



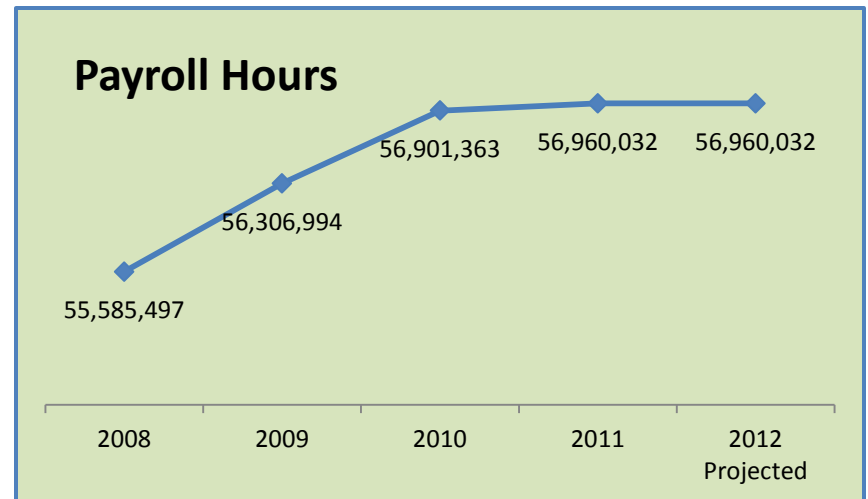
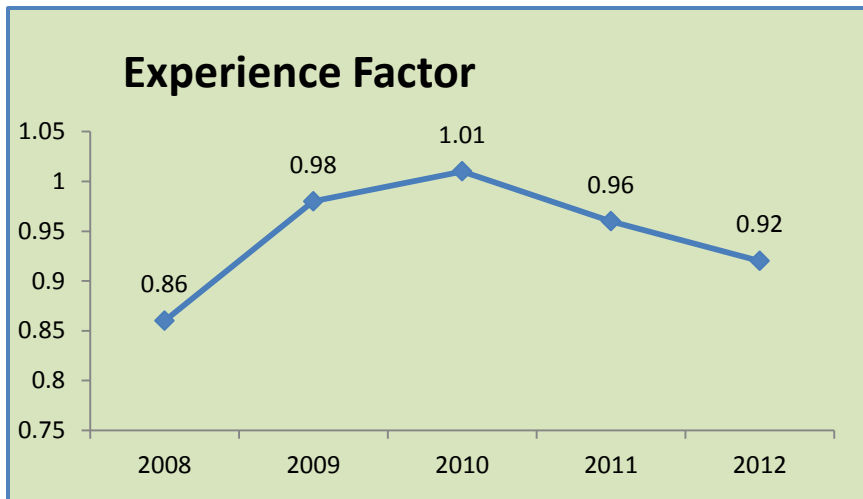
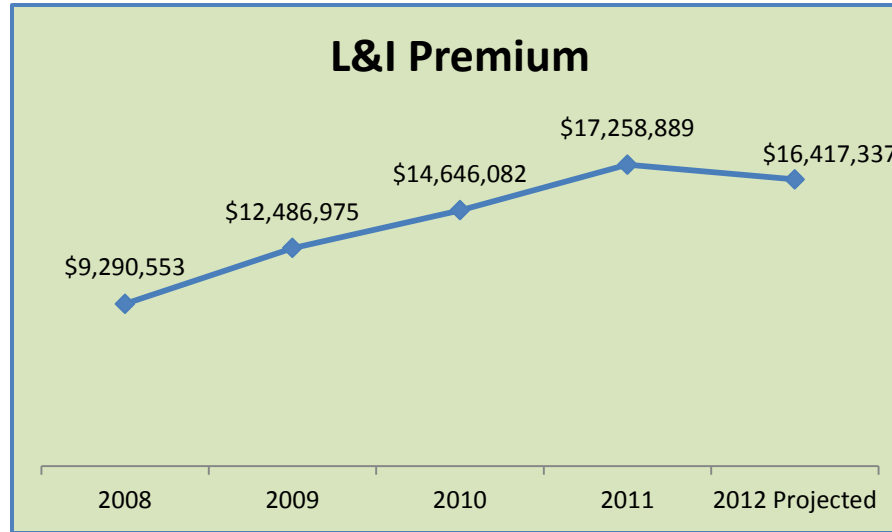
# Workers' Compensation Claims 2012 Report: Insurance Information LEAN Project Update Five Year Claims History

