A beige armchair with wooden legs is centered in the frame. The chair has a simple, modern design with a high back and rounded armrests. The text is overlaid on the backrest of the chair.

**There's a better
place to recover
from an injury.**

**Returning to work sooner
can be the best medicine.**

Talk to your doctor about what you can do.


INTEGRATED DISABILITY MANAGEMENT



Jenny Haykin, M.A. CRC

A photograph of a dirt path winding through a forest. The path is covered in fallen leaves and branches. The trees are tall and thin, with green foliage. The text "Early Intervention" is written in a green, stylized font with a white outline, slanted diagonally across the lower right portion of the image.

Early Intervention



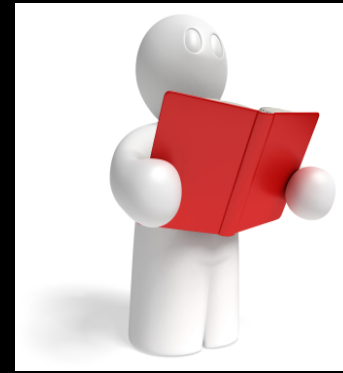
COMING ATTRACTIONS

- What Integrated Disability Management is
- Puget Sound Energy's program
- Two methods for reducing absenteeism
- The Vocational Rehabilitation Counselors
- Results
- What you can do

COMING UP...



Lecture



Reading



Pair conversation



Watching

ASK

QUESTIONS

Please ★

INTRODUCING

A stage with red curtains and a spotlight. The scene is set on a dark stage. Two heavy red curtains with gold fringe hang on either side of a central spotlight. The spotlight is a bright, circular beam of light that illuminates the floor. The text "Integrated Disability Management" is centered within the spotlight.

Integrated Disability Management



Please read the next slide...

Integrated Disability Management “IDM”

A proactive employer based approach to minimize absenteeism and promote productivity

through coordination of programs such as absence administration, vocational rehabilitation, short term disability, Workers' Compensation, and employee assistance.

Integrated

O
c
c
u
p
a
t
i
o
n
a
l

NonOccupational

Absence

***aka* Leaves**

Jury

FMLA

Military

Pandemic

Pregnancy

Workers' Comp

Non-Occ Disability

Domestic Violence

IDM ADDRESSES ISSUES FOR



The
Employee



Legal
Compliance



The Employer



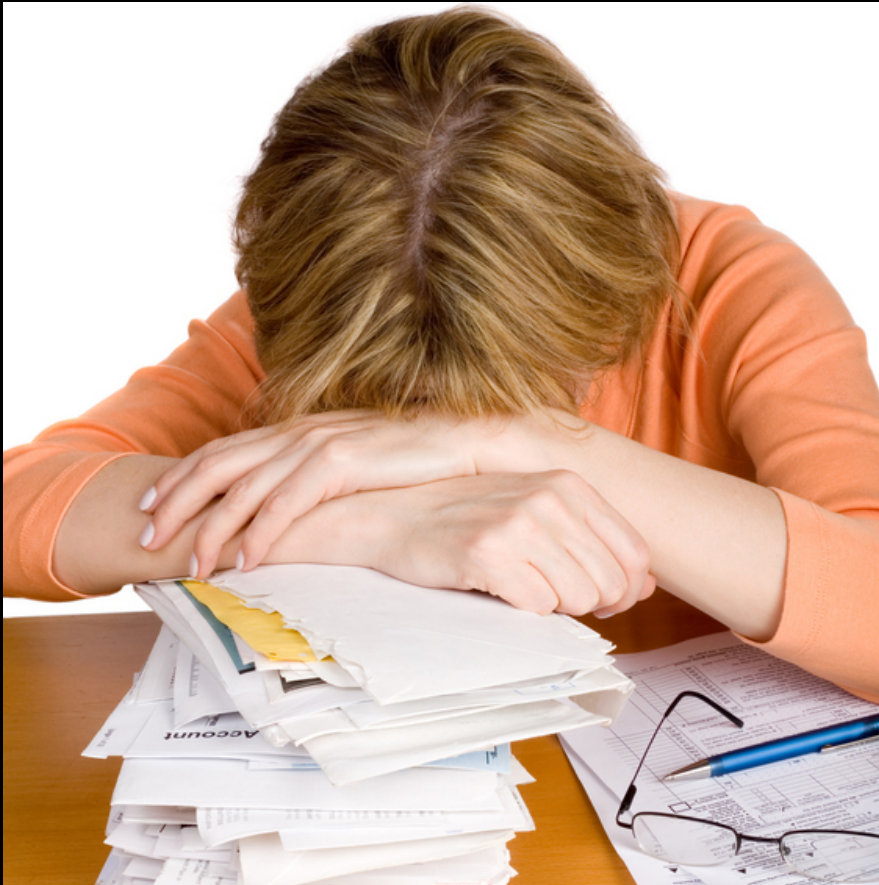
Claims
Management



the employee

What can happen on disability...





Finances can be
negatively
impacted



Pain can become a focus and worsen



Perception of self can change

The employee can feel disconnected from the workplace





General health and fitness
can deteriorate



The employee's family can be affected



Depression, anxiety, and/or
substance abuse can set in



the laws



the employer

DIRECT & INDIRECT COSTS OF ABSENCE



Medical & Pharmacy Costs
Disability Pay

Presenteeism
Absenteeism
Administrative costs
Overtime
Temporary workers
Recruitment
Hiring costs
Retraining

DIRECT & INDIRECT COSTS OF ABSENCE



8.7% of payroll

Mercer Kronos 2010 Survey Report on the Total Financial Impact of Employee Absences

HOW MUCH ABSENCE REDUCES WORK CO-WORKER OUTPUT



Mercer Kronos 2010 Survey Report on the Total Financial Impact of Employee Absences



claims management



Finding the right contact with the employer can be difficult. There may be no single point of contact.



The employer may not offer return to work options or understand their value.



Please discuss the next
slide with the person
sitting next to you....

How would the claims management experience be different if the VRC was a partner with the employer to facilitate accommodations for all worker limitations--occupational and non-occupational?

INTRODUCING

A stage with red curtains and a spotlight. The scene is set on a dark stage. Two heavy red curtains with gold fringe hang on either side of a central spotlight. The spotlight is a bright, circular beam of light that illuminates a circular patch of the stage floor. The text "Puget Sound Energy" is written in a bold, yellow, sans-serif font across the middle of the spotlighted area. The word "INTRODUCING" is written in a bold, white, sans-serif font at the top of the image, centered above the stage.

Puget Sound Energy

THE EMPLOYER



PUGET SOUND ENERGY

The Energy To Do Great Things

A nighttime photograph of a large, multi-story resort building with many lit windows, situated on a dark, rocky cliff. A waterfall cascades down the cliff face in the foreground. The background is a dark forest of evergreen trees under a twilight sky. Several warm-toned lights are visible on the cliff and in the distance.

