PRIMA 2020
CONFERENCE | NASHVILLE

Care and Program Considerations for Under-Represented Populations

JOHNS EASTERN

Healthe SYSTEMS

SPNet Clinical Solutions for Workers' Compensation



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Presenting Today

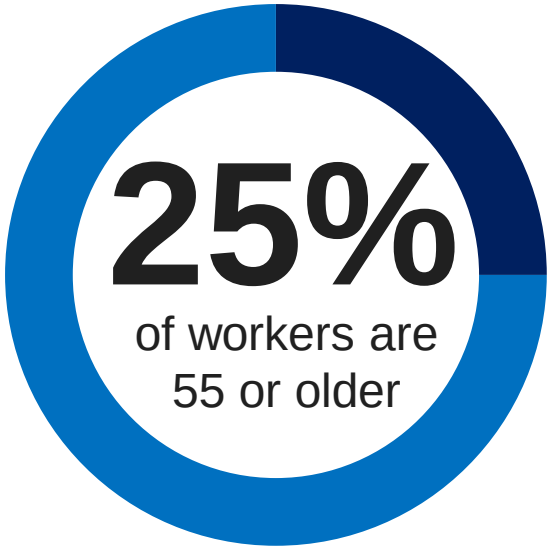
Today's Diverse Workforce

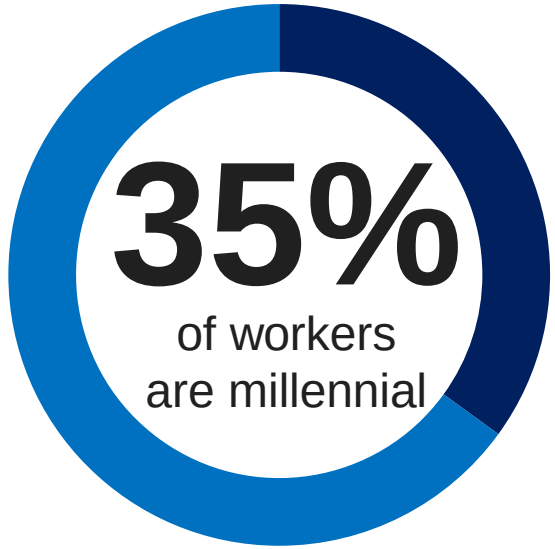
- Older Workers
- Millennials
- Minorities
- Women
- First Responders