University of Washington

Office of Risk Management

Shari Spung / Wendy Winslow-Nason / Elena Williams

# The Financial Cost of Occupational Injuries



# Experience Factors for 2012: Higher Ed



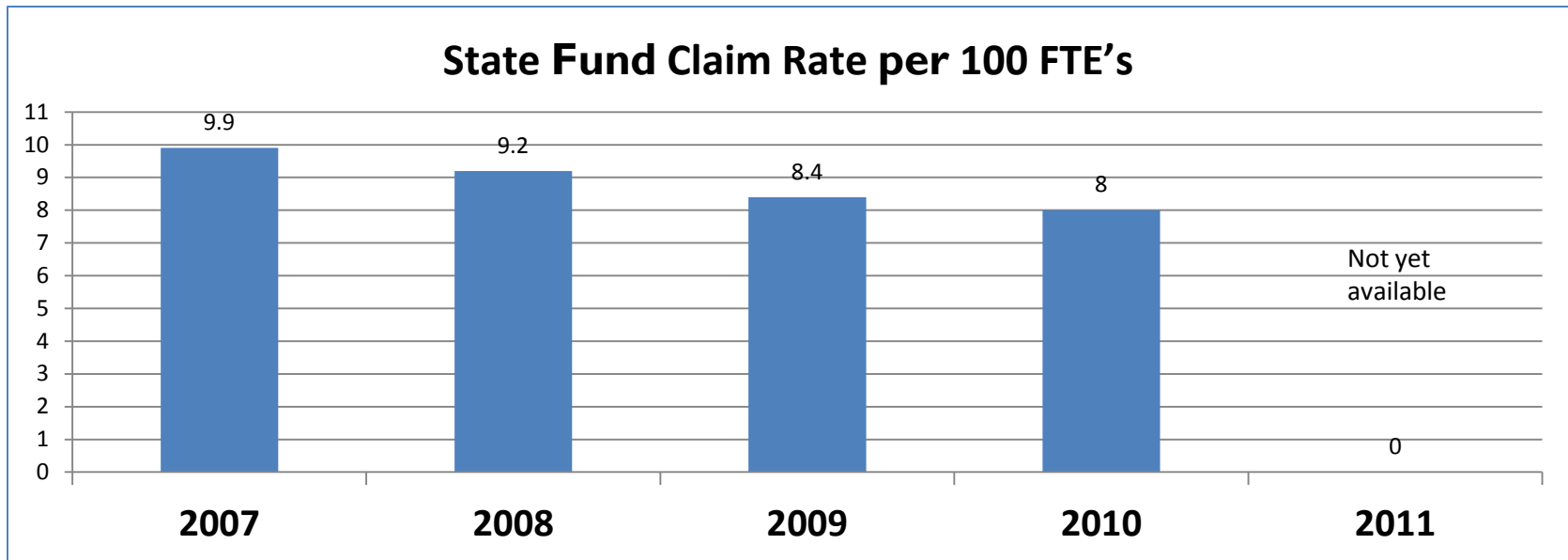
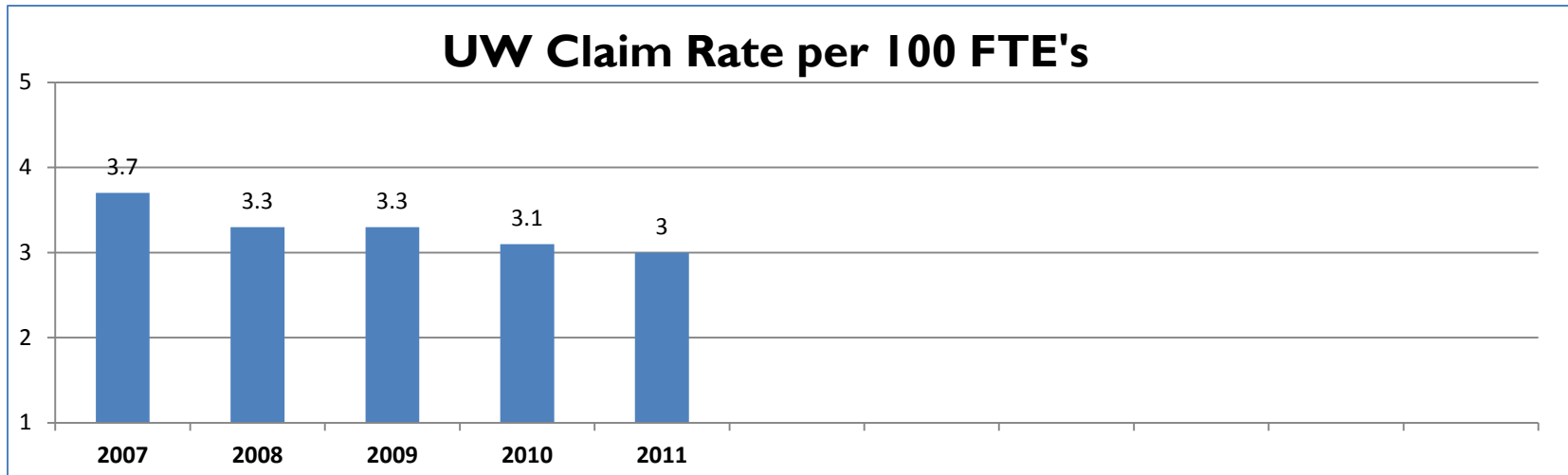
Washington State University	.79
University of Washington	.92
Eastern Washington University	.98
Western Washington	1.06
Evergreen State College	1.09
Central Washington University	1.14

# Experience Factors for 2012: Other State Agencies



Department of Ecology	.29
Washington State Patrol	.63
Department of Transportation	.80
Washington State Lottery	.81
Department of Corrections	.92
Department of Social and Health Services	1.05
Industrial Insurance Appeals Board	1.18
Department of Labor and Industries	1.54

# Claim Rates: State Fund v UW



# LEAN TEAM - 2011

- Big \$: \$17 mil/year premium to L&I
- Time-Loss payments to UW injured workers, which drive our rates, up 58% since 2005
- Claims and return-to-work processes/roles not clear
- Return-to-work culture and awareness needed improvement