2,800
employees


2 unions



750,00 Natural
Gas Customers



1.1 Million Electric
Customers

A photograph of a wind farm at sunset. The sky transitions from a deep blue at the top to a warm orange and yellow near the horizon. Several wind turbines are silhouetted against the sky. One turbine is particularly large and prominent on the left side of the frame, with its three blades clearly visible. Other smaller turbines are scattered across the horizon. The overall mood is serene and highlights renewable energy.

6,000+ square mile
service area in
Washington State



A focus on conservation & green energy



**Integrated leaves & accommodations services
promoting stay-at-work & return-to-work**

THE PRE-2007 MODEL



Workers' Comp



**Short Term
Disability &
Absence
Management**



EAP

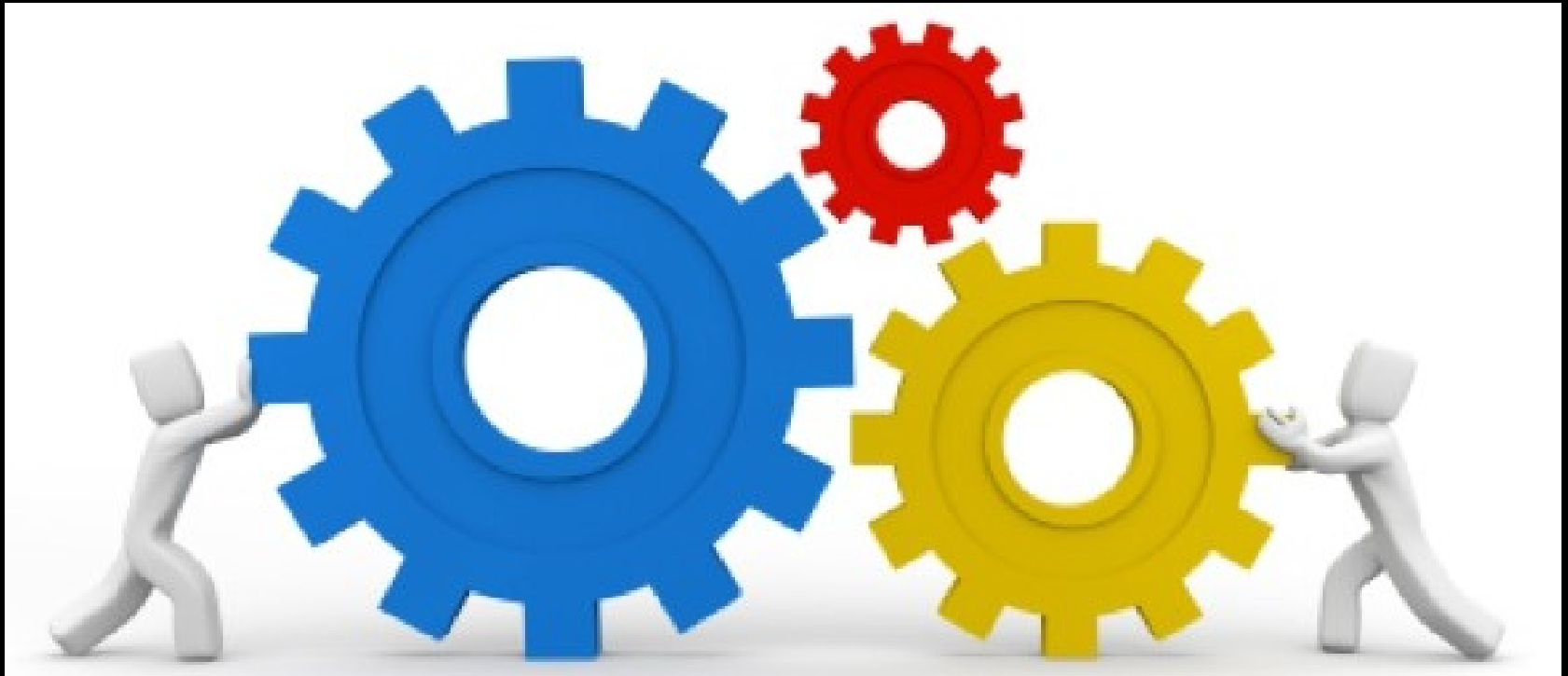
PARAMETERS FOR A NEW MODEL



PARAMETERS FOR A NEW MODEL



FROM SILOS TO INTEGRATION



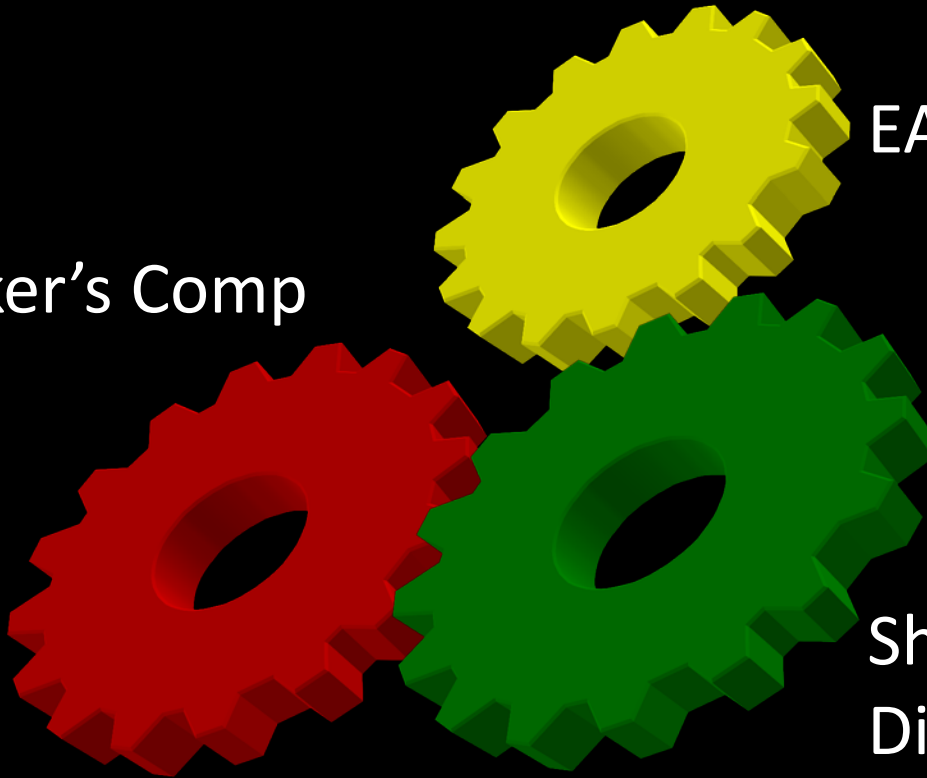
VENDOR INTEGRATION

2007

Worker's Comp

