

The 2018 Workers' Compensation Benchmarking Study: Advancing Medical Performance Management

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Webinar Start Time: 1:00pm EST

There currently is no audio but please be sure to have the volume turned up on your computer to hear the audio once the presentation begins.

A FEW THINGS TO KNOW

- Volume: Be sure to have the volume turned up on your computer to hear the audio for this webinar.
- Questions: To ask a question about the content of the presentation during the event, you may use the Q&A panel located in the bottom right corner of your screen. We'll be leaving time at the end of the presentation to answer them.
- Problems: If you encounter a problem during today's webinar, please send us a message in the Chat panel located in the right column of your screen.
- Presentation and Recording: A copy of the slides and a recording of today's webinar will be posted at www.riskandinsurance.com. We will email links to all attendees.
- A copy of the slides will be posted on the Risk & Insurance® website.

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- Rising Medical Solutions (Rising) is a national medical cost containment and care management firm.
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- Rising directs and publishes the annual Workers' Compensation Benchmarking Study that focuses on the complex factors impacting claims management today.
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PRESENTERS



Denise Algire
Director of Risk Initiatives & National
Medical Director | Albertsons Companies



Brian Trick
Senior Claims Manager | Wegmans Food
Markets, Inc.



Anne Kirby
Chief Compliance Officer and Vice
President of Care Management
| Rising Medical Solutions



Marcos Iglesias
Chief Medical Officer, Senior Vice
President | Broadspire

Moderator:



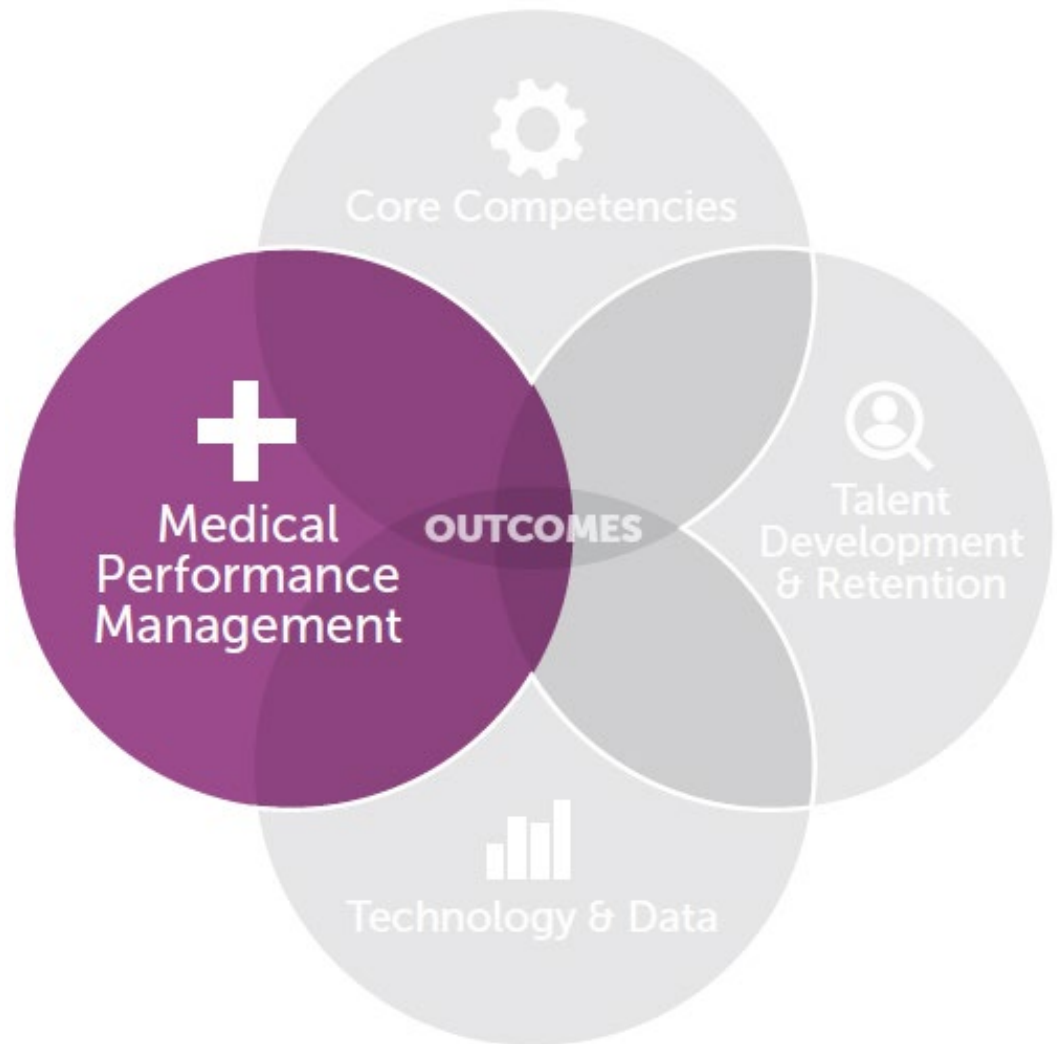
Dan Reynolds
Editor-in-Chief
Risk & Insurance®