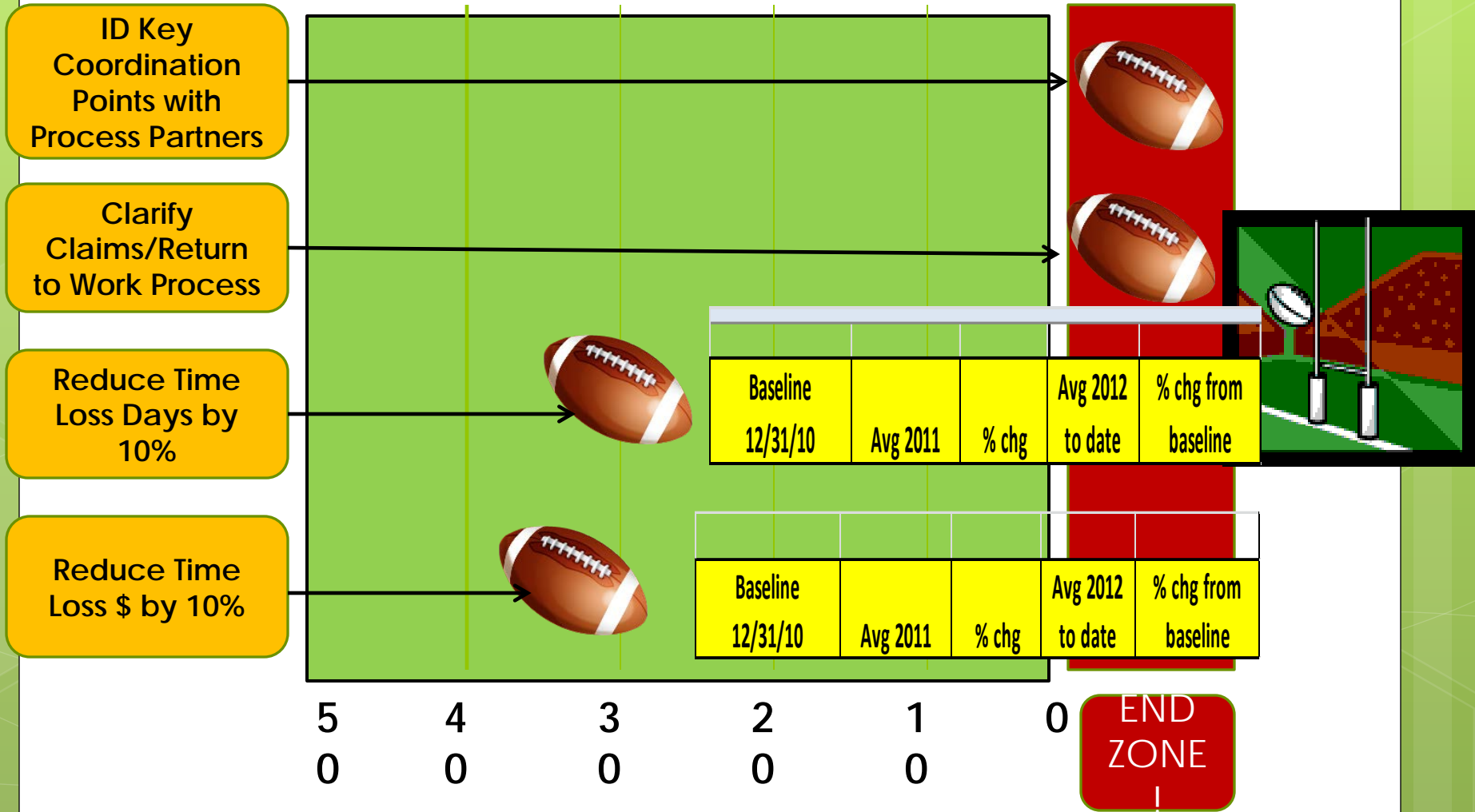
## Lean Team's Mission:

- Create coordinated, streamlined process - well understood and easy to follow UW-wide
- Get injured workers back to work asap
- Reduce time loss paid
- Ultimately contribute to reduction/control UW's insurance premium

# Highlights of Team's Work

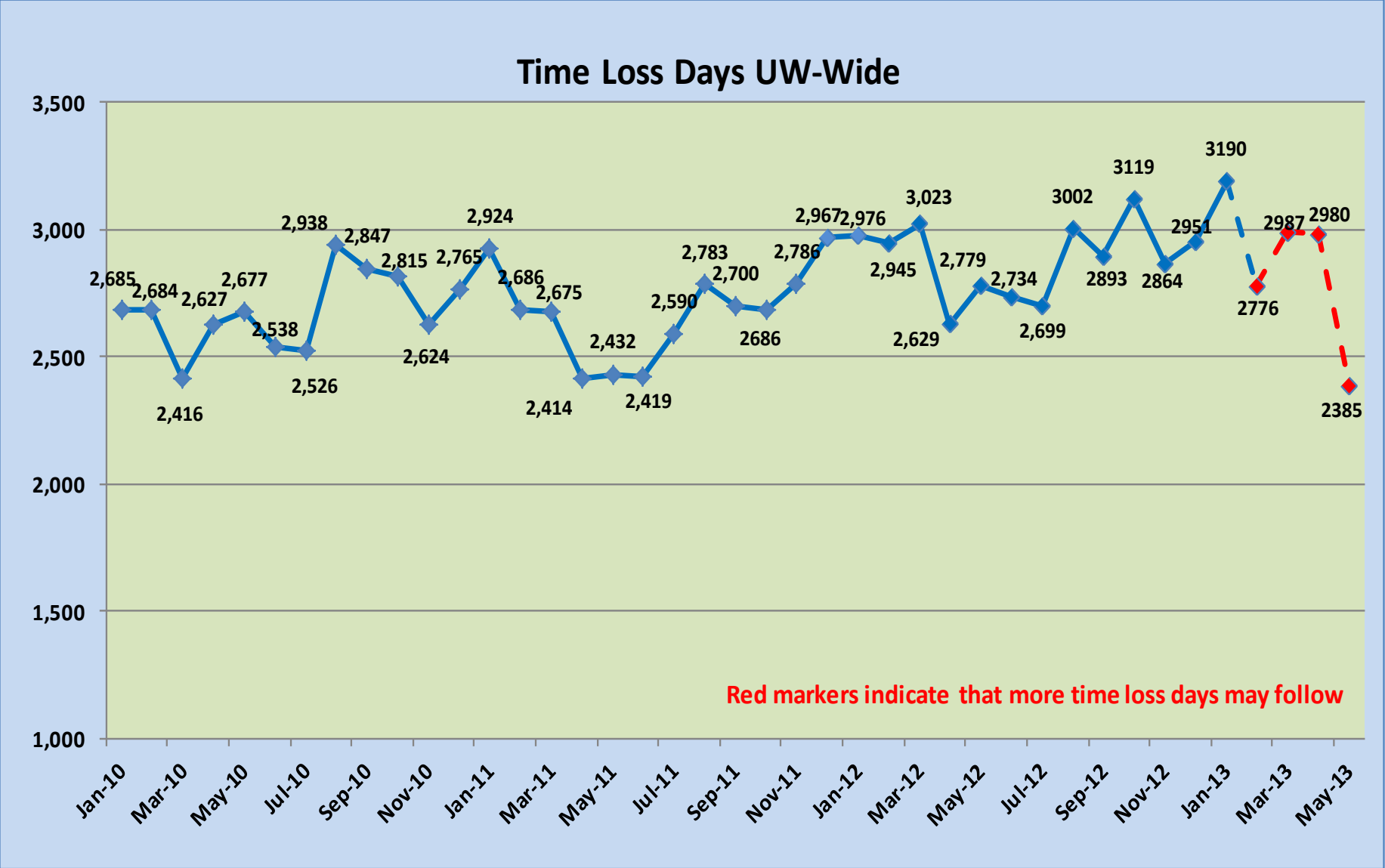
- Two day meeting (December 2010)
  - Outlined “as-is” process – a mess!
  - Developed list of “just do its” and did them
- Sub-teams formed to address problems
  - Info/Data, Communication, Light Duty, Roles
- Swim Lane mapping exercise
  - To create “desired state” process – hard work ☹️
- Teams worked on the 4 phases of claims/return-to-work process
- Developed completely new process map for on-line use
  - Roles and tasks clarified
  - Reference/action documents built in
- Developed plan for communication and training

