

It's not THAT complicated:
San Jose State University's journey to a
Successful Return-to-Work Program

Presented by:

Cindy A. Delgado, CPDM, SIP
Employee Relations Manager
San Jose State University

Objectives

To dispel the three most common myths about return-to-work programs:

- Myth #1: too costly to implement
- Myth #2: lack cooperation from medical providers
- Myth #3: do not work

Agenda

San Jose State University as a case study -

- Phase I: In the beginning...
- Phase II: The collaborative effort -
- Phase III: Where are we now.

In the beginning...

- Modified/alternative duty left to chance
- High indemnity costs

In the beginning...

- High incident of claims
- Recurrences

[In the beginning...]

- No opportunity to accommodate work restrictions
- Employees felt process was unfair

The collaborative effort -

Identify the stakeholders

- Management
- Union representatives
- TPA, claims administrator
- Medical provider
- Disability resource center
- Human Resources
- Injured Employees

The collaborative effort -

Return-to-Work strategies

- Policies and procedures
- Incident analysis
- Case management
- Claims management

The collaborative effort -

Return-to-Work strategies

- Case management meetings
- Cost benefit analysis
- Training
- Online tools
- Timely reporting

The collaborative effort -

Implement Return-to-Work Program

- Training
- Communication
- Roll-out program

The collaborative effort -

Management:

- Buy-in
- Choices
- Communication

The collaborative effort -

Union Representatives:

- Benefit to members
- Communication

The collaborative effort -

TPA/claims administrator:

- Communicate return-to-work program
- Claims management
- Case management

The collaborative effort -

Medical provider:

- Communicate return-to-work program
- Work status
- Claims management
- Case management

The collaborative effort -

Disability Resource Center:

- Communicate return-to-work program
- Case management meetings

The collaborative effort -

Human Resources benefits department:

- Communicate return-to-work program
- Case management meetings

The collaborative effort -

Employee Relations department:

- Communicate return-to-work program
- Case management meetings

The collaborative effort -

Safety department:

- Communicate return-to-work program
- Incident analysis
- Job hazard analysis

The collaborative effort -

Policies and procedures:

- Streamline
- Roles and responsibilities

The collaborative effort -

Incident analysis:

- Identifies root cause
- Reduces recurrences

The collaborative effort -

Case Management:

- Work status
- Communication with employee
- Communication with employee's department

The collaborative effort -

Claims management:

- Communication with TPA, claims administrator
- Claims review
- Plan of action

The collaborative effort -

Case management meetings:

- Communication with involved departments

The collaborative effort -

Cost benefit analysis:

- Costs per claim

The collaborative effort -

Training:

- Management
- All employees

[The collaborative effort -]

Online tools

- Central location

The collaborative effort -

Timely reporting:

- Occupational injuries or illnesses

The collaborative effort -

Permanent & Stationary

- Team approach

The collaborative effort -

Return-to Work Program financial concerns

- Administrative costs

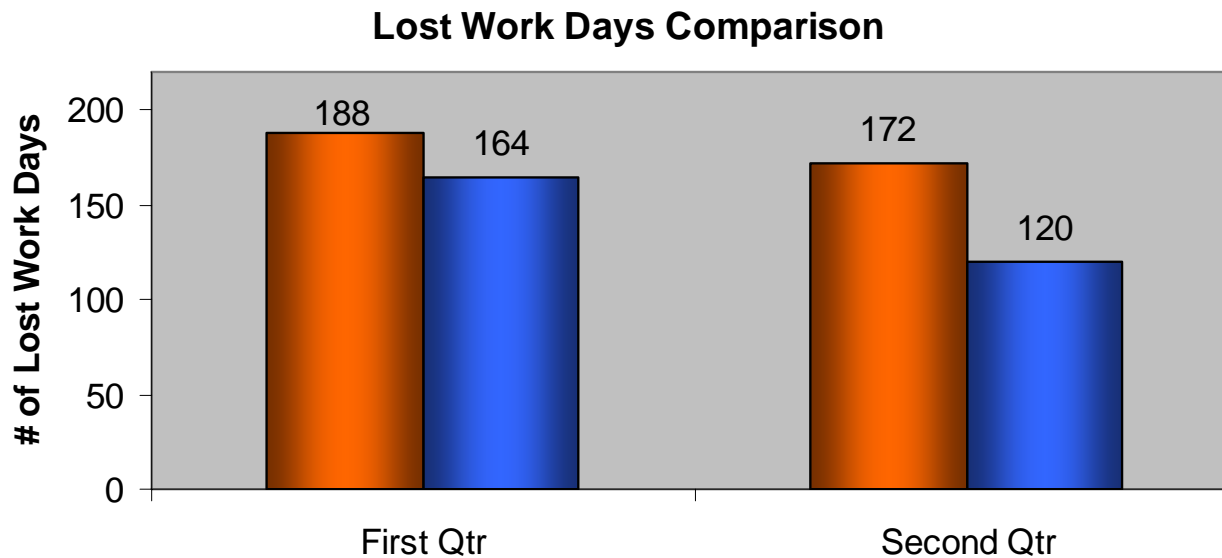
Where are we now

San Jose State University as a case study

- Decrease in lost work days
- Measurable cost savings

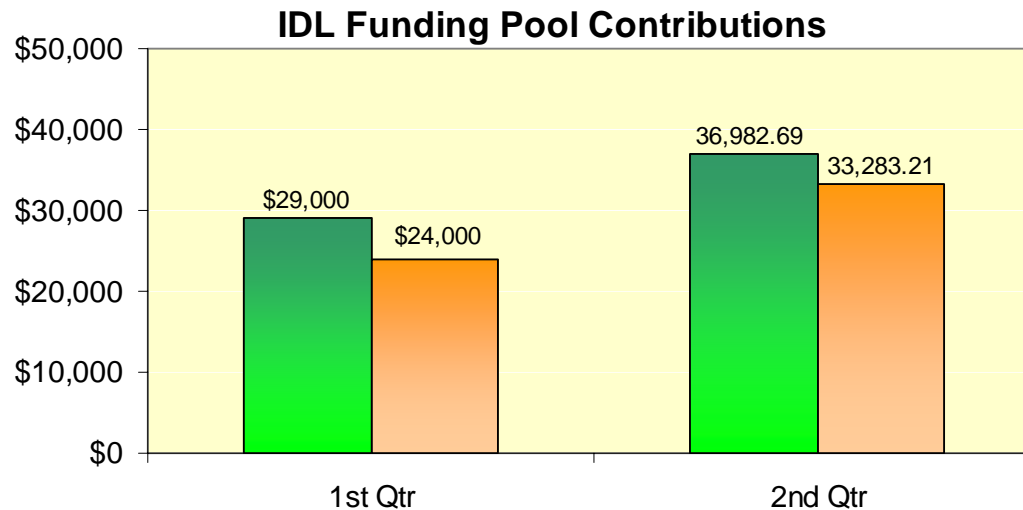
Where are we now

Decrease in lost work days:



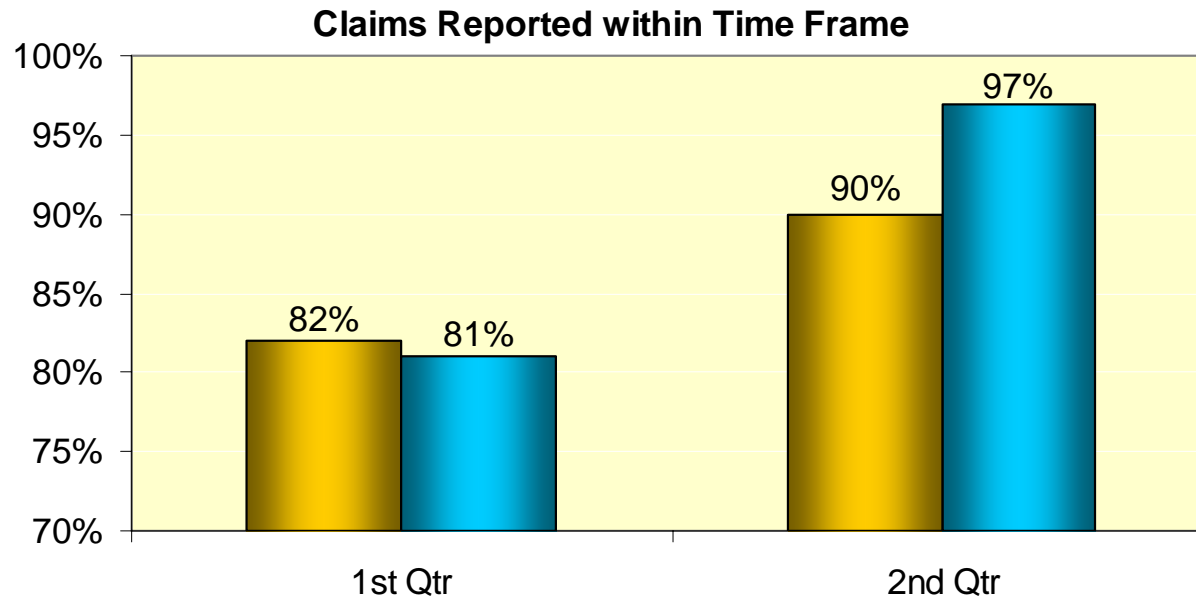
Where are we now

Reduction in Industrial Disability Leave



Where are we now

Claims reported timely



Where are we now

Return-to-Work Program consistency:

- All employee's go through same process

Conclusion

Return-to-Work Program

- Cost savings
- Safer work environment
- Success

[Q & A]

THANK YOU!

