\_ and consecutive work days beginning \_\_\_\_\_ ending \_\_\_\_\_

Days of the week employee will work: \_\_\_\_\_

Work hours: From \_\_\_\_\_ To \_\_\_\_\_

Pay rate: \$ \_\_\_\_\_ per \_\_\_\_\_ Division/Unit: \_\_\_\_\_

Department: \_\_\_\_\_ Supervisor during transitional duty assignment: \_\_\_\_\_

This job offer will remain open for five (5) working days from your receipt of this letter. If we do not hear from you within five working days, we will assume that you have refused this offer. Please be advised that refusal to accept a transitional work assignment may have an adverse impact on the benefits to which you might otherwise be entitled.

We look forward to your return to work. If you have any questions, please do not hesitate to contact me at (enter phone number).

Sincerely, \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

I accept this transitional duty assignment.  I decline this transitional duty assignment.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Returning an Injured Worker to Transitional Duty

- First Day of RTW:
  - Ensure Both the Supervisor and Worker Are Responsible for Complying With the Medical Restrictions
  - Review the Transitional Tasks in Detail With the Worker
  - Provide Any Additional Training for New Tasks



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## Monitoring Returning to Work

- The Supervisor Should:
  - Regularly Check on the Worker's Job Activities
  - Make Sure That They Are Complying With the Physical Limitations
  - Retrain When Necessary
  - Change Tasks, If Needed, After Discussion With RTW Team



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## Monitoring Returning to Work

- The RTW Team Should:
  - Follow up on the Medical Status to Revise the Transitional Job Functions
  - Up-date the Transitional Job Offer Letter to Reflect the Medical Improvements and Length of the Offer



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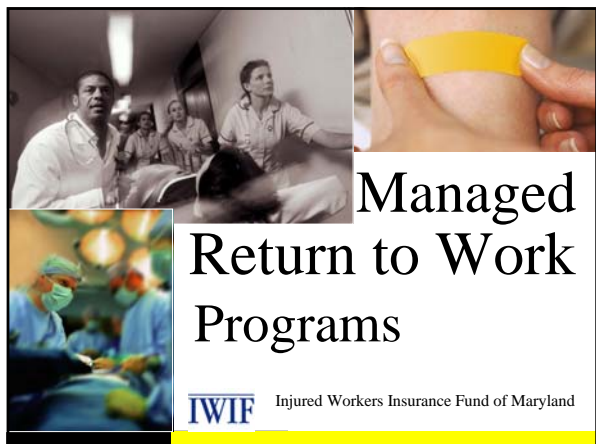
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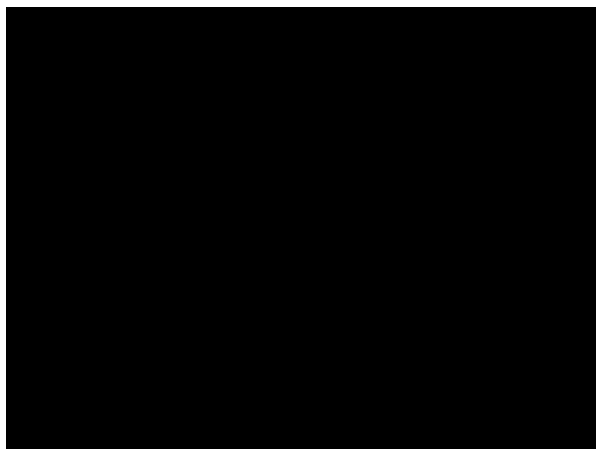
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