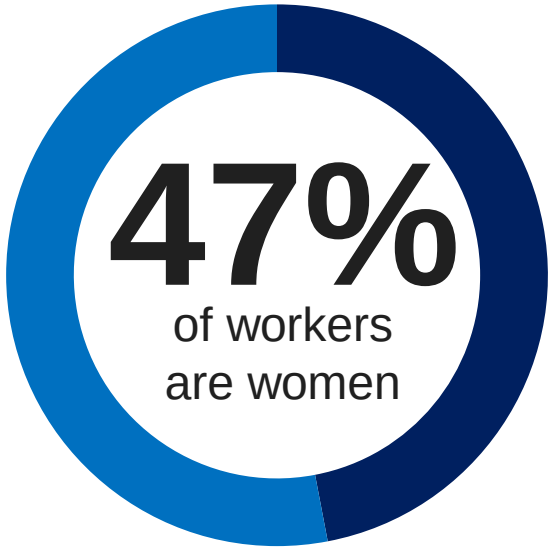
Today's Diverse Workforce

By The Numbers

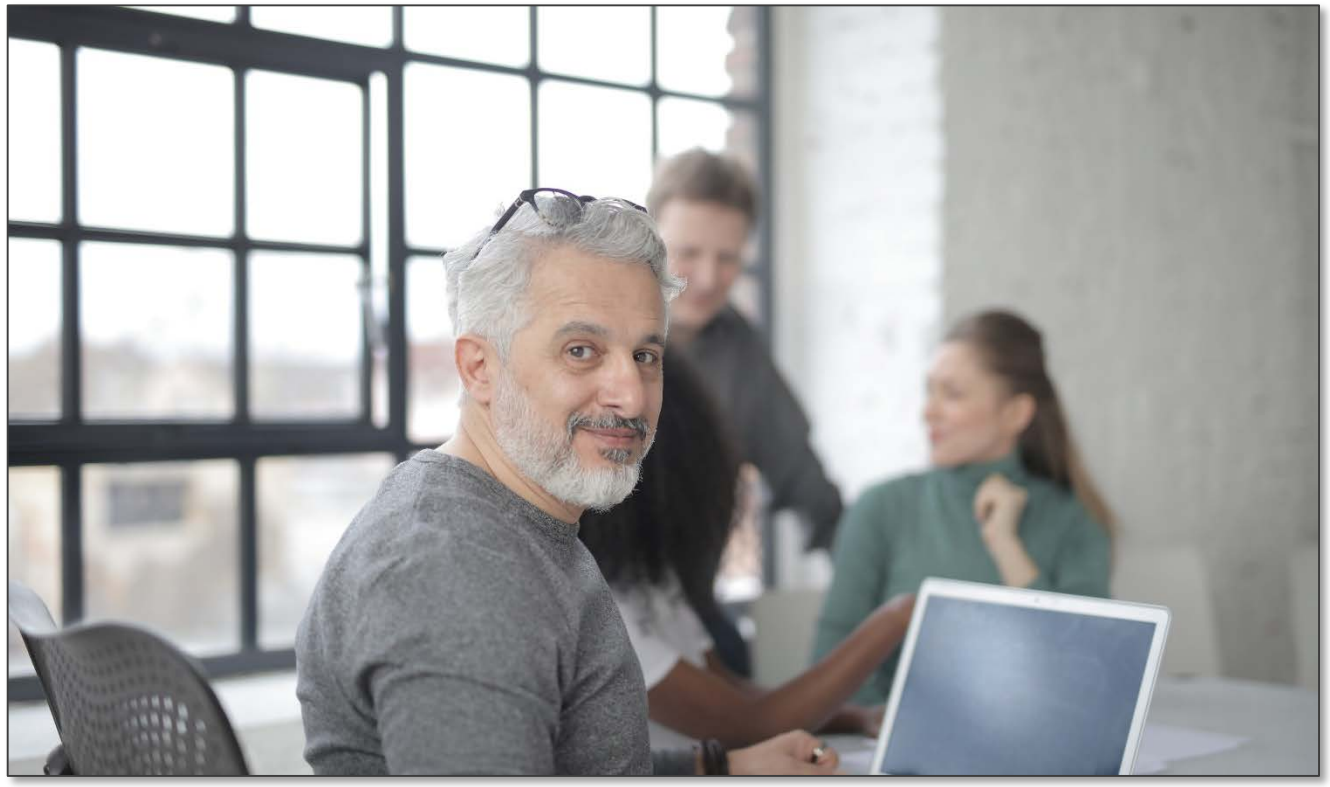








Older Workers



- Biologic vs Physiologic Age
- Injury Differentiators
- Drug Differentiators
- Comorbidities
- Changing Physiology
- Polypharmacy
- Opioid Risks
- Cognitive Decline

Physical Medicine



Risk Stratification

- Co-morbidities
- Delayed recovery → tissue integrity
- Reduced muscle mass & functional strength



Technology

- Limited use
- TeleRehab



Return to Work

- Resistant to safe work habits



Takeaway

Paying close attention to biologic age as well as physiologic age is a crucial aspect to ensuring appropriate treatment recommendations and drug selection.

Millennials



- Technology
- Alternative Medicine
- Marijuana
- Mental Health

Physical Medicine



Risk Stratification

- Appropriate use of service



Claim Management

- Evidence-based expectation



Technology

- TeleRehab outcomes



Takeaway

A willingness to explore mental health's impact on a claim could benefit claims management, creating more intervention opportunities for millennial populations to better engage in their care.

Minorities



- Cultural Differentiators
- Ethnic Differentiators
- Black Populations
- Latino Populations

Physical Medicine



Risk Stratification

- Appropriate use of service
- Regionally-driven vs ethnically-driven



Claim Management

- Evidence-based expectation



Technology

- TeleRehab outcomes
- Access



Takeaway

Education about multicultural health beliefs can bring light to blind spots in managed care, and the utilization of wellness programs and appropriate use of pharmacological agents could ensure certain comorbidities are well controlled and do not hinder return to work associated with an injury.

Women



- Biological Differentiators
- Social Differentiators
- Mental Health & Depression

Physical Medicine



Risk Stratification

- Appropriate use of service
- Regionally-driven vs gender-driven



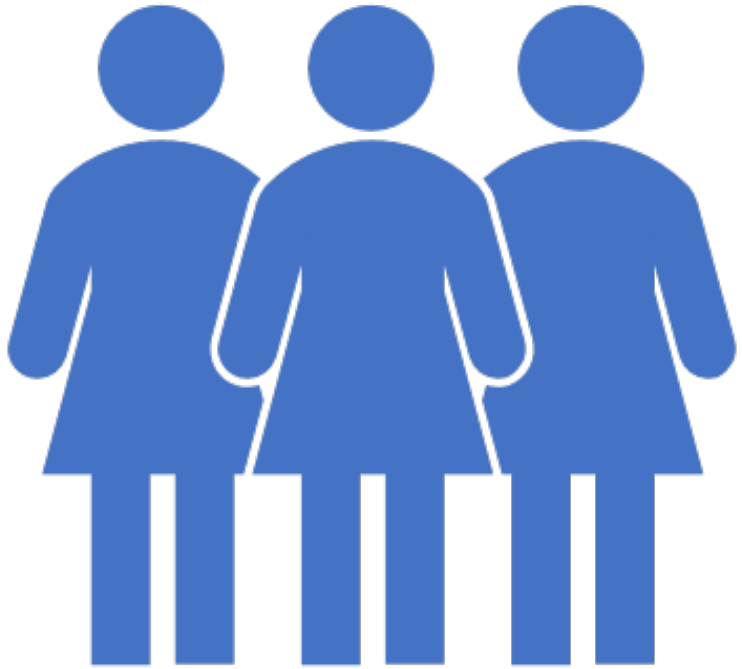
Claim Management

- Evidence-based expectation



Technology

- TeleRehab outcomes
- Usage by women vs men



Takeaway

Women have physiologic differences that can significantly impact recovery and return to work. We should work together to advocate for female populations, as the social differences impacting their care often require a different treatment approach.

First Responders



- PTSD
- Heart & Hypertension
- Cancer

Physical Medicine



Risk Stratification

- Appropriate use of service
- Functional demands
- Patient Reported Outcome (PRO)



Claim Management

- Evidence-based expectation



Technology

- TeleRehab outcomes
- Usage by women vs men



Fear Avoidance

- Mental block for recovery



Takeaway

First responders present a unique challenge to workers' compensation with both mental-only and physical injuries considered compensable.

Key Program Takeaways

Claims Management Considerations





Key Program Takeaways

Physical Therapy Considerations

Key Program Takeaways

- Drug Considerations
  - ✓ Formulary Management
  - ✓ Prescriber Outreach
  - ✓ Evidence-based Guidelines
  - ✓ Patient Engagement
  - ✓ Audience-customized Messages