EAP

Short Term
Disability &
Absence
Management



VENDOR INTEGRATION

2008

VRCs

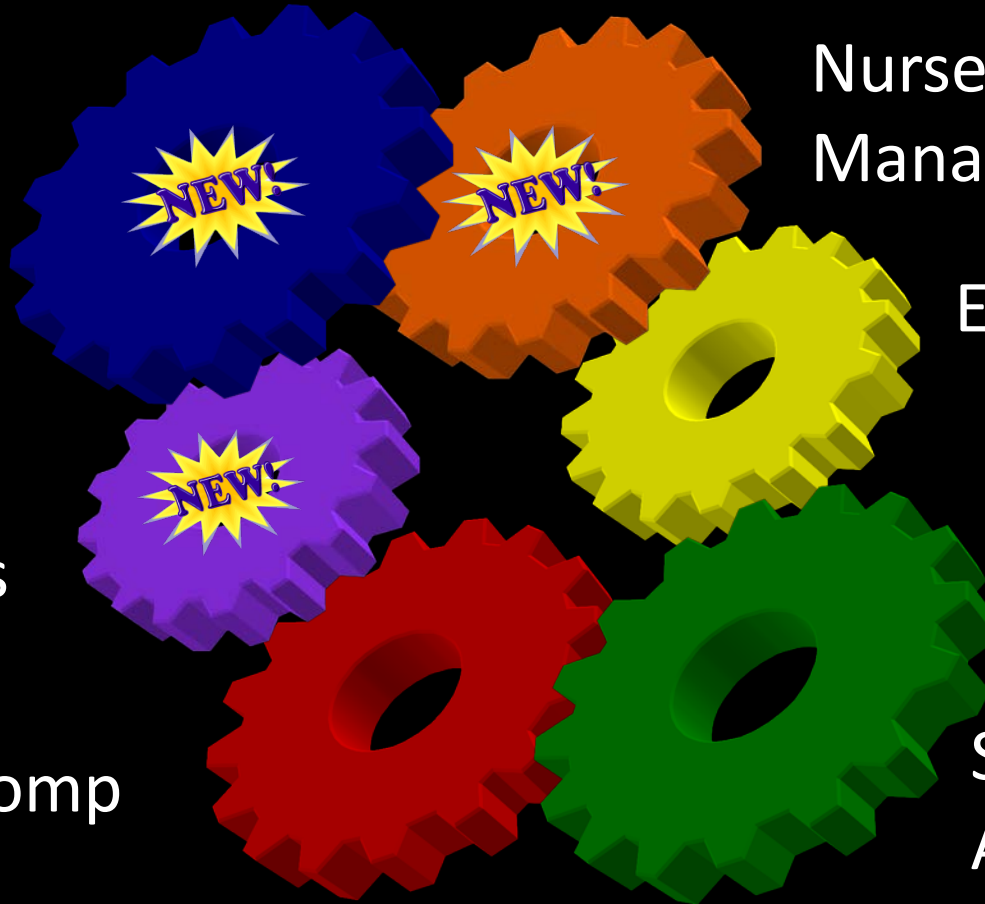
Nurse Case
Manager

EAP

Office
Ergonomics

Workers' Comp

STD &
Absence
Management

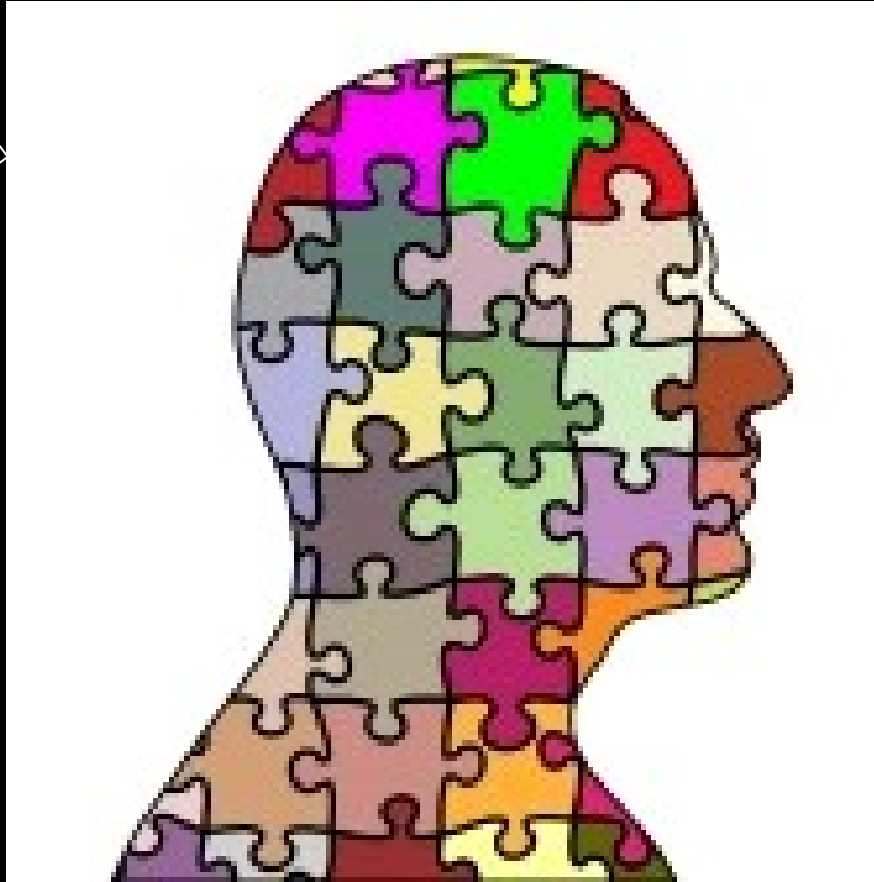


SOMETHING WAS STILL MISSING



VENDOR INTEGRATION

2011



**Psychiatric peer
review & case
management**

VENDOR INTEGRATION

2015



“Bundling” Long
Term Disability
and other
insurance in
with STD &
Absence
Management

INTRODUCING

A stage with red curtains and a spotlight. The scene is set on a dark stage. Two heavy red curtains with gold fringe hang on either side of a central spotlight. The spotlight is a bright, circular beam of light that illuminates the floor of the stage. The text "Two Methods for Reducing Absenteeism" is written in a bold, yellow font across the center of the spotlight.

Two Methods for Reducing Absenteeism

CONCURRENT LEAVES



STAY AT WORK

CONCURRENT LEAVES

“You mean I have
to come to work
to keep my job?”

