

Workplace solutions – Return to work experts

When an employee is injured on the job, Sedgwick’s goal is to ensure they get back to work as safely and quickly as possible. Early intervention by our return to work (RTW) specialists can make all the difference.

The longer an injured employee is off work, the greater the likelihood they will never return to work. Research has shown that after 12 weeks off work, 50% of employees do not return. This number continues to increase, with nearly 98% of injured employees never returning to work at the one-year mark. This makes early intervention and RTW programs essential to ensuring positive claim outcomes.

Uniquely qualified to meet RTW challenges

Sedgwick’s experts are specially trained to facilitate the RTW process. They focus on the work environment and the injured employee’s functional abilities rather than limitations. Our RTW specialists have master’s degrees and hold certifications in vocational rehabilitation and disability management. Their expertise in workers’ compensation, disability and absence management makes them uniquely qualified to handle work placement challenges.

Our services

To facilitate a safe and healthy return to work, our experts provide the following services:

- Early RTW intervention within the first 30 days for non-complex medical claims
- Case management for complex scenarios including those involving functional and environmental job-related challenges
- Interactive process meetings via telephone to document discussions about reasonable accommodations

- Completion/submission of required jurisdictional forms
- Development of functional job descriptions
 - Sophisticated software breaks the physical demands of the job into the function and task level
 - The job descriptions are stored in a job bank that is easily accessible
 - These descriptions help facilitate discussions with providers to address functional abilities for employees to return to full duty or temporary light duty
- Specialized vocational services
 - On-site job analysis of the various components of a position
 - Ergonomic evaluations
 - Analysis of skills that transfer to other positions
 - Transitional placement program (through not-for-profit organizations)
- Consultation and evaluation of existing RTW policies (claim and non-claim related)

SEDGWICK’S RESULTS:

- 33% REDUCTION IN MEDICAL INCURRED
- 60% REDUCTION IN INDEMNITY INCURRED
- 58% REDUCTION IN EXPENSE INCURRED

Success stories

Functional job description helps employee return sooner

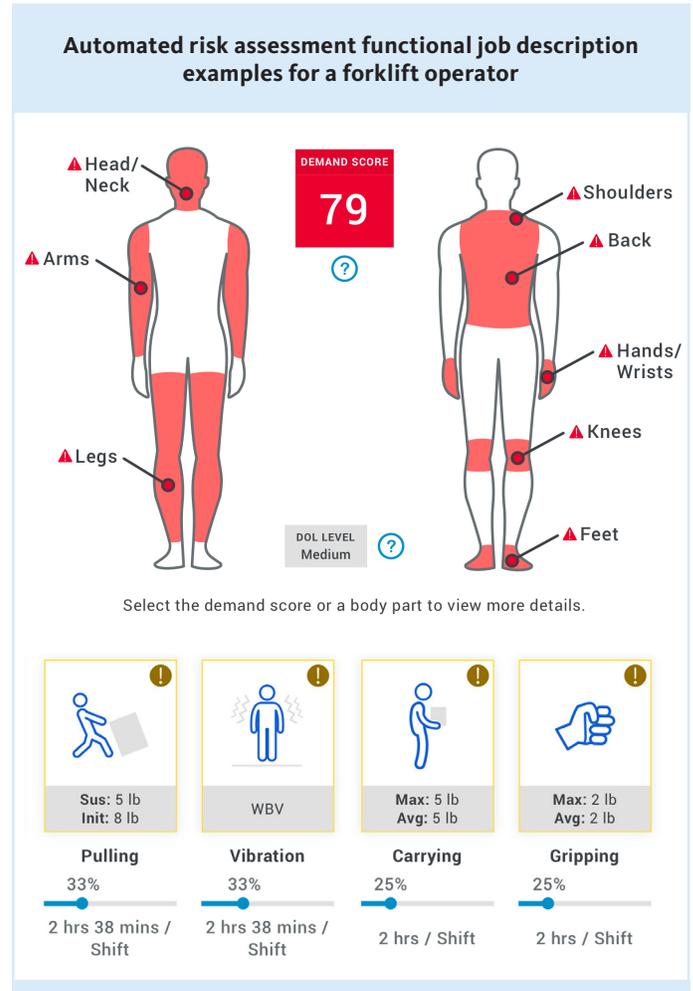
A 47-year-old fork lift operator injured her lower back when she bent over to lift an object at work. Her provider referred her for physical therapy while keeping her off work. To ensure that the provider and physical therapist better understood the job requirements, a Sedgwick RTW expert developed a functional job description to provide a clearer picture of the physical requirements of her job. The RTW expert collaborated with the physical therapist each step of the way to discuss functional abilities and keep the employee's recovery on track. Based on the information provided in the functional job description, the physical therapist focused on proper bending/lifting techniques to help the worker avoid future injuries. After making significant progress in physical therapy, the employee returned to full duty without accommodations much earlier than the estimated duration based on Official Disability Guidelines.

Transitional work placement program in action

A billing clerk was diagnosed with carpal tunnel syndrome due to repetitive motion in her clerical office job. Her provider recommended occupational therapy and released her to work, but the use of her right hand was restricted. The employer was not able to provide modified duty to accommodate this restriction.

The claim was assigned to a RTW specialist at Sedgwick to help facilitate a modified duty return to work. After discussions with the employer, the RTW expert confirmed there was nothing the employee could do without the use of her right hand in the employer's office setting and recommended temporary transitional work placement at a charity organization's thrift store.

As the employee progressed in her medical treatment and her restrictions lessened, the RTW specialist collaborated with the thrift store manager to increase her functional job duties each week. By completing regular occupational therapy and closely monitoring the progress of functional abilities in her transitional work, the injured employee strengthened her hand and was able to be released back to her full duty job. Her employer was thankful for the assistance and the employee was happy to participate in a charitable program that helped her surrounding community.



To learn more about Sedgwick's RTW services, contact:

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To learn more about our managed care solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)