# LEAN Project Goals

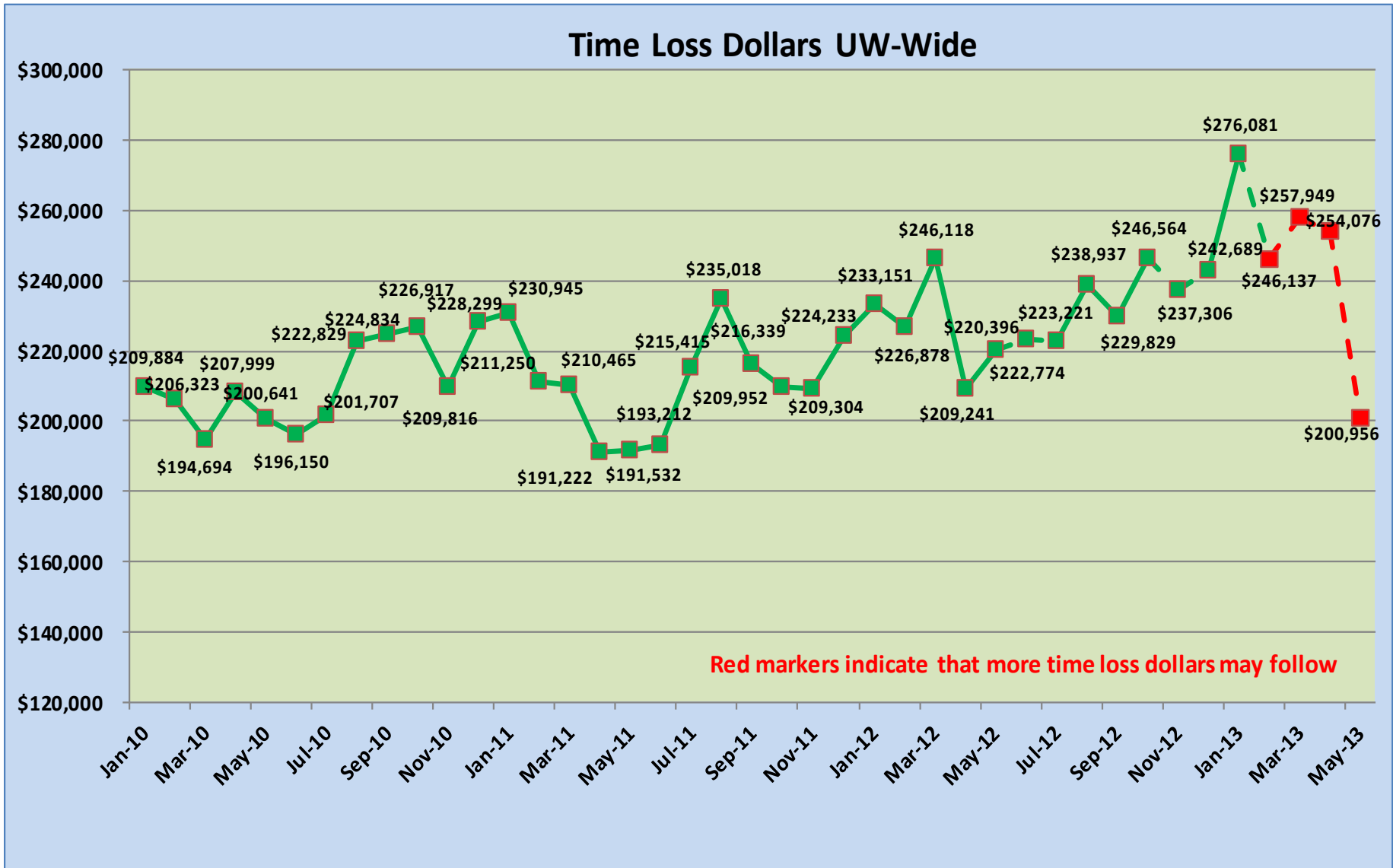




# Lean Metric # 1: Time Loss Days



# Lean Metric #2: Time Loss \$



# L&I's “Stay at Work Incentives”: A perfect complement to the LEAN project!

- Passed in Legislature 2011
  - Effective 6/15/11
  - Aimed at reducing time loss state-wide
  - Provides financial incentives for state-fund employers to return injured workers to work
  - Cost to UW: \$162,000 in 2012
- Reimbursements available for costs in accommodating medical restrictions:
    - 50% of base wages for up to 66 days actually worked in light duty in a 24 month period, with a cap of \$10,000 per claim
    - \$2,500 for tools
    - \$1,000 for training
    - \$400 for clothing



# Stay at Work Incentive Reimbursements to date

Division	Wages	Tools/Equip	Training	Clothing	Totals
Bothell	\$ 1,803	\$ 994	\$ -	\$ -	\$ 2,797
Finance & Facilities	\$ 3,190	\$ -	\$ -	\$ -	\$ 3,190
Facilities	\$ 24,016	\$ -	\$ -	\$ -	\$ 24,016
HMC	\$ 136,358	\$ -	\$ -	\$ -	\$ 136,358
HR	\$ 577	\$ -	\$ -	\$ -	\$ 577
Health Sciences	\$ 9,998	\$ -	\$ -	\$ -	\$ 9,998
ICA	\$ 3,313	\$ -	\$ -	\$ -	\$ 3,313
Minority Affairs	\$ 1,942	\$ -	\$ -	\$ -	\$ 1,942
School of Dentistry	\$ 2,584	\$ -	\$ -	\$ -	\$ 2,584
School of Medicine	\$ 11,972	\$ 1,875	\$ -	\$ -	\$ 13,847
Student Life	\$ 7,776	\$ -	\$ -	\$ -	\$ 7,776
UWMC	\$ 107,985	\$ -	\$ -	\$ -	\$ 107,985

**Plus  
27 claims  
in the  
queue!**

**\$314,383  
as of  
6/1/13!**

# Culture Change: Short and Long Term Impacts

- Old: “We don’t do light duty”
- New: “Let’s find light duty”
- L&I incentives help in absence of budget line item
- Culture change of finding light duty will drive time loss days and dollars (and premium cost), and influence behavior of injured workers
- L&I incentive checks are just the tip of the iceberg!