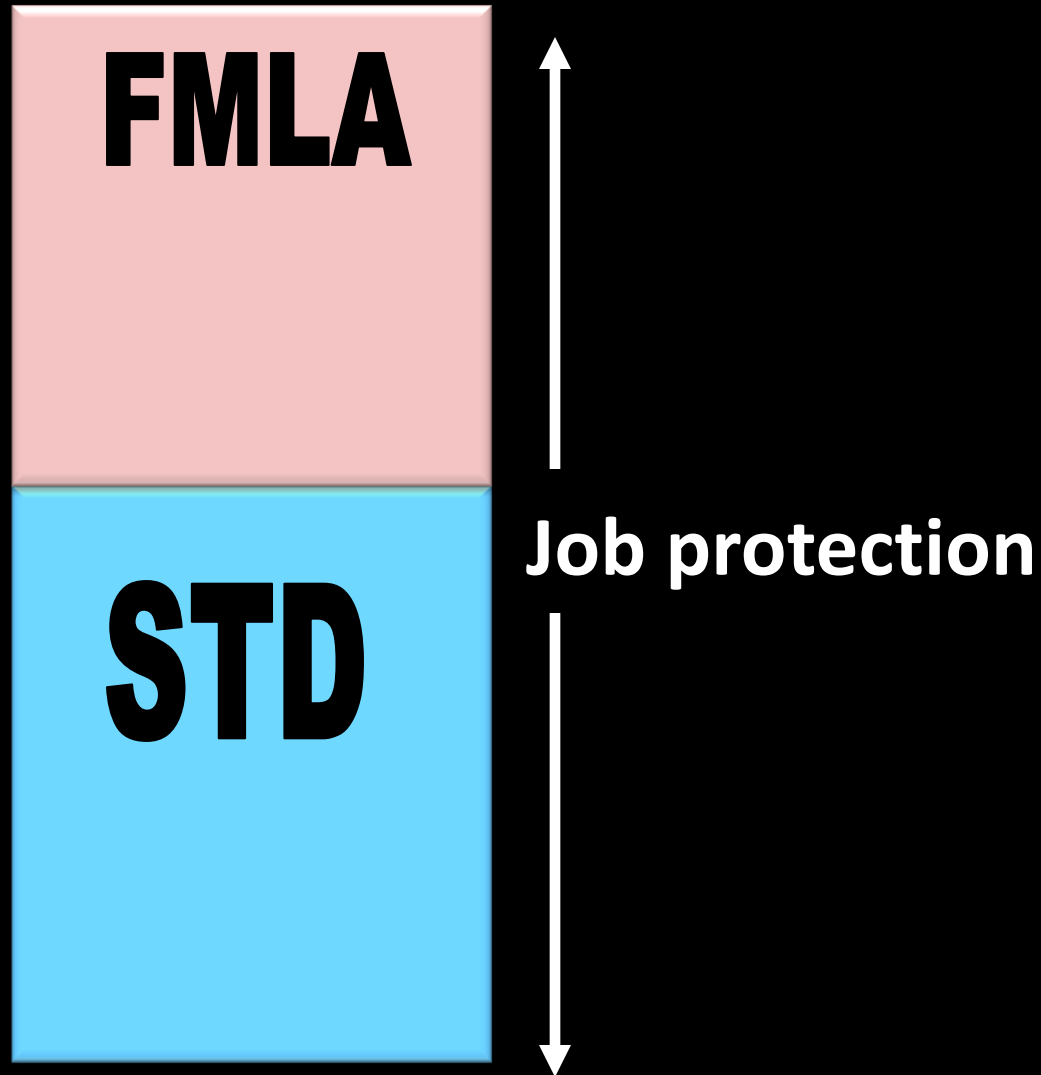
Disclaimer: This is a real quote, but not
from a Puget Sound Energy employee

FMLA

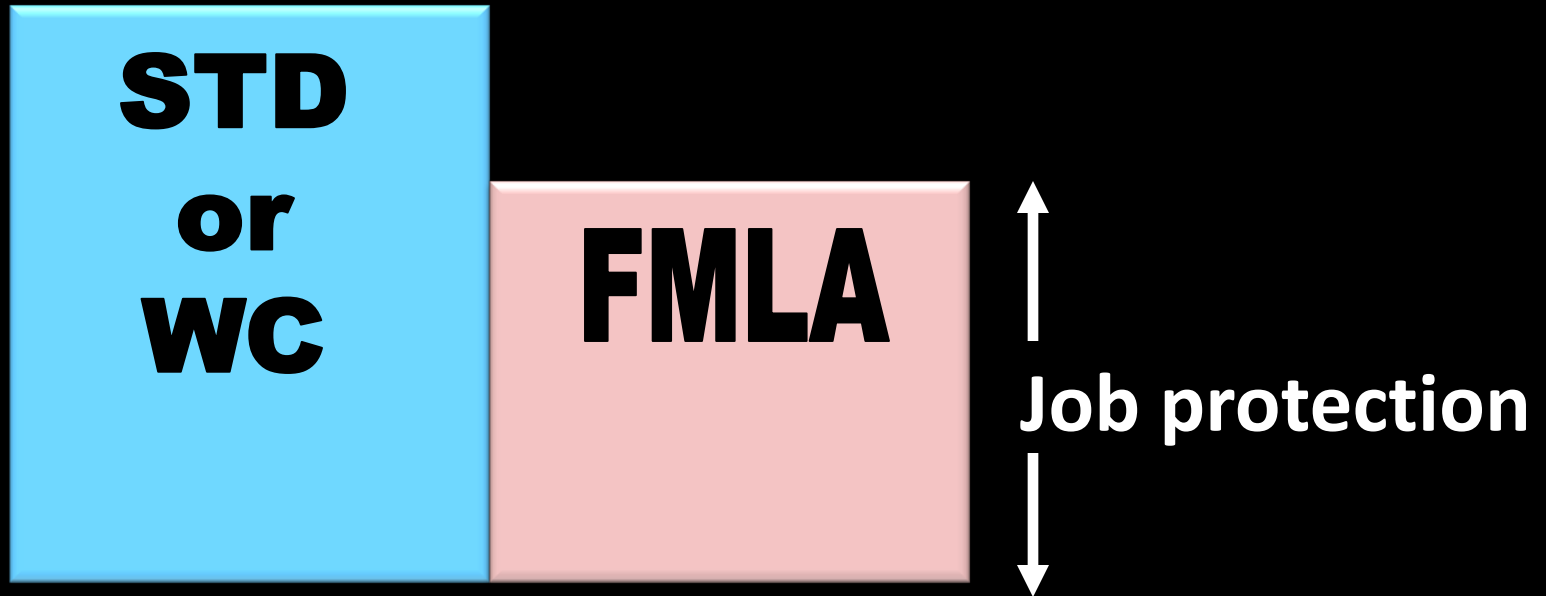


Employers are to return employees to
the same or an equivalent position
upon their return

A STACKED LEAVE



A CONCURRENT LEAVE



Concurrent leaves reduce STD durations by more than 35%!