OVERVIEW – 2018 WORKERS' COMP BENCHMARK STUDY

Published in Dec 2018

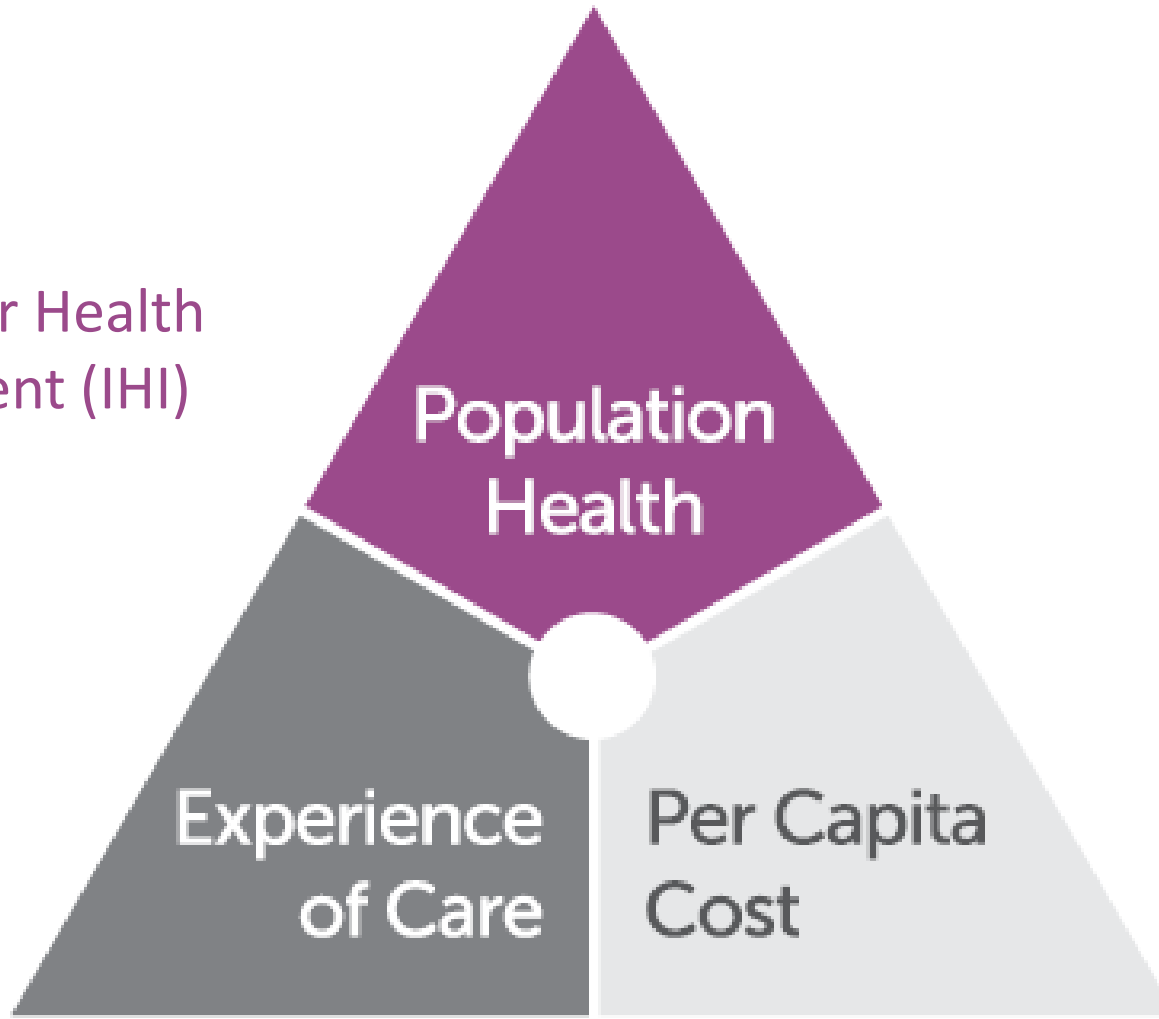
Focused solely on
Medical Performance
Management

