



CRITICAL CONSIDERATIONS FOR YOUR Successful Transitional Work Program

The webinar will begin soon



CRITICAL CONSIDERATIONS FOR YOUR Successful Transitional Work Program

ICW Group Risk Management Services



Today's Presenter:

Teresa Kwon, ARM
Sr. Risk Management Consultant

Today's Topics

Transitional Work Programs

The Benefits

Transitional Job Tasks

Steps to Blueprint

Partnering with ICW Group

Resources



Transitional Work Programs



TWP vs. RTW?

Transitional Work Program:

- PROACTIVE - In place BEFORE injuries occur.
- Tasks, requirements and processes established prior to an injury.
- Ready to invoke when needed.

Return to Work Program:

- REACTIVE - Activated AFTER an injury occurs.

What is a Transitional Work Program?

Designed to have action in place.

- Tailored to fit needs.
- Transitions injured worker back to full duty.
- We're including a TWP plan as part of this webinar!





The Benefits

The Benefits - Financial

Reduces direct costs:

- Medical & indemnity costs.
- Associated claims costs (mileage, prescriptions, etc.).

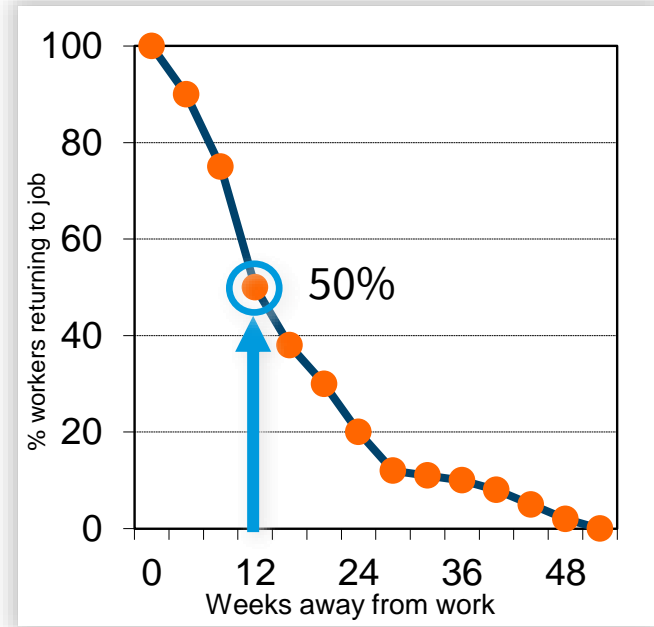
Reduces indirect costs:

- Range from 1 to 20 times more than direct costs.

The Benefits - Financial

Reduces Time Lost

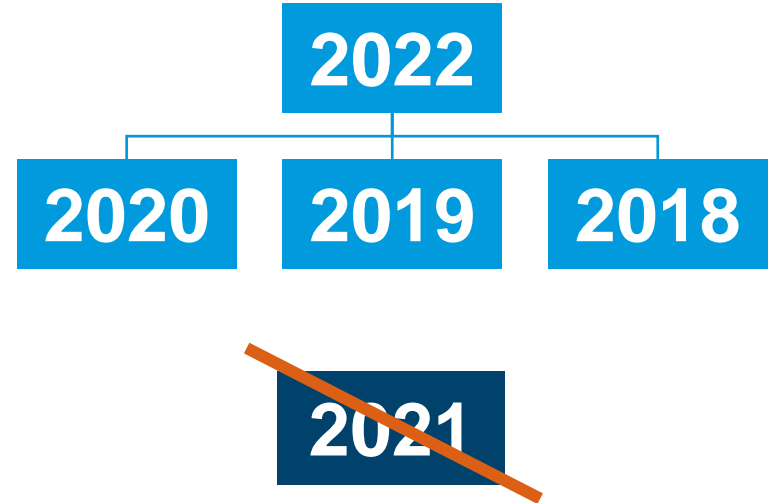
- After 12 weeks off job following injury:
 - ~ **50%** of workers don't return!
- After 1 year, likelihood decreases to **< 2%**