# How to Collect Your Incentive \$

- Guidance and UW Stay at Work Reimbursement Form available on our website (<http://f2.washington.edu/treasury/riskmgmt/wc>)
  - You provide completed form, payroll documentation and receipts for tools, equipment, training
- Risk Management will do the rest
  - Light Duty Job Analysis signed by Doctor
  - Send documentation to L&I
  - Track requests
  - Track reimbursements
  - Distribute the funds back to your department!



# Workers' Compensation Claim Data

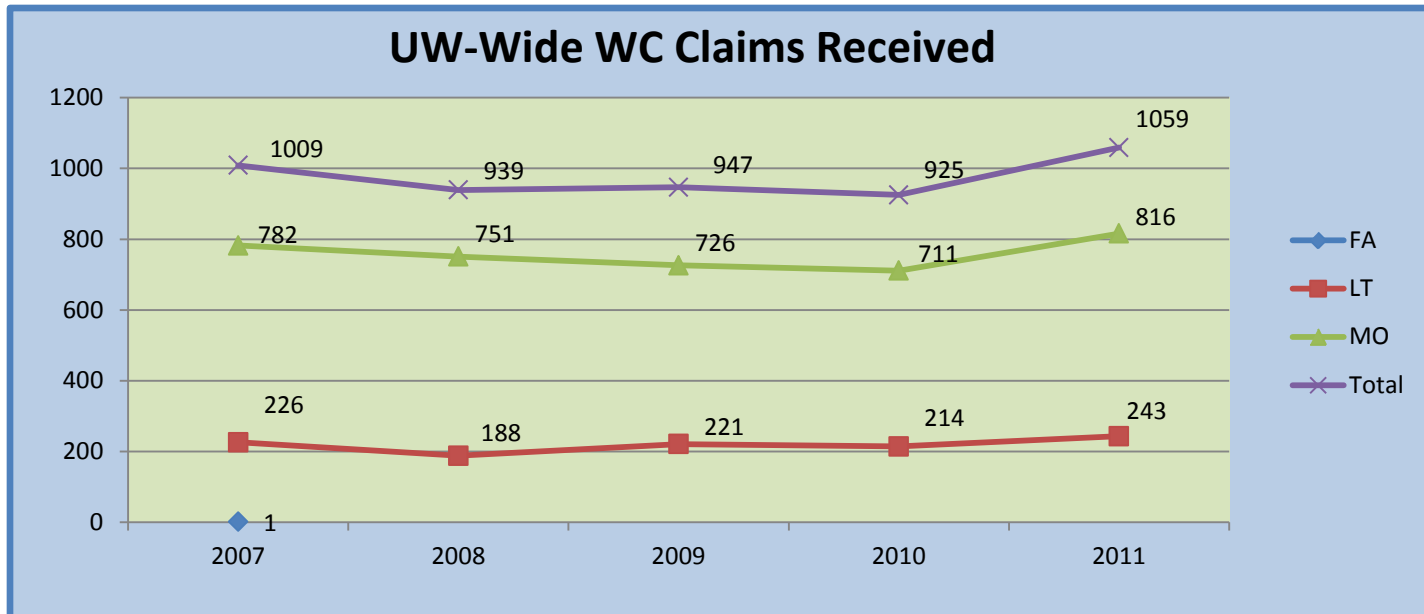
Five Calendar Years 2007 – 2011

University –Wide and by Largest Time-Loss  
Departments:

HMC, UWMC, Facilities Services, and Student Life

# Claim Frequency: UW-Wide

Claim Frequency	Fatality	Time Loss	Medical Only	Total
2007	1	226	782	1009
2008		188	751	939
2009		221	726	947
2010		214	711	925
2011		243	816	1059
Five Year Total	1	1092	3786	4879





# Five Year Frequency by Division

Division	Time Loss Claims	% of Total Time Loss Claims	Med Only Claims	Total Claims	% of Total
Harborview	407	37%	1075	1482	30%
UWMC	251	23%	792	1043	21%
Facilities	235	22%	474	709	15%
School of Medicine	31	3%	349	380	8%
Student Life	53	5%	201	254	5%
Health Sciences	15	1%	224	239	5%
Arts & Sciences	10	1%	123	133	3%
Finance/Facil	15	1%	42	57	1%
School of Dentistry	5	0%	46	51	1%
Oceanography	3	0%	47	50	1%
All Other	67	6%	413	480	10%
<b>TOTAL UW</b>	<b>1092</b>		<b>3786</b>	<b>4879</b>	

**Red Highlighted Departments = 87% of Time Loss Claims**

# Five Year Severity by Division (closed claims)

## Time Loss Days

Division	# Time Loss Days	% of Total
Harborview	20,359	36%
Facilities	12,102	22%
UWMC	11,997	21%
Student Life	2,879	5%
ICA	2,321	4%
Health Sciences	1,939	3%
Tacoma	1,199	2%
School of Medicine	900	2%
Finance/Facilities	763	1%
School of Dentistry	286	1%
All Other	1,150	2%
<b>Total UW</b>	<b>55,895</b>	<b>100%</b>