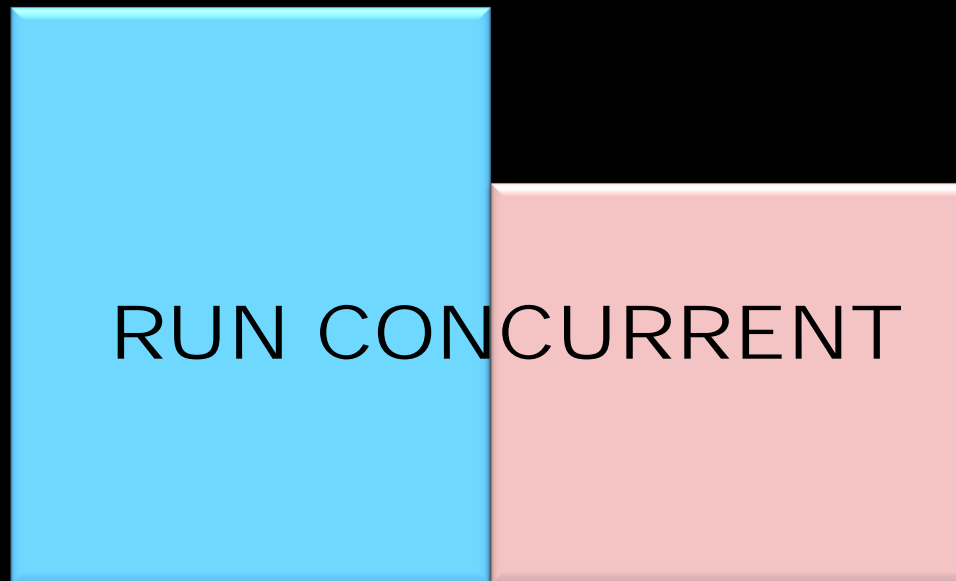


Unum study referenced in
DMEC July 2010 @Work Magazine

PSE POSITION

STD & Workers' Comp = **Wage Replacement**

FMLA & Disability Law = **Job Protection**



WHEN FMLA RUNS OUT



Employers are legally required to consider a leave extension under disability law

LEAVE AS A REASONABLE ACCOMMODATION

PRESS RELEASE

9-5-12

**Home Depot to Pay \$100,000 to Settle
EEOC Disability Discrimination Suit
*Retailer Fired Employee Because of
Cancer, Federal Agency Charged***

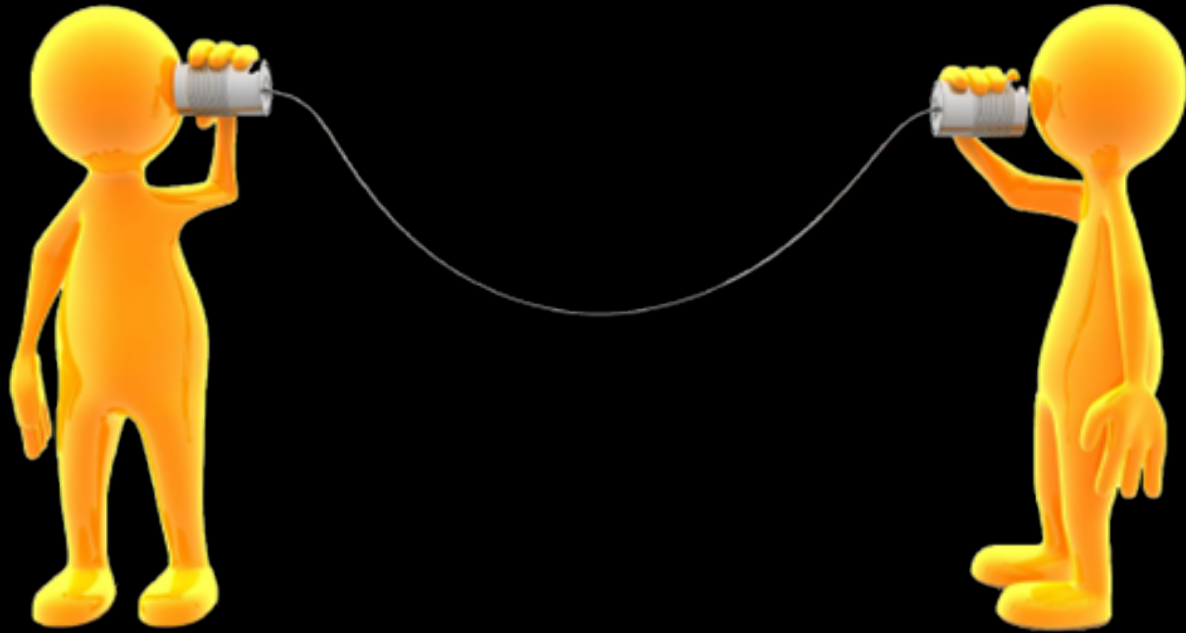
PRESS RELEASE

11-9-12

**Interstate Distributor Company to Pay Nearly \$5 Million to Settle
EEOC Disability Suit
*Nationwide Trucking Firm's Policies Discriminated Against
Disabled Employees, Federal Agency Charges***

**Verizon to Pay \$20 Million to Settle
EEOC Disability Suit**

The EEOC's suit said the nationwide trucking firm unlawfully denied reasonable accommodations to hundreds of employees and fired them pursuant to Interstate's maximum leave policy.

