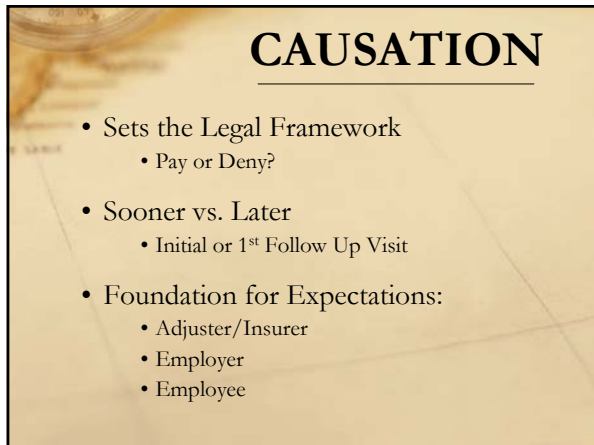
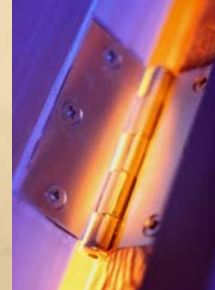


## CAUSATION

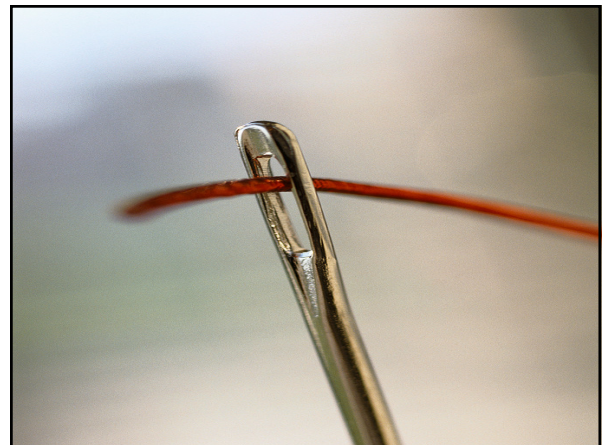


## Hinge Pin for Entire Process

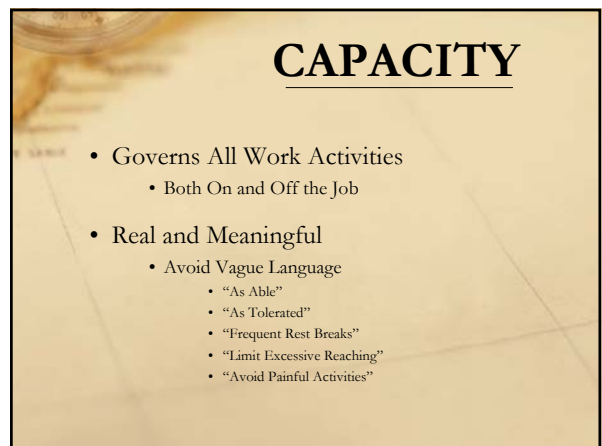


## CAUSATION

- Sets the Legal Framework
  - Pay or Deny?
- Sooner vs. Later
  - Initial or 1<sup>st</sup> Follow Up Visit
- Foundation for Expectations:
  - Adjuster/Insurer
  - Employer
  - Employee



## CAPACITY



## CAPACITY

- Governs All Work Activities
  - Both On and Off the Job
- Real and Meaningful
  - Avoid Vague Language
    - "As Able"
    - "As Tolerated"
    - "Frequent Rest Breaks"
    - "Limit Excessive Reaching"
    - "Avoid Painful Activities"

## CAPACITY

- Job Specific
  - Pounds and Minutes
  - Based on Actual Job Analysis (JSA)
- Related Only to Injury
  - Not a Means of Primary Medical Care for Other Medical Conditions
- Time Specific
  - Reviewed at **EVERY** Follow Up
  - Have to End or Become Permanent

## Tincture of Time.....

- Ask Yourself and Providers
- What Makes This Injury Different
  - Home/Self Care vs. Workers' Compensation



## CARE PLAN

## Moving the Ball.....



## Care Plan

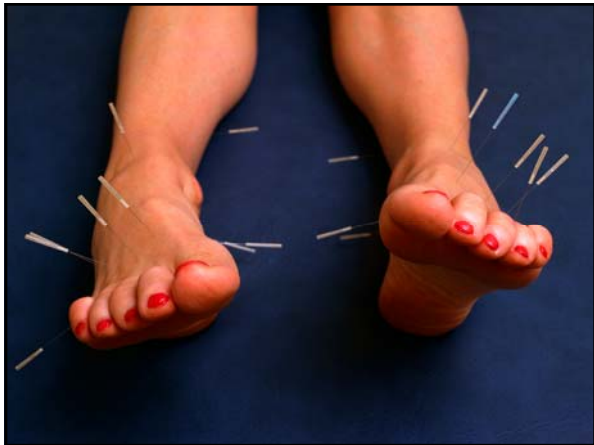
- Realistic
  - Common Sense?
  - Travel?
  - Appointment Location/Times?
- Appropriate
  - Use of Medications?
    - Percocet for Back Pain?
  - Use of Diagnostics
    - MRI for a Low Back Strain?
- What Are the Time Frames?
  - Availability of Appointments
  - Frequency of Follow Ups
- Who is Your Provider?
  - Experience Matters!
- Documentation

## Treatment Guidelines

- 48 Hours if OOW
- Every 7 to 10 Days if Restricted
- OTC before RX Medication
- Conservative Use of Diagnostics
- Discharged at Full Duty Point

## Legal Touching

- Massage Therapy
- Chiropractors vs. DO
- Athletic Trainers vs. PT/OP
  - Sick people get therapy, healthy people exercise
- Gym Memberships
- Case Management



## COMMUNICATION



## Communication

- Avoids Triangulation
  - Employee vs. Employer vs. Adjuster vs. Medical Provider
- Everyone on the SAME Page at the SAME Time
  - Employee Involvement in Process
    - Voice Concerns and Get Questions Answered
  - Common Communication Patterns
    - Phone, Email, Fax
    - Notification of Changes?
- Collective Opportunities
  - Job Coaching
  - RTW/SAW
  - Preferred Providers
- Planning for Success!



## Communication

- Time is Money!
- Ability to Rebalance Quickly in the Event of an Unexpected Change
  - Team Meeting
  - Reschedule Appointment
  - Additional Assistance
    - Case Management
    - Job Coaching
    - Consulting



## Communication



- Does the Employee UNDERSTAND and AGREE with the Plan??
- If the Employee DOES NOT Have Buy-In and Ownership Then Risk of Non-Compliance is Greatly Increased.

**“Tell me and I’ll forget; show me and I may remember; involve me and I’ll understand.”**

~Chinese Proverb

  
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