

CORRIDOR OF CARESM

Post-injury Management



INJURED EMPLOYEE



RESPOND

Immediately with care



ESTABLISH

a medical provider relationship



ASSIGN

transitional duties



MEASURE

process performance



PROVIDE

attentive case management



FULL DUTY

Five Strategies of Post-Injury Management

1. **Respond immediately to injury.** When an employee is injured, you should respond in a caring and non-judgmental way, and help him or her receive the care he or she needs as soon as possible. Once the injured employee is receiving care, you should begin your accident investigation.
2. **Establish a medical provider relationship.** Partner with a medical provider who understands your company and your post-injury management process.
3. **Assign transitional duties.** When employees feel valued and productive, the severity of claims can be lessened. By offering injured employees an effective transitional-duty program, you can help to build employee morale, keep injured workers connected to the workforce and return to full duty as soon as medically possible. This also can help lower workers compensation costs.
4. **Provide attentive case management.** Designate one person to coordinate all claims management activities with the medical provider, insurer, injured worker, co-workers and line management to help resolve any issues, concerns or impediments to the injured worker's recovery.
5. **Measure process performance.** You can test your goals against actual performance. Measuring the success of your post-injury management process can help to identify trends for further risk and loss reduction strategies.