The Benefits - Financial

Impacts Ex-Mod

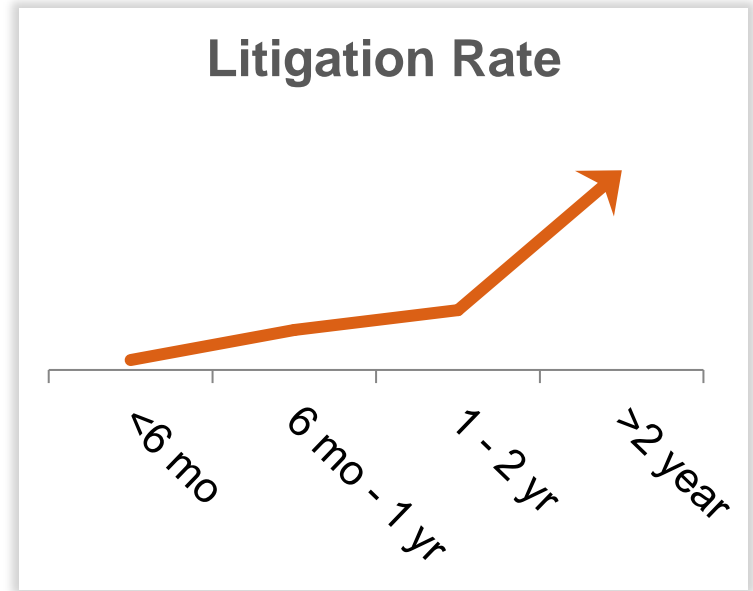
- Fewer & less costly claims reduces Ex-mod impact.
- Based on 3 years of loss experience.
- Current policy year and previous policy year isn't included in calculation.



The Benefits - Financial

Reduces Litigation

- Focus on worker **ability** vs. worker disability.
- Faster claims close, less likely litigation.



The Benefits - Financial

Reduces Disability Expense

- Studies show reduced length and cost of disability.
- Accommodations cost little or nothing - low priority, important tasks that need to be done.
- Develop an ability vs disability approach.

The Benefits - Financial

Maximum Medical Improvement Faster

- Workers return to regular duty faster.
- Can attain maximum medical recovery...

3x faster!

The Benefits - Employee

Employee feels needed and wanted

- Part of essential team – “we’re in this together!”
- Promotes faster recovery time.
- Reduces concerns about losing job.
- Provides income stability – still earning a paycheck.
- Employee feels **valued and useful!**

The Benefits - Employee

Faster Recovery Time

- Ability vs. disability environment – each day in recovery employee can do a little more.
- Continued activity and motion.
- Incentive to return to normal work – we need you back in your job with your team.

The Benefits - Employee

Focuses on “**Can Do**” vs. “Can’t Do”

Can Do: Ability environment

- Can be productive!
- Can interact with friends and co-workers.
- Can monitor adherence to restrictions.

Can't do: Disability environment

- Can't do same job
- Feels worthless.
- Promotes negative environment.
- Concerned of what others think.
- Fear of losing job.

The Benefits - Organization

Demonstrates Compassion

Being injured is hard on employees! TWP provides a supportive environment...

- Shows commitment to workers.
- Improves corporate culture.
- Pays off in reduced litigation.

Litigation drives expense in CA workers compensation!

The Benefits - Organization

Deters Fraud & Litigation

WC benefits likely just medical:

- Reduced settlements.
- Reduced disability.
- Injured employees at work instead of home watching Attorney TV Commercials!

The Benefits - Organization

- **Lowers insurance costs**
- Reduces re-injury potential
- Maintains productivity
- Decreases fraud potential
- Reduces litigation costs
- Long-term - lowers Ex-mod!
- **Promotes healing process**
- Increases sense of job security
- **Boosts employee morale**
- Improves labor relations
- Management involved
- Good business sense
- And more!

Optional Job Tasks



Transitional Job Task Examples for TWP

Identify Transitional Job Tasks

Do this BEFORE employee is injured.