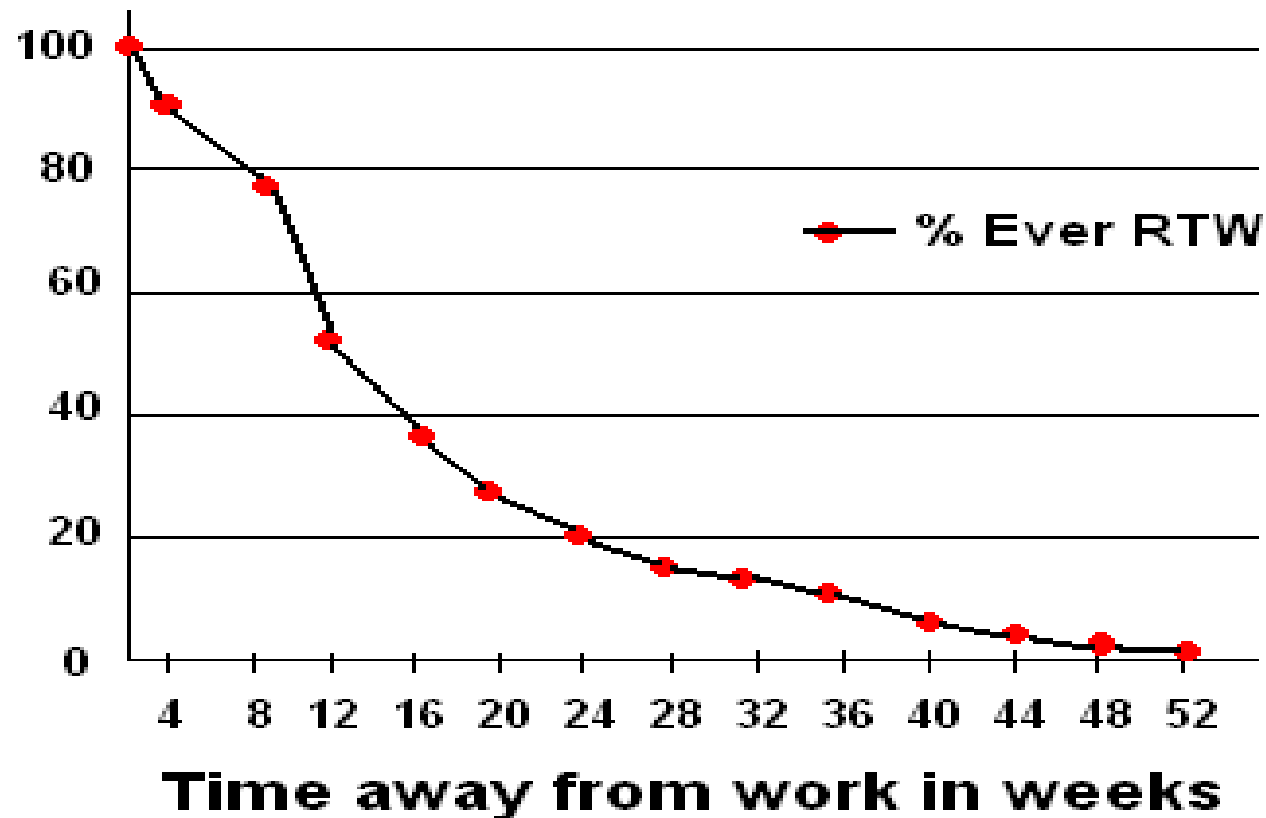


It is important for the employer
to keep the employee informed
about their employment status

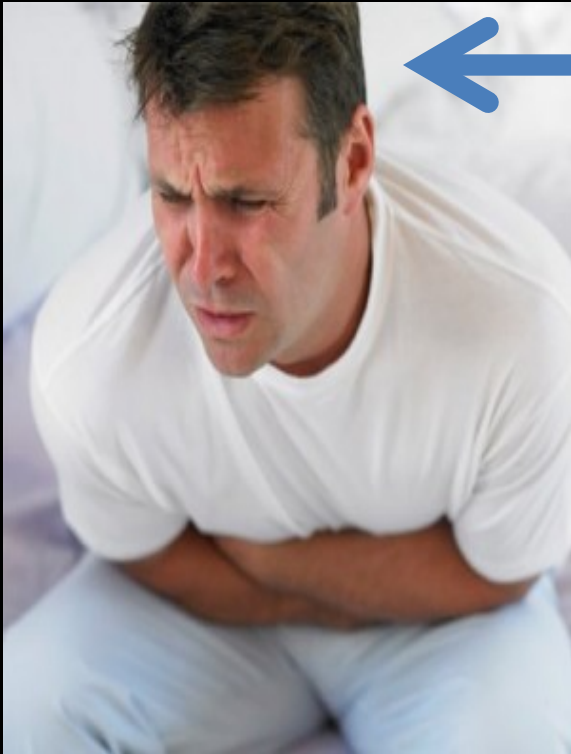
A magnifying glass with a black handle and a silver-colored frame. The lens is clear and contains the text "STAY AT WORK" in a bold, white, sans-serif font with a black outline. The magnifying glass is positioned diagonally, with the handle pointing towards the bottom right. The background is a plain, light gray surface.

STAY AT WORK

Time Is of the Essence



CONTINUUM OF RESILIENCE





Recover ***Faster***

Employer programs that treat work as therapy help the employee recover up to 3 times faster than if they stayed at home in bed.

Source:

How Effective are Employer Return to Work Programs?
CHRISTOPHER F. MCLAREN, ROBERT T. REVILLE, SETH
A. SEABURY

WR-745-CHSWC March 2010



Employees are more likely to return to full duty if they are provided with work during recovery

What the employee hears when calling the absence/disability vendor

Puget Sound Energy offers programs to help employees with medical limitations continue working and earning 100%.

If you believe you can continue working in a limited capacity and would like to be transferred to Puget Sound Vocational Services for more information, press 1.

What the employee hears from
the supervisor:

We can accommodate you.
You can continue working
and earning 100%.

When there are restrictions
Solutions Northwest is the contact



425 628-0530

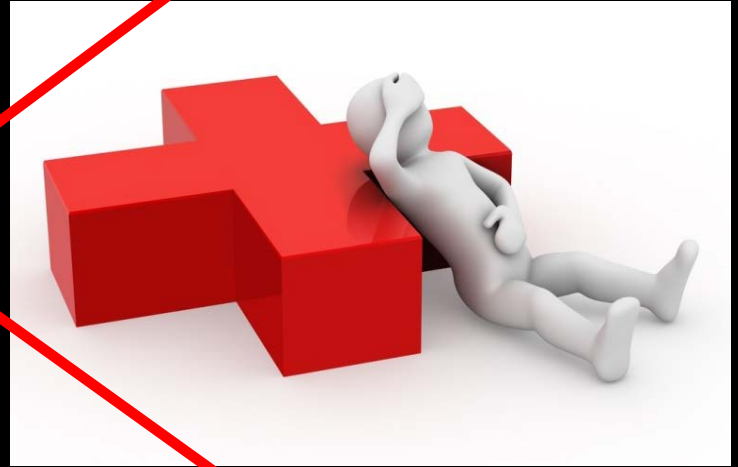
Educating Supervisors is Essential



ROAD SHOW



Go home, we'll pay you.
Come back when you
are 100%.



We can accommodate you.
You can continue working
and earning 100%.



FOR STAYING AT WORK OR RETURNING WITH RESTRICTIONS

1st priority



Reasonable accommodation

All essential functions
performed

Time limited for
temporary
restrictions only

Restricted work

Most essential
functions performed

Alternative Work

Other work performed

How do you keep an able employee at work when they are certified to be off work?

Offer options



VRC FOLLOW-UP VISITS



MANDATORY ONE HOUR SUPERVISOR TRAINING



STAFF MEETING PRESENTATION



INTRODUCING

A stage with red curtains and a spotlight. The scene is set on a dark stage. Two heavy red curtains with gold fringe hang on either side of a central spotlight. The spotlight is a bright, circular beam of light that illuminates the floor and the text. The background is dark, and the overall atmosphere is dramatic and theatrical.

