



CELEBRATING OUR 50TH ANNIVERSARY AND PREPARING FOR THE FUTURE OF CARE

Sedgwick has many achievements to be proud of as we begin 2019, including celebrating 50 years in business. Leveraging our proven experience working with the world's leading organizations, we continue to adapt our offerings to help manage the wide array of issues facing clients today. Our risk, benefits and integrated business solutions focus on mitigating and reducing risks and losses, keeping employees and organizations healthy and productive, protecting brand reputations and containing costs.

With 50 years of experience, clients can count on us for the solutions and expertise they need. To ensure we provide the best possible service, our team stays at the forefront of industry trends impacting businesses. Sedgwick's thought leaders believe the following trends and evolving changes will be important in 2019. We will continue to monitor them throughout the year and help our clients prepare for the future.





PREPARING FOR EMERGING RISKS

PLANNING FOR THE UNEXPECTED – It will continue to be vital for businesses and property owners to have a disaster recovery plan that includes “on-demand” resources that are experienced and able to respond quickly to weather-related events, other natural and manmade disasters and even cyber events. And when damage occurs, discovering the root cause and origin – through investigations, assessments and testing – can help in determining responsibility and cost.

UNDERSTANDING THE IMPACT OF THE SHARING ECONOMY ON THE WORKFORCE – With consumer-to-consumer sharing, the various exchanges of property, skills, labor and workspaces come with inherent risks. A sharing economy can offer convenience and benefits, but as it grows, liability concerns and other consumer risks will grow with it.

ADAPTING TO GENERATIONAL CHANGES – The number of millennials recently surpassed older workers and more members of generation Z are entering the workforce. During this period of transition, employers must build innovative return-to-work programs to accommodate five generations. Robotic process automation also continues to impact training, safety and job duties. As jobs evolve, employers should ensure return-to-work programs include current job descriptions and any available modified duty positions within the company or transitional work placement options with community not-for-profit organizations.



EMBRACING NEXT-LEVEL TECHNOLOGY

ENSURING DATA SECURITY – Cyber risks will continue with the ongoing growth of connected technology. Data security remains a top priority for businesses. It is more important than ever to work with companies that prioritize data protection and are committed to protecting and preserving confidentiality and data integrity, including ensuring compliance with the General Data Protection Regulation (GDPR).

ELEVATING THE CONSUMER EXPERIENCE – Specialized technology options like self-service claims management tools and telemedicine, telePT and surgery nurse programs will continue to grow. These tools provide valuable resources and help injured employees take steps to improve their recovery and stay involved in the claims process. Additional protocols, such as flexibility for different generational communication preferences, will help ensure expediency in all issues and simplify industry jargon.

IMPROVING LOSS ADJUSTING WITH TECHNOLOGY – Artificial intelligence, mobile apps, drones, geo-mapping, digital 3D scanning and video streaming capabilities will continue to offer advantages for property loss adjusting. These tools provide important real-time data and images, which improve the overall process and consumer experience.



MOVING FORWARD WITH NEW HEALTHCARE STRATEGIES

TAILORING THE RECOVERY JOURNEY – Early workplace injury reporting is essential, but what happens next remains a challenge as employers seek the best care for their employees. Establishing the right care path, the right resources, and providing elevated, connected healthcare remains critical. However, the focus this year turns to ease of access and additional choices – such as on-demand transportation options, web-based provider access and self-service support tools – to enhance an employee’s experience and improve health and return-to-work outcomes.

ADVANCING VALUE-BASED CARE – Healthcare delivery models continue to shift from volume-based to value-based, focusing more on each patient’s health and wellbeing. For these models to be successful, risk managers must educate healthcare staff, and help them implement, promote and maintain strategies to accomplish safety goals.

ADDRESSING MENTAL HEALTH IN THE WORKPLACE – Psychosocial issues can impact absences and productivity levels. Without improved treatment, the world is projected to lose 12 billion workdays to depression and anxiety disorders alone by 2030.* Efforts to reduce stigma in the workplace, get employees the care they need and strengthen behavioral health initiatives will continue to be important in the coming year.



BROADENING CLAIMS EXPERTISE AS NEEDS CHANGE

MANAGING PRODUCT LIABILITY AND RECALL RISKS – Issues with product quality can damage a company’s brand and reduce profitability if not handled properly and with brand management in mind. It will continue to be important for businesses to choose partners that can ensure a consistent, customer-focused approach to these issues.

BUILDING SKILLED CLAIMS TEAMS – Attracting and retaining talented claims professionals will continue to be a top priority for our industry. Beyond building technical claims knowledge, there is a need for a new depth of education related to ongoing regulatory and legislative changes, the impact of losses on clients’ brand reputations and customer loyalty, the use of self-service claims tools and adapting communication protocols to best fit the needs of the consumer.

UNDERSTANDING THE BENEFITS OF INTEGRATED DISABILITY PROGRAMS – With continued focus on the employee experience, more employers are looking to combine their programs to provide seamless services. We see an emerging need to address global compliance processes, as well as the benefits of understanding rapidly changing leave and disability regulations worldwide. In some regions, paid and unpaid leave benefits are becoming more prevalent; employers must be ready to support the increasing demands and establish policies to help employees care for themselves and their families.