- **Question** – What tasks need to be done but aren't being done because they're low priority?
- **Question** – If you had a free, extra employee, what tasks would you have them do?

Transitional Job Task Examples

- Parts inventory
- Facility inspection
- Maintenance
- Filing
- Assist dispatch
- Update safety manuals
- Work for employer's charity

Transitional Job Tasks

Example 1

Commercial laundry operation uses hundreds of rolling bins to move laundry. Over time, the wheels get clogged with debris making it harder to move the bins. Cleaning the debris from the wheels needs to be done but it is a low priority.

Maintenance can flip bins over so injured worker can remove debris and lube wheels while seated.

Transitional Job Tasks

Example 2

Commercial laundry operation launders uniforms for hospitality industry. Uniforms get broken buttons and loose threads, detracting from customer satisfaction.

- Injured worker can sit at table, trim loose threads, replace worn or missing buttons.
- Customer satisfaction increases.

Transitional Job Tasks

Example 3

Convalescent hospital's patients with long fingernails and toenails can cause injuries to themselves and staff, and do damage to bedding.

- Trimming finger and toenails is necessary but low priority.
- Injured worker can sit to trim fingernails and toenails – less scratch injuries and less damaged bedding.

A photograph of three construction professionals—two men and one woman—wearing hard hats and reviewing architectural blueprints on a construction site. The scene is set outdoors with a bright sun in the background, creating a warm, golden glow. The image is partially overlaid with a semi-transparent blue filter on the left side. The text 'Your TWP Blueprint' is prominently displayed in white on the blue overlay.

Your TWP Blueprint

Step 1 – Executive Support & Direction

- Provide positive work environment – Ability vs Disability.
- Emphasize employees are valued and needed.
- Early / ongoing communications to management, employees, clinic & ICW Group.
- Identify transitional work tasks prior to injury.
- Deliver strong commitment & leadership.

Step 2 – HR Coordinates the TWP

- Works with ICW Group Risk Manager to tailor your program.
- Communicates / coordinates with clinic.
- Works with management to insure TWP tasks lists completed and updated as needed.

Step 3 – Managers Create TWP Task List

- Identifies transitional tasks before injury.
- Works with Human Resources on task lists
- **Question** – What tasks need to be done but aren't being done due to low priority?
- **Question** – If you had a free, extra employee, what tasks would you have them do?

Step 4 – Employee Involvement

- When TWP is launched, employees informed and provided copies.
- TWP is part of new hire process.
- From beginning, employees understand they're needed and valued by company.

Step 5 – Enlist the Clinic in the TWP

- HR and senior management meet with clinic director on program to gain support.
- Invite director of clinic to visit facility and explain how transitional work tasks will be combined to create meaningful work for injured employees.
- Emphasize injured employee's **abilities** – not disabilities.

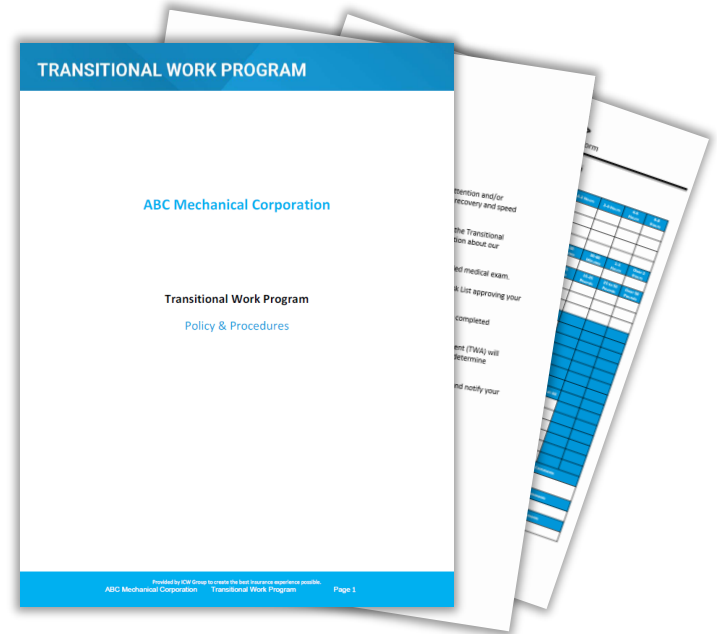
A woman in a grey blazer is shaking hands with a man in a blue shirt. They are both smiling. In the background, other people are visible, including a woman in a dark blue shirt and a man in a white shirt. The scene is set in a modern office environment with large windows.