The VRCs

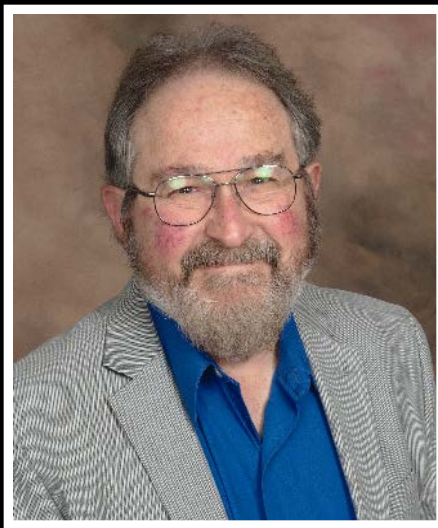


Solutions Northwest
Incorporated

The Vocational Rehabilitation Counselors Serving Puget Sound Energy



Renee



Tom



Sara



Janet

VRCs receive direct referrals from...

- The employee
- The supervisor
- Human Resources
- Workers' Compensation Claims Examiner
- Disability Claims Examiner
- An FMLA ending report from the Absence Management vendor



Accommodations
for occupational

&

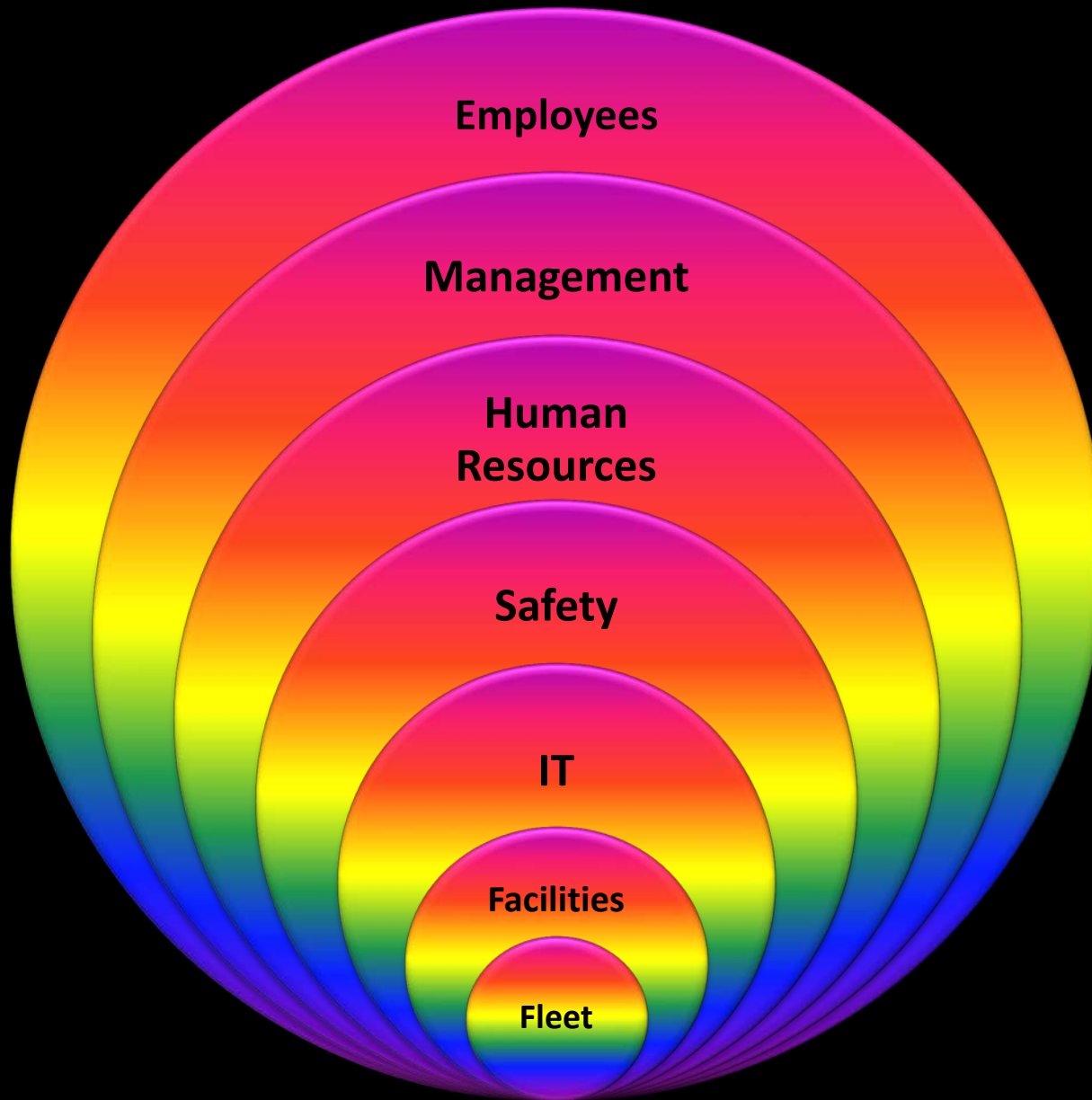
non-occupational
limitations



including pregnancy
disability



VRC INTERNAL INTEGRATION



ANSWERING THIS QUESTION:

How would the claims management experience be different if the VRC was a partner with the employer to facilitate accommodations for all worker limitations--occupational and non-occupational?



Please read the next two
slides about the VRCs...

“The BIGGEST impact is the limited time loss on claims with the early return to work assistance. They also help in keeping contacts going, talking to the injured workers and supervisors more frequently than I can since my phone rings all day long!! Their assistance is a God send!!”



**Kristi Milkovich, Senior Claims
Examiner Broadspire**

REAL E-MAIL EXCHANGE 2014



PSE Safety Consultant:

“When employees are injured and turn in a report, and there is an ergonomic component to the injury, are they being directed to call Solutions NW?”




Claims Examiner:

“IF they haven't already been referred to Solutions when we get them, they are - but 9 times out of 10, they have already been referred before we get the claims...”

A SUPPORTIVE CULTURE



INTRODUCING

A stage with red curtains and a spotlight. The curtains are pulled back, revealing a dark stage floor. A bright, circular spotlight illuminates the center of the stage. The text "The Results at Puget Sound Energy" is displayed in a bold, yellow font, centered over the spotlight.