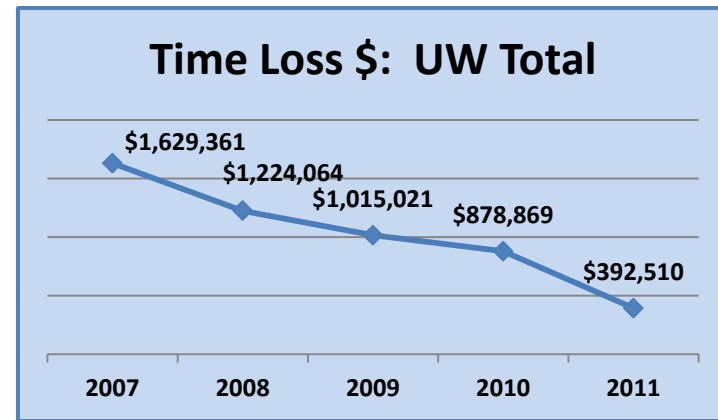
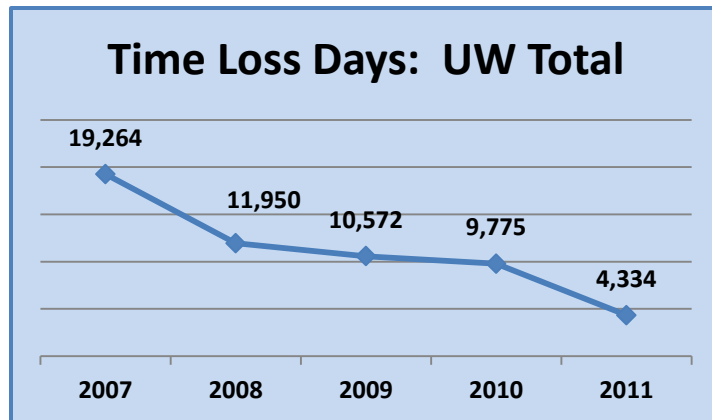
## Time Loss \$

Division	Time Loss \$	% of Total
Harborview	\$2,163,457	42%
UWMC	\$1,069,155	21%
Facilities	\$1,053,605	20%
Student Life	\$158,303	3%
Health Sciences	\$138,524	3%
ICA	\$131,497	3%
Tacoma	\$108,850	2%
School of Medicine	\$105,121	2%
Business Services	\$74,571	1%
Arts & Sciences	\$19,725	0.4%
All Other	\$117,017	2%
<b>Total UW</b>	<b>\$5,139,825</b>	<b>100%</b>

**Red Highlighted Departments = 84% of Time Loss Days and 86% of Time Loss \$**

# UW Time Loss Days and Dollars: Key Drivers of Workers' Compensation Cost

	% Time Loss Claims still open	# Time Loss Claims Open
2007	2%	5
2008	6%	11
2009	11%	18
2010	12%	25
2011	38%	92



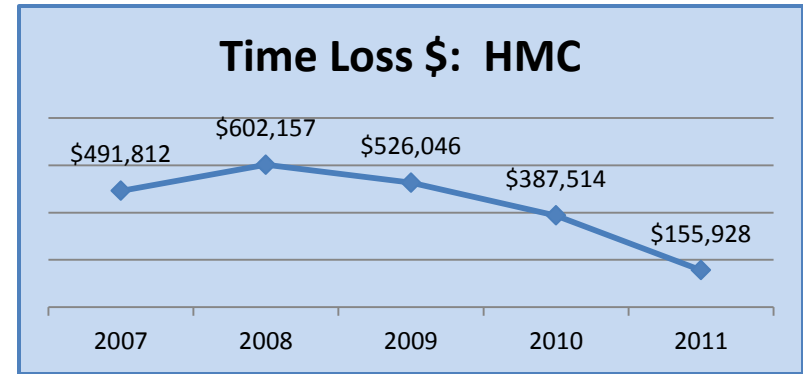
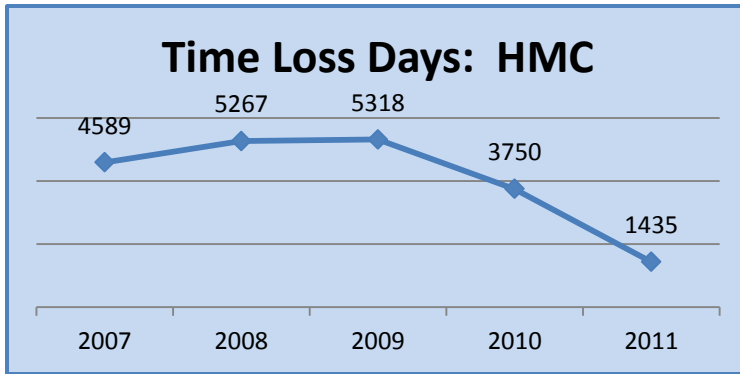
Top 3 Positions	Time Loss Days	Time Loss \$	% of Total
RN 2	7,509	\$1,119,261	22%
Custodian	6,628	\$377,432	7%
Hospital Assistant	5,870	\$365,195	7%
<b>Total</b>	<b>55,895</b>	<b>\$5,139,825</b>	

Top 3 Diagnoses	Time Loss Days	Time Loss \$	% of Total
Sprain/Strain	34,236	\$3,187,693	62%
Fracture	4,935	<b>\$426,138</b>	8%
Bruise/Contusion	2,305	\$202,605	4%

Top 3 Body Parts	Time Loss Days	Time Loss \$	% of Total
Back	14,651	\$1,426,489	28%
Shoulder	7,706	\$689,812	13%
Knee	7,935	\$700,713	14%

# Harborview

Claim Frequency	# Med Only Claims	# Time Loss Claims	Total
2007	194	75	269
2008	220	77	297
2009	202	78	280
2010	208	89	297
2011	251	88	339
Five Year Total	1075	407	1482



HMC: Top 3 Positions	Time Loss Days	Time Loss \$	% of Total
REG NURSE	5394	\$825,896	38%
HOSP ASST	2626	\$166,011	8%
MENTAL HLTH SPEC	1794	\$157,432	7%
<b>Total</b>	<b>20,359</b>	<b>\$2,163,457</b>	