Partnering with ICW Group

ICW Group's TWP Program Package

Entire TWP package available

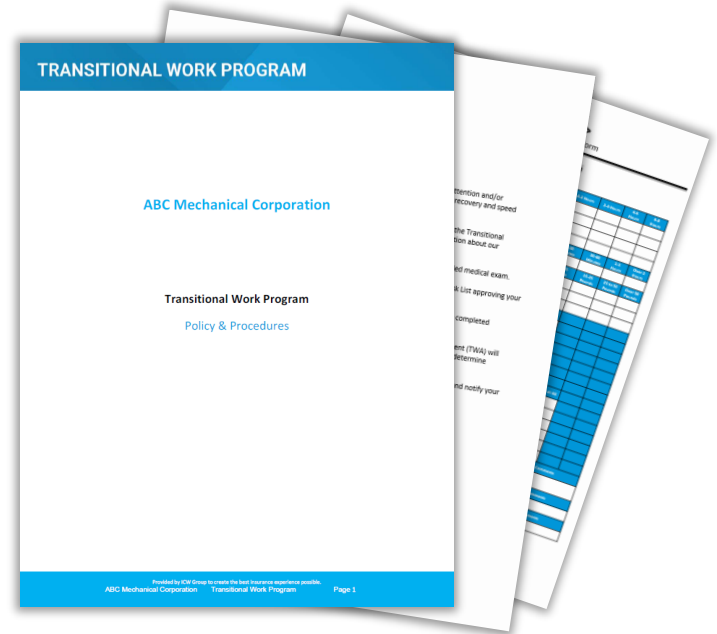
- Contains plan and all associated documents needed on one word file.
- Ready to customize, brand and use!



ICW Group's TWP Program Package

Automated Word Template

- Wizard-driven – just add information about your company and program.
- Documented and in place.
- Program responsibility and accountability solidly established.
- Employees signs for their copy.



ICW Group's TWP Program Package

TWP Letter to Employee

- Provide to employee if injured.
- Explains what to take to physician.

**Letter to Employee
Transitional Work Assignment**

Enter Today's Date

Dear Enter Employee's Name,

We are sorry to hear that you had an on-the-job injury that may require medical attention and/or involve time away from work. We want to do everything possible to assist in your recovery and speed your return to productive employment.

We can provide better support and process your benefits much faster, if you follow the Transitional Work Program procedures outlined below. Contact your manager for more information about our company's Transitional Work Program, and a list of medical providers in your area.

1. Take the attached "Transitional Work Task List" with you to your next scheduled medical exam.
2. Ask your physician to review the materials and initial the Transitional Work Task List approving your fitness for a transitional work assignment.
3. If you are released to return to work the same day, provide management with a completed Work Release form when you return.
4. If you are unable to perform your regular job duties, a Transitional Work Assignment (TWA) will be offered whenever possible. Your physician will evaluate the available tasks to determine whether it's medically appropriate to return you to transitional duty work.
5. If you are unable to return to work for your next scheduled shift, immediately call and notify your supervisor, or a member of management.

Have a speedy recovery. We need you, and we look forward to having you back at work!

Regards,

<Name of Transitional Work Program Administrator>

ICW Group's TWP Program Package

Task List Form

- Supervisor identifies work tasks.
 - If you had extra worker for day, what would you have them do?
 - What tasks need to be done, but aren't getting done, because low priority?
- Fill-out at program rollout, keep updated.