The Results at Puget Sound Energy



RESULTS OVER TIME



From 2008-2009
average time loss days
on non-catastrophic
claims dropped by 14%

RESULTS OVER TIME



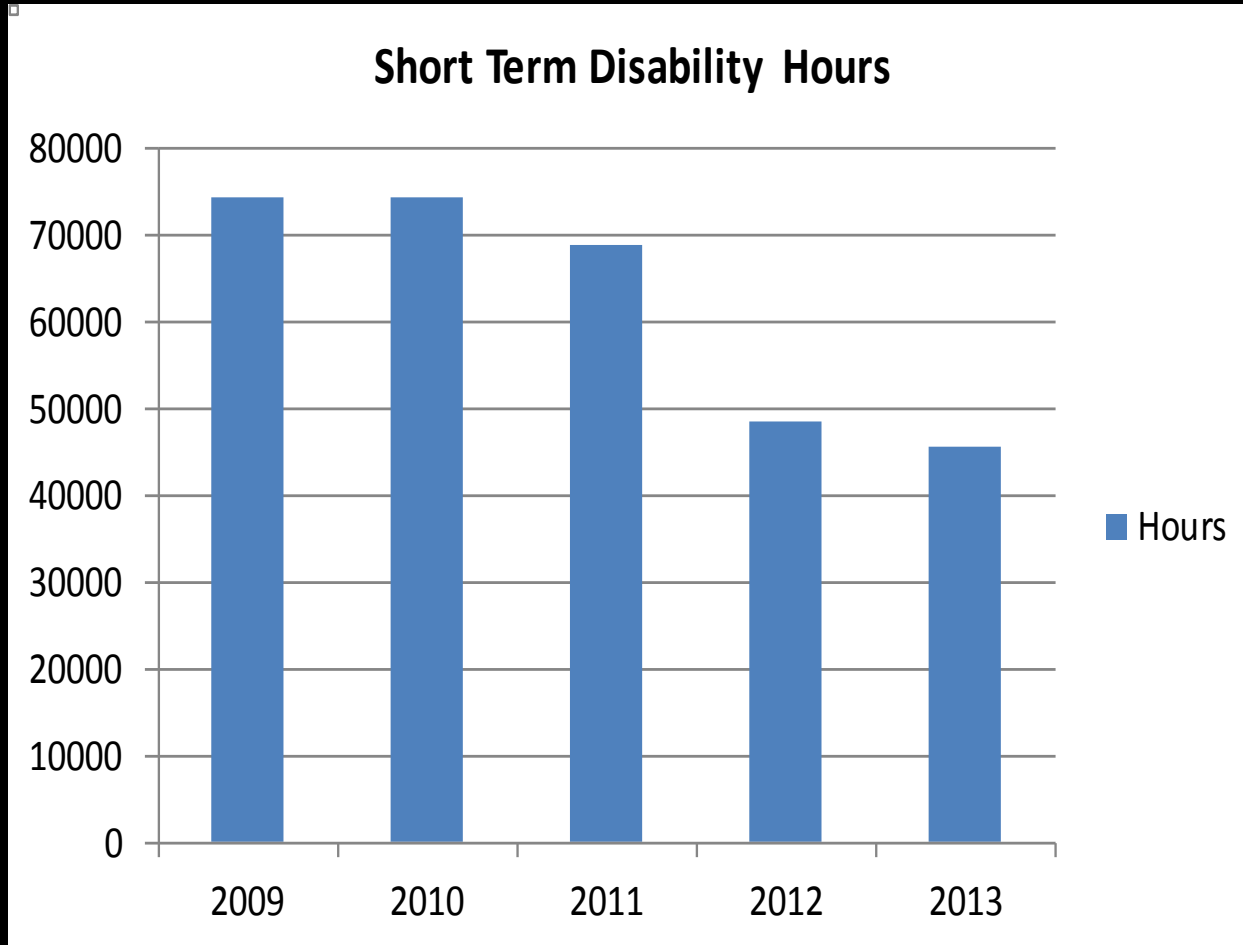
From 2009-2010
average time loss days
on non-catastrophic
claims dropped another
50%

RESULTS OVER TIME



IDM was implemented mid year 2008. Each year since then, average time loss days on non-catastrophic claims have been between 40-64% lower than they were in 2008.

RESULTS OVER TIME



RESULTS

**From employees who worked with a VRC
between January and June of 2014:**

 **36% reported increased productivity**

 **36% increased work quality**

 **81% reported decreased pain**

VIDEO

INTRODUCING

A stage with red curtains and a spotlight. The scene is set on a dark stage. Two heavy red curtains with gold fringe hang on either side of a central spotlight. The spotlight is a bright, circular beam of light that illuminates a circular patch of the stage floor. The text "What you can do" is written in a bold, yellow, sans-serif font across the middle of the spotlighted area.

What you can do



"Each day when I awake I know I have one more day to make a difference in someone's life"

--James Mann

WHAT YOU CAN DO

Help the
injured
worker see a
future of
recovery and
return to
work



Points To Discuss with Injured Workers (The “Prescription” Angle)

Research shows that returning to normal activity as soon as safely possible after injury reduces the likelihood of long-term disability. Helping your patients develop expectations and goals for returning to work can improve their outcomes while protecting their incomes and benefits. Here are some conversations that occupational injury and disease specialists recommend you have with your patients:

- **“Activity helps you recover.”** Explain that returning to some level of work and activity will help patients recover from common injuries faster than prolonged bed rest. Be sure patients understand the level of activity they can do at home and work. Emphasize what they can do.
- **“Some discomfort is normal when returning to activities after an injury.”** Discomfort from activity is different from pain that indicates a serious problem or setback.
- **“You can help with your own recovery.”** Make sure your patients understand that while you can help with pain and healing, they play an equally important role by following your instructions.
- **“You can protect yourself from re-injury.”** When musculoskeletal injuries are involved, talk to patients about how changes in the way they move or do their jobs can prevent other injuries.
- **“Early and safe return to work makes sense.”** Say: “The longer you are off work, the harder it is to get back to your original job and wages. Even a short time off work takes money out of your pocket because time-loss benefits do not pay your full wage.”

WHAT YOU CAN DO

Use teachable moments to direct the employee to supportive resources



RESOURCES FOR INJURED WORKERS



RESOURCES FOR EMPLOYERS

DMEC
Employer Absence &
Productivity Solutions



**DISABILITY MANAGEMENT
EMPLOYER COALITION**

Guardian

Market
Insights

A ROADMAP FOR INCREASING EMPLOYEE
WORKPLACE PRODUCTIVITY

**THE GUARDIAN
ABSENCE
MANAGEMENT
ACTIVITY INDEX™
AND STUDY**



**INTEGRATED
BENEFITS
INSTITUTE**



ANY LAST QUESTIONS?





PUGET SOUND ENERGY

The Energy To Do Great Things

Jenny Haykin, M.A. CRC
Integrated Leaves &
Accommodations Program
Manager

425-462-3278

Jenny.haykin@pse.com



Thank
you!

The image features the text "Thank you!" centered on a black background. The text is rendered in a large, bold, sans-serif font. Each letter is filled with a vertical rainbow gradient, transitioning from blue at the top to red at the bottom. A thin white outline surrounds each letter, and a thin blue outline is visible just inside the white one. The text is arranged in two lines: "Thank" on the top line and "you!" on the bottom line. Two horizontal rainbow gradient bars, identical to the one in the text, are positioned at the top and bottom of the image, spanning most of the width.