



# Review and Improve Your Injury Management Program

When it comes to an Injury Management Program, many organizations believe they already have an effective one in place. However, our Loss Control consultants often find that while customers have some aspects of a program in place, gaps exist including:

- Continued frequency of costly indemnity (lost-time) claims
- Lack of pre-determined transitional duty (also known as modified duty or return to work) job task lists
- Roles and responsibilities that are not clearly defined
- Lack of detailed job descriptions
- Delays with claim reporting or long lag times
- Lack of written guidelines or a systematic program

UnitedHeartland.com  
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**UH** UnitedHeartland

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## For more information

Contact your United Heartland Loss Control representative or call 1-800-258-2667 to set up a meeting today.

Having an effective Injury Management Program is vital to providing the best care for injured employees while helping to control claim costs. From the inception of the injury, every employer should have a systematic program in place that ensures communication with the injured employee, medical providers, the agent and United Heartland Claims personnel.

The benefits of an effective injury management program include:

- Improved employee morale — employees identify with a culture that cares for its injured employees
- Prompt and better care for injured employees
- Accelerated healing time
- Reduce lost work days
- Lower workers' compensation costs

Our evaluation of your Injury Management Program will help identify gaps and offer practical guidance to improve on the existing program. By working closely with our customers, the UH Loss Control Department has developed a series of injury management best practices that outline key elements of an effective program.

Best practices utilized by United Heartland's Injury Management Program include:

- Providing immediate medical attention
- Prompt claim reporting
- Medical provider relationships
- Dedicated injury coordinator roles
- Manager and supervisor responsibilities
- Transitional duty job task list
- United Heartland's claim department expertise
- User-friendly claim kits

Our Injury Management Program evaluation and improvement process includes:

- **Management Meeting:** An initial meeting to perform a loss analysis and discuss how the improvement process works with management.
- **Program Review:** A review of your written program components to identify potential gaps and opportunities for improvement.
- **Development of an Improvement Plan:** Following a thorough review of your Injury Management System, we'll collaboratively develop an improvement plan customized for your particular needs.
- **Creation of Transitional Duty Job Task List:** A predetermined list of transitional duty-type jobs that could be done on a temporary basis while the employee heals at work.
- **Train the Trainer:** Designing and offering training to injury coordinators and supervisors on their roles and responsibilities.
- **Written Program:** Based on best practices, we will help customize a program that works for you.