<Insert Company Name>
Task Identification Form

Manager / Supervisor: **Enter Manager's Name** Department: **Enter Dept. Name**

Manager or Supervisor: Describe the tasks you would have an extra employee perform for you within your department or area of responsibility. List all the tasks that you can think may need to be completed. (1) For each task (2) identify how many hours a week you feel this task may take an extra employee; (3) list the essential skills and abilities (Skill – computer, telephone, Abilities – Climbing, lifting) for the tasks and (4) rate the exertion level as Sedentary, Light, Medium or Heavy.

Task Description (1)	Hours per Week (2)	Essential Skills & Required Body Parts (3)	Exertion Level (4)

ICW Group's TWP Program Package

Physician Task List

- Tasks identified by manager survey.
- Managers initial available tasks in injured employees work area.
- Employee takes to attending physician for approval (initials).

<Insert Company Name>
Task Identification Form

Manager / Supervisor: **Enter Manager's Name** Department: **Enter Dept. Name**

Manager or Supervisor: Describe the tasks you would have an extra employee perform for you within your department or area of responsibility. List all the tasks that you can think may need to be completed. (1) For each task (2) identify how many hours a week you feel this task may take an extra employee; (3) list the essential skills and abilities (Skill – computer, telephone, Abilities – Climbing, lifting) for the tasks and (4) rate the exertion level as Sedentary, Light, Medium or Heavy.

Task Description (1)	Hours per Week (2)	Essential Skills & Required Body Parts (3)	Exertion Level (4)

ICW Group's TWP Program Package

Physical Capacities Form

- Complete with Risk Manager and HR (from job list supervisors identified during survey).
- Lists tasks for transitional work.
- Helps clarify tasks for physician's approval.

<Insert Company Name>
Transitional Work Task List

Employee Name: Enter Employee's Name

Manager / Supervisor: Enter Manager's Name Department: Enter Dept. Name

Manager: Initial the light duty tasks available in your area. When you have a task not listed on this form, please include it in the space provided. Provide a copy of this list to the injured employee and to their attending physician.

Treating Physician: Please initial those tasks you feel are within the current physical capacities of the employee you are treating. All tasks have been classified as sedentary or sedentary/light and can be used to accommodate most types of injuries. Physical Capacities of each task are available upon request, by email or fax.

Task Description	Available Tasks (check each)	Essential Skills & Required Body Parts	Physician Approval (Initials)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
Additional Tasks			

ICW Group's TWP Program Package

Physical Capacities Form

ABC Laundry






Transitional Work Task Physical Capacities Form

Task #: 1

Employee: Juan Valdez

Task Description: Replace broken or missing buttons

Date of Birth: 04/27/1988

		None	0-2 Hours	2-4 Hours	4-6 Hours	6-8 Hours
In an 8 hour workday, the employee will stand (total)			X			
In an 8 hour workday, the employee will stand (at one time)			X			
In an 8 hour workday, the employee will sit (total)					X	
In an 8 hour workday, the employee will sit (at one time)			X			
		None	10-30 Minutes	30-60 Minutes	1-3 Hours	Over 3 Hours
In an 8 hour workday, the employee will drive car/truck (at one time)		X				

ICW Group's TWP Program Package

Letter to Attending Physician

- Alerts physician transitional work is available.
- Include TWP Task List Form and TWP Physical Capacities Form for physician's signature.

Letter to attending Physician

Date: Enter Today's Date

Enter Physician's Name
Enter Mailing Address

Re: Employee Name: Enter Employee's Name
Claim No.: Enter Claim Number
DOI: Enter DOI

Dear Dr. Enter Physician's Name:

Thank you for providing medical care to Enter Employee's Name for Enter his/her condition.

<Insert Company Name> offers Transitional Work Assignments to our injured employees who are unable to immediately return to their regular job duties. We can provide transitional work to accommodate most injuries.

Attached is a copy of our Transitional Work Task List. Please identify those tasks Enter Employee's Name is capable of performing, given their current physical capacities. If none of the identified tasks are acceptable, please complete a functional capacities evaluation to identify what physical capacities Enter Employee's Name does have and we will work to find transitional work tasks that accommodates those restrictions.

Please fax the requested materials to the number provided below.

