

## CHALLENGES FACED BY INJURED WORKERS

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# 2021 WEBINAR SERIES

## FACTORS IMPACTING INJURED WORKER RECOVERY



PATIENT ENGAGEMENT/  
ADHERENCE

MENTAL HEALTH

SOCIAL DETERMINANTS  
OF HEALTH

COMORBIDITIES

APPROPRIATENESS/QUALITY OF  
CARE/ ACCESS TO CARE

INJURY TYPE/SEVERITY

WC STAKEHOLDER SUPPORT TEAM

## THE INJURED WORKER'S JOURNEY

“

I'm passionate about people understanding that workers' comp needs to respect someone's dignity first and foremost. **Respect that they're human first.**”

– Injured Worker Survey Participant



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## WORKERS' COMP STAKEHOLDER SUPPORT TEAM

Employer

Care Team

Claims  
Team



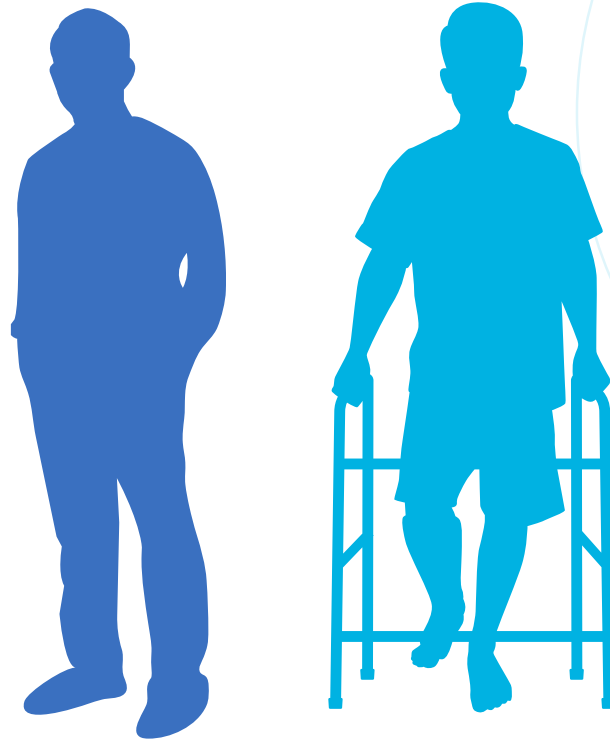
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## THE INJURED WORKER'S JOURNEY

### ADJUSTING TO A NEW NORMAL

#### PRE-INJURY

- + Active, fulfilling lifestyle (work, hobbies, outdoors activities, time spent with family, cooking)
- + May have been the “go-to” person at home or at work



#### POST-INJURY

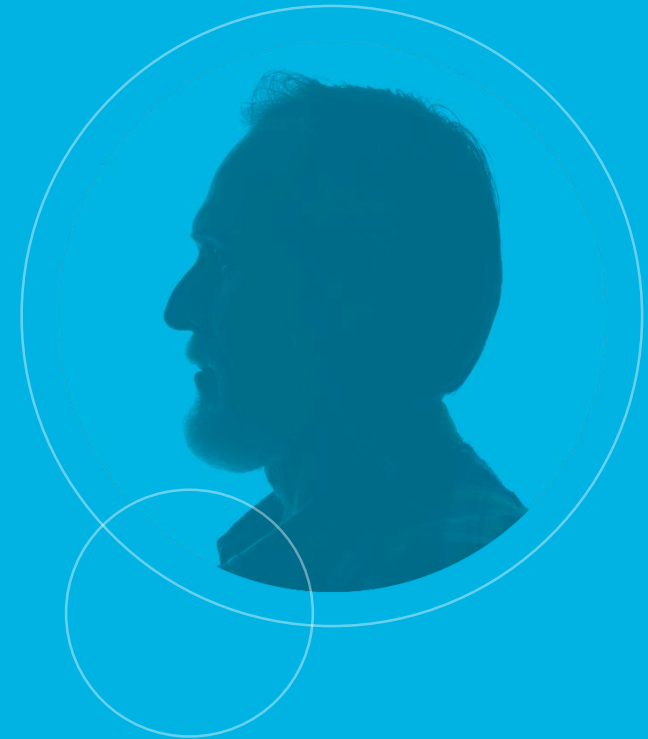
- + Career change to accommodate injury
- + Adopting new hobbies/interests to cope or supplement income
- + Learning to live with physical restrictions
- + Reduced independence
- + Learning to rely on or accept help from others

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## THE INJURED WORKER'S JOURNEY

### ADJUSTING TO A NEW NORMAL

“I worked with trainable mentally handicapped children in a Special Education program when I first got injured. I worked as a medical assistant the second time I got injured...I was sad, because I loved my job and the kids, and they took that away from me all because I got hurt on the job.”



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## CHALLENGES FACED BY INJURED WORKER

-  Delays in reporting injury due to fear of job loss
-  Physician unfamiliarity with WC treatment
-  IW unfamiliarity with WC process
-  Perception of IW as part of problem vs solution
-  Perceived “pushback” on coverage of prescribed therapy
-  Gaps in communication/education process
-  Psychosocial barriers (existing or new)

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## PARTING THOUGHTS

### Opportunity for Influence

Multiple workers' comp stakeholders are well-positioned to have a positive influence on IW recovery and claims.

### Communicate, Communicate, Communicate

This should be the over-arching principle you implement to successfully navigate the complexities of workers' compensation.

### The Golden Rule of Workers' Compensation

Treat IWs with dignity and respect which will lead to improved employee morale and lower claims costs.

### Offer Empathy and Education

Knowledge and support are both powerful tools in helping IWs stay engaged in their care journey.

**QUESTIONS?**