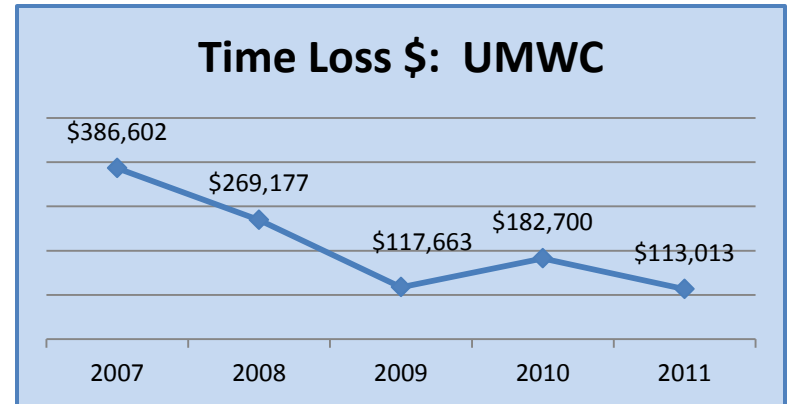
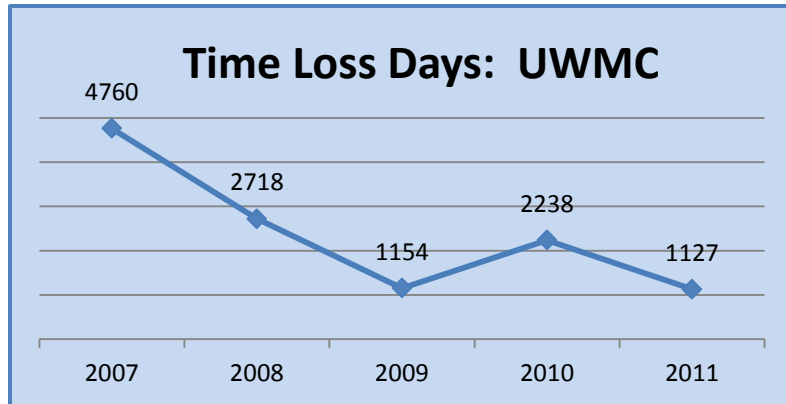
HMC: Top 3 Body Parts	Time Loss Days	Time Loss \$	% of Total
BACK	5,031	\$548,077	25%
SHOULDER	2,838	\$322,936	15%
KNEE(S)	2,798	\$275,617	13%

HMC Top 3 Departments	Time Loss Days	Time Loss Dollars	% of Total
NURSING, GENERAL	3,401	\$381,050	18%
PSYCHIATRY	2,772	\$296,226	14%
RADIOLOGY/NUCLEAR MED	1,843	\$238,502	11%

HMC: Top 3 Diagnoses	Time Loss Days	Time Loss \$	% of Total
Sprain/Strain	13,730	\$1,455,671	67%
Fracture	1,056	\$123,059	6%
Contusion	1,208	\$112,870	5%

# UWMC

Claim Frequency	# Med Only Claims	# Time Loss Claims	Total
2007	168	51	219
2008	147	41	188
2009	145	45	190
2010	161	45	206
2011	171	69	240
Five Year Total	792	251	1,043



UWMC: Top 3 Positions	Time Loss Days	Time Loss \$	% of Total
REG NURSE	2,569	\$368,853	34%
HOSPITAL ASSISTANT	3,245	\$199,352	19%
CUSTODIAN	1,816	\$101,981	10%
Total	11,997	\$1,069,155	

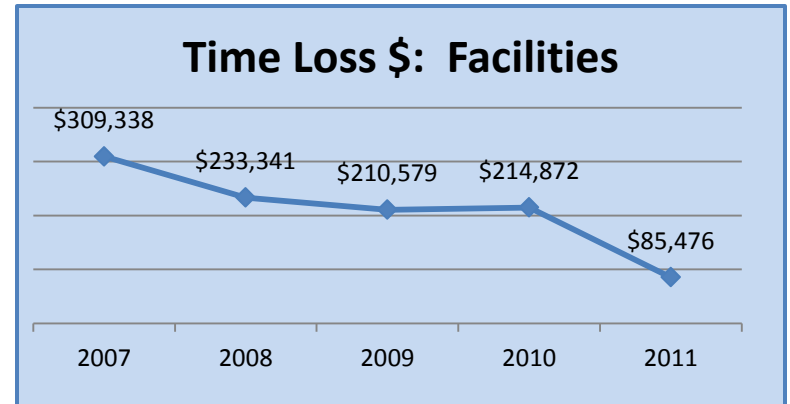
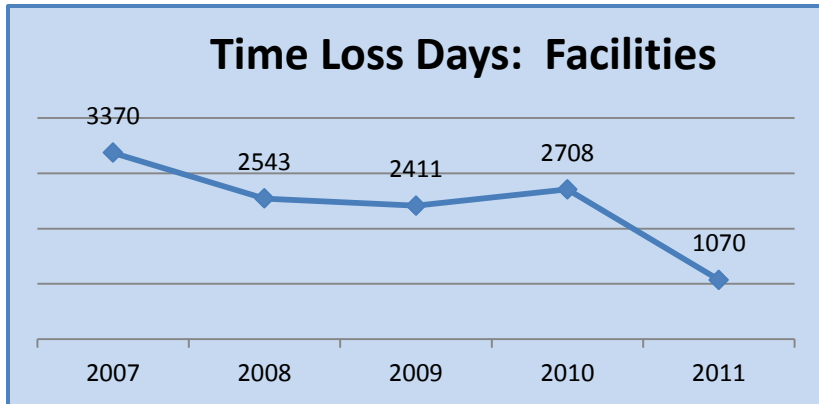
UWMC: Top 3 Body Parts	Time Loss Days	Time Loss \$	% of Total
BACK	4005	\$443,649	41%
WRIST(S)	2080	\$153,562	14%
SHOULDER	1608	\$126,368	12%

UWMC: Top 3 Departments	Time Loss Days	Time Loss Dollars	% of Total
NURSING, GENERAL	2370	\$291,329	27%
ADMIN SUPPORT SVCS	1984	\$116,031	11%
ENVIRONMENTAL SVCS	1521	\$87,032	8%

UWMC: Top 3 Diagnoses	Time Loss Days	Time Loss \$	% of Total
Sprain/Strain	6,876	\$656,952	61%
Fracture	1,526	\$105,690	10%
Carpal Tunnel	1,106	\$88,755	8%

# Facilities Services

Claim Frequency	# Med Only Claims	# Time Loss Claims	Total
2007	96	51	147
2008	105	32	137
2009	91	51	142
2010	84	46	130
2011	98	55	153
Five Year Total	474	235	709



Facilities Services: Top 3 Positions	Time Loss Days	Time Loss \$	% of Total
PL/PIPE/ STEAMFTTR	2,640	\$277,329	26%
CUSTODIAN	3044	\$159,140	15%
PAINTER	495	\$50,085	5%
Total	12,102	\$1,053,605	