Thank you for your cooperation and timely reply.

Sincerely,

NAME, Benefits and Workers' Comp Coordinator

Fax no.: (818) 365-1074

c.c. Enter Employee's Name
Enter ICW Group Claims Adjustor's Name

ICW Group's TWP Program Package

Employee TWP Job Offer Form

- Letter explaining temporary work assignment.
- Explains the consequences of not participating in program.

<Insert Company Name>
Notice of Transitional Work Assignment

Employee: **Enter Employee's Name** Date of Injury: **Enter Date of Injury**

We have received information from your treating physician that you have been released to participate in our company's Transitional Work Program. Through this program, we are able to provide you with a Transitional Work Assignment (TWA) while you recover from your injury.

The work activities we have chosen for you are within your physical restrictions, outlined in the attached work release. If you are assigned a task you consider to be beyond your physical capabilities, please let your manager, or Kerry Huynh, Benefits and Workers' Comp Coordinator, know immediately. Since you are the best judge of your physical abilities, you must take responsibility to stay within the physical restrictions set by your treating physician.

The following is a detailed description of your TWA. Please review this information carefully before accepting or rejecting this notice of assignment. Failure to report to management or to return this notice, prior to the start date assigned below, will be viewed as a rejection and may affect your re-employment and rights to benefits.

Transitional Work Tasks	
	Start Date:
	Shift:
	Hours:
	Location:
	Report to:
	Wage:
	Review Date:

The TWA has been explained and it is agreed that the assignment will be reviewed as needed to assess the need to continue, modify or end the assignment.

I understand the terms of the TWA and Accept Reject the assignment offered on _____.

Employee Signature: _____ Date: _____

Tasks Assigned By: _____ Date: _____

Management Approval: _____ Date: _____

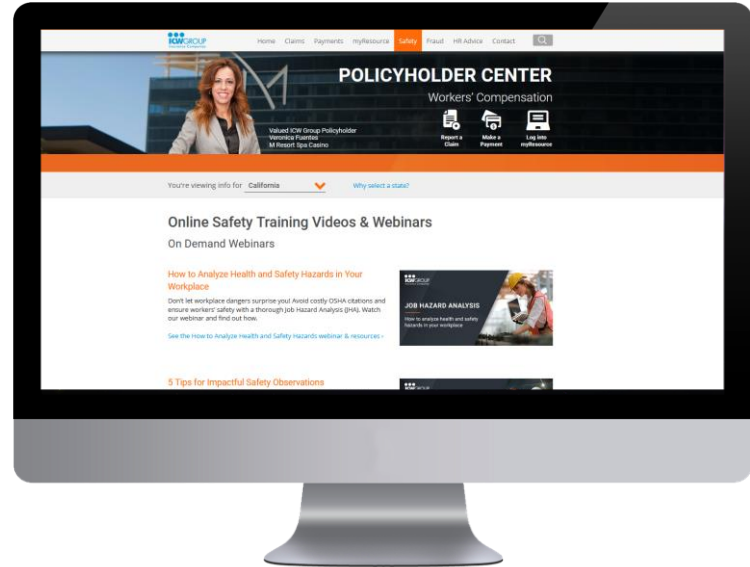
Resources We're Here for You



ICW Policyholder Website

icwgroup.com/safety

- Workplace Safety Resources!
- Safety Webinars
- **Your Successful Transitional Work Program**