Utilized qualitative,
focus group research
with 40 claims &
medical executives



SOLUTIONS TO THE MEDICAL SEVERITY DILEMMA

Institute for Health
Improvement (IHI)
Triple Aim



INCORPORATING PATIENT-CENTERED OUTCOMES

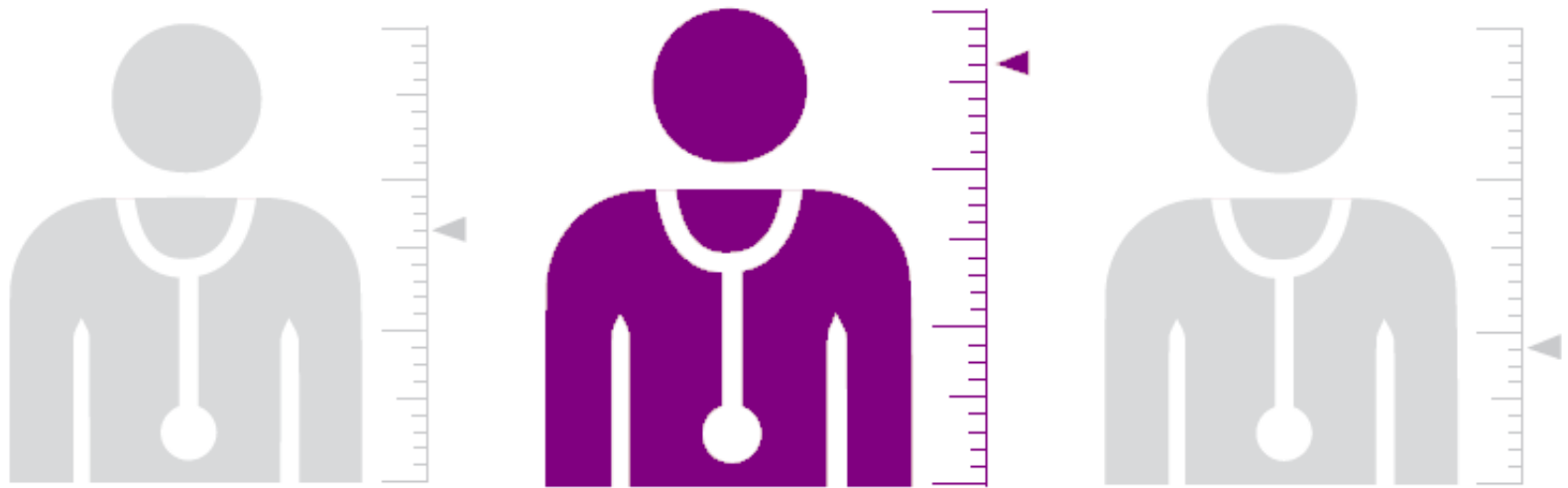
Total Worker Health | Quality of Life | Functional Outcomes