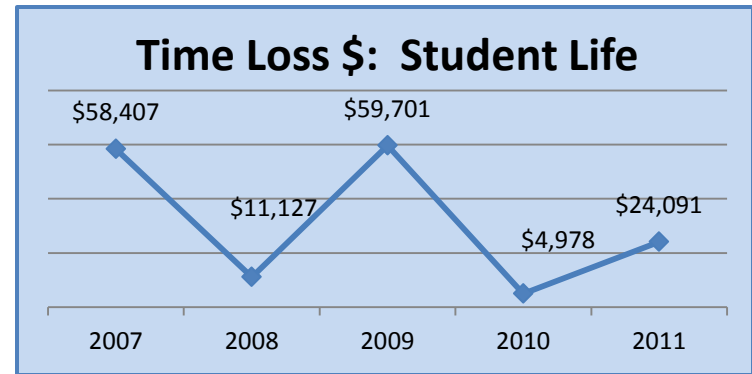
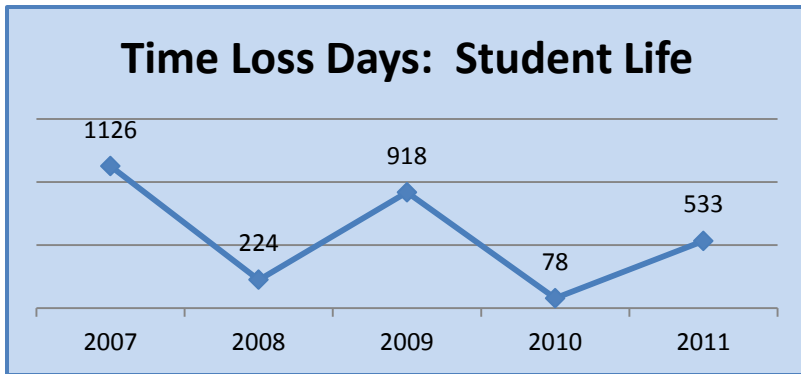
Facilities: Top 3 Body Parts	Time Loss Days	Time Loss \$	% of Total
BACK	2523	\$217,884	21%
SHOULDER	2482	\$198,865	19%
KNEE(S)	1917	\$185,106	18%

Facilities Top 3 Departments	Time Loss Days	Time Loss Dollars	% of Total
PHYS PLANT/MAINT ALT	5073	\$511,321	49%
PHYS PLANT/CAMPUS OPS	2070	\$213,632	20%
PHYS PLANT/CUSTODIAL	3457	\$212,461	20%

Facilities: Top 3 Diagnoses	Time Loss Days	Time Loss \$	% of Total
Sprain/Strain	7,528	\$653,368	62%
Fracture	1,482	\$122,238	12%
Contusion	555	\$54,698	5%

# Student Life

Claim Frequency	# Med Only Claims	# Time Loss Claims	Total
2007	48	15	63
2008	28	9	37
2009	32	16	48
2010	44	3	47
2011	49	10	59
Five Year Total	201	53	254



Student Life: Top 3 Positions	Time Loss Days	Time Loss \$	% of Total
FOOD SERVICES	1,279	\$68,387	43%
CUSTODIAN	988	\$56,290	36%
PAINTER	121	\$13,418	8%

Student Life: Top 3 Body Parts	Time Loss Days	Time Loss \$	% of Total
BACK	1304	\$77,879	49%
HIPS	338	\$19,135	12%
SHOULDER	342	\$16,995	11%

Student Life Top 3 Departments	Time Loss Days	Time Loss Dollars	% of Total
RETAIL FOOD SVCS	1167	\$80,736	51%
STUDENT ACTIV/UNION FAC	532	\$32,475	21%
RESIDENT HALLS	447	\$30,701	19%

Student Life: Top 3 Diagnoses	Time Loss Days	Time Loss \$	% of Total
Sprain/Strain	1,848	\$113,158	71%
Fracture	370	\$19,918	13%
Carpal Tunnel	415	\$14,285	9%

# Compelling Facts on Reducing Occupational Disability Duration

## Workers Out of Work Long Term Face:

- 2-3 times the risk of poor health and/or mental illness
- Increased risk of depression
- Increased mortality rate
- More risk to health than many killer diseases and dangerous jobs

Source: Journal of Insurance Medicine

## Reasons to Utilize Light Duty Programs:

- 50% chance injured worked who is off more than 6 months will not return ever
- Recovery from compensable injuries takes 4 times longer than non-compensable injuries

Source: Defense Civilian Personnel Advisory Service

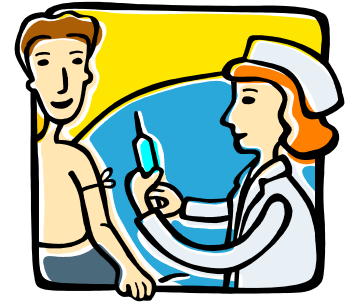


# Key to Controlling Costs: Return-to-Work

- Benefits to UW
  - Lower L&I premium
  - Allows retention of employee's skill and experience
  - Keeps productivity loss to a minimum
  - Reduces costs of training new employee or temps
  - Creates opportunity to complete work usually left undone
  - May reduce risk of re-injury
- Benefits to the Injured Worker:
  - Keeps the employee active and speeds medical recovery
  - Shifts focus from “dis-ability” to ability
  - May reduce the risk of re-injury
  - Provides a sense of job security
  - Allows employee to maintain contact with co-workers
  - Shows you value your employee and his/her contributions to UW



# Safety is Job #1!



- Avoiding worker injuries protects our employees, reduces insurance costs, increases UW productivity, and demonstrates concern for our employees.
- Partnership with EH&S and Employee Health on data and safety issues
  - Sharing of Workers Comp data real-time
    - To ensure incident reports are complete
    - To ensure OSHA reporting is accurate
    - To share trends on safety issues
  - Triage discussions on unusual or severe incidents so UW responds appropriately and as a team
  - Initiatives to address trends – ie, ergonomics, lifting, etc

# What's Next

- At L&I: 2011 Legislation implementation
  - Stay at Work Incentives – Tip of Iceberg!
  - Structured Settlements
  - PPO Provider Network - 2013
  - COHE and fraud expansion
- At UW:
  - Light Duty Project Postings
  - Provider Outreach
  - Lean follow up, training, continued process improvements