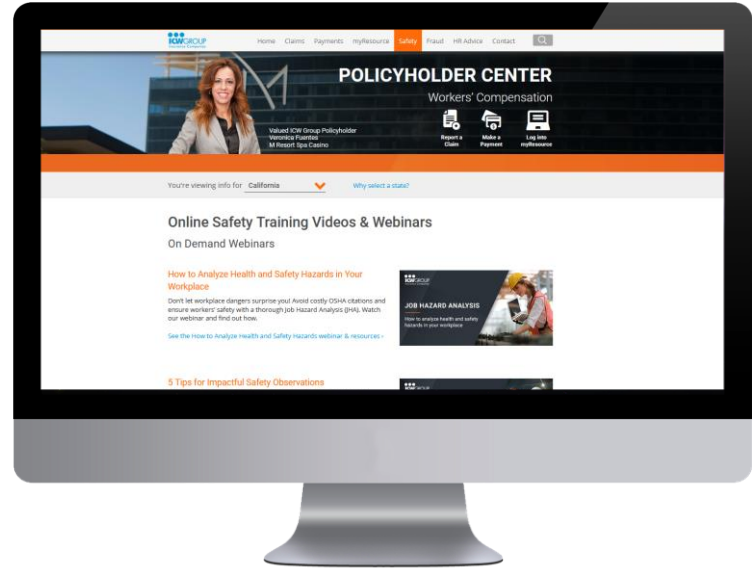


ICW Policyholder Website

icwgroup.com/safety

Everything you need for your TWP:

- All materials mentioned:
 - Customizable TWP Plan.
 - All program letters, forms and documents.
- Webinar on-demand.



ICW Policyholder Website

icwgroup.com/claims

If an employee is injured:

- Call the **Nurse Triage Hotline** for non-emergency injuries
 - Immediate, 24/7 access to a nurse to help with next steps
- **Injured Workers Center** to answer questions throughout the claim

24/7 NURSE TRIAGE HOTLINE
I GOT HURT AT WORK
WHAT?

1) TELL YOUR SUPERVISOR
2) CALL THE 24/7 NURSE TRIAGE HOTLINE AT
855-469-6877
855-4MY-NURSE

24/7 ACCESS TO REGISTERED NURSES
Inmediately following a workplace injury, get to speak with an experienced nurse who will help you understand what happened and determine your next steps. The Nurse Triage Hotline offers confidential assistance and will coordinate the care you need.

24/7 LÍNEA DE ENFERMERAS TITULADAS
Inmediatamente después de un accidente de trabajo en el trabajo, llame al número de atención de enfermería de ICW Group, que ofrece asistencia y orientación de inmediato en español. La enfermería es un personal médico capacitado que ayudará a determinar el tipo de atención que necesita.

CALL 911 FOR MEDICAL EMERGENCIES
LLAME AL 911 PARA EMERGENCIAS MÉDICAS

IF YOU'VE BEEN HURT, FIND HELPFUL RESOURCES AT icwgroup.com/hr

ICW GROUP Insurance Companies

24/7 NURSE TRIAGE HOTLINE
I GOT HURT AT WORK
WHAT?

CALL YOUR SUPERVISOR IMMEDIATELY
If your injury seems minor, it's important to inform your supervisor as soon as possible.

IT'S AN EMERGENCY CALL 911
If your injury is serious or life-threatening, don't wait, get help immediately.

CALL THE NURSE TRIAGE HOTLINE AT 855-469-6877 (855-4MY-NURSE)
Discuss your injury. If you're unsure whether medical treatment is needed, the nurses are specialized in workplace injuries and will offer sound advice on your next steps.

ICW GROUP Insurance Companies

Nurse Triage Hotline
Immediate Medical Advice for a Non-emergency Workplace Injury

Your health and well-being matter.

The Nurse Triage Hotline is available 24/7 to help you understand workplace injuries and determine your next steps. The Nurse Triage Hotline offers confidential assistance and will coordinate the care you need.

WHAT TO DO IF YOU GET HURT AT WORK

- 1 TELL YOUR SUPERVISOR IMMEDIATELY**
Even if your injury seems minor, it's important to inform your supervisor as soon as possible.
- 2 IF IT'S AN EMERGENCY, CALL 911**
If your injury is serious or life-threatening, don't wait, get help immediately.
- 3 CALL THE NURSE TRIAGE HOTLINE AT 855-469-6877 (855-4MY-NURSE)**
Call to discuss your injury. If you're unsure whether medical treatment is needed, the nurses are specialized in workplace injuries and will offer sound advice on your next steps.

ICW GROUP Insurance Companies



CRITICAL CONSIDERATIONS FOR YOUR

Successful Transitional Work Program

QUESTIONS?