REDUCING FRICTIONAL DELAYS IN CLAIMS PRACTICES



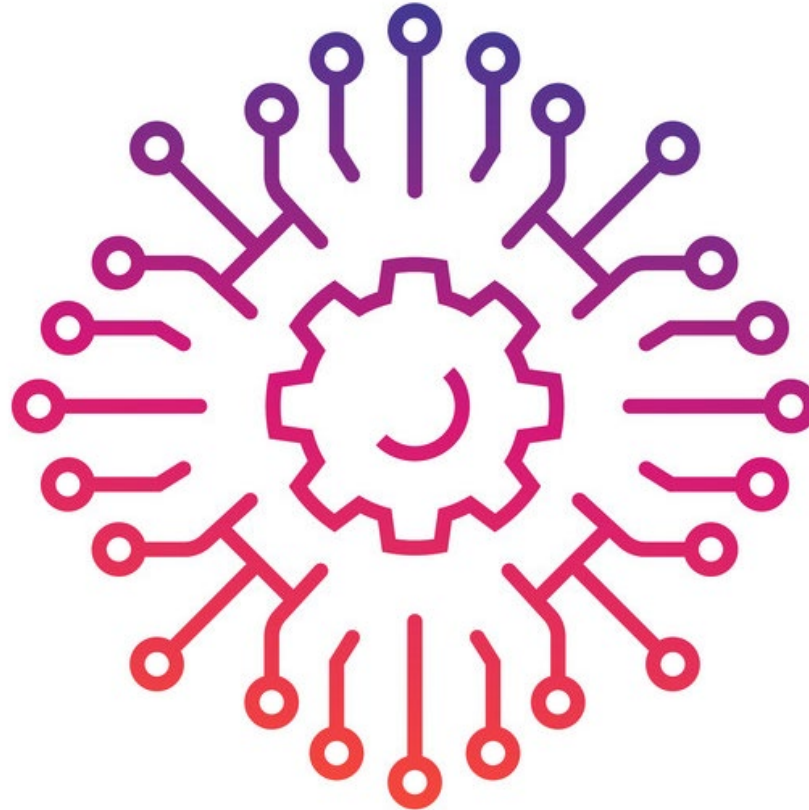
UTILIZING UNIVERSAL PROVIDER SCORECARDS



EMPLOYEE SELF-REPORTING OF CLAIMS



LEVERAGING DATA & ADVANCED TECHNOLOGY



KEY TAKEAWAYS – Anne Kirby

- Not you mother's medical management
- 2018 Study confirms industry's expansion into *total* worker health via Triple Aim
- Align & improve claim outcomes w/ Triple Aim principles, which:
 - Incorporate employee wellness
 - Enhance employer education around employee advocacy & communication
 - Integrate benefits delivery programs
 - Focus on outcomes management & best practices
 - Utilize behavioral health strategies when appropriate
 - Emphasize patient functional outcomes
 - Ranked as # 1 criterion for a good claims outcome in 2017 study

KEY TAKEAWAYS – Marcos Iglesias

- Develop a multidisciplinary strategy
- Identify data that's available today and in the future
- Determine how will you measure, share, and reward
- Focus on employee total health and function

KEY TAKEAWAYS – Brian Trick

- Don't let baseline be your measure for employee health
- Don't let time (delays) be the reason for higher workers' comp costs

KEY TAKEAWAYS – Denise Algire

- **Measure what you say is important.** To truly drive program results focused on quality and outcomes, we must stop measuring success based on volume - fee schedule discounts.
- **Leverage existing tools and available data to measure provider performance & outcomes.** Utilize provider quality and outcome measures based on treatment within evidenced-based medicine guidelines, benchmarking RTW outcomes, functional improvement, coordination of care, and worker satisfaction.
- **Integrate biopsychosocial & mental health resources into medical management programs.** Leverage EAP programs, cognitive behavioral health, and mindfulness solutions as part of an integrated medical management strategy. Educate claims and medical management professionals about mental health conditions and solutions, as well as known and unconscious bias toward mental health issues.
- **Enhance worker education & engagement.** Arm workers to be educated health consumers, the role of evidenced-based medicine, and the critical function of stay-at-work / return-to-work in their recovery. This can be achieved by leveraging telehealth, telephonic case management and/or technology solutions focused on consumer health education.

QUESTIONS



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