

Health Care Return to Work Success Stories

Although we recognize that return to work success occurs because of a variety of causes, we have found that there is one common theme among all successes – communication. The Standard's Return to Work team will work as a coordinator between the hospital H.R. Department, their management, the member, the health provider and the worker's compensation carrier to ensure that all are aware of what the goal is.

Many times we have found that an employee who is not at work is not there because the employer is not aware of their capabilities, the employee is not aware that work is available or there is a misconception regarding the possibilities of even bringing that employee back to work within limitations and restrictions. The majority of our returns to work successes are not complex. We act as a return to work conduit, reviewing every claim where return to work may be possible – our follow-up may be as simple as a few telephone calls that result in coordination of a start date, contact to a physician's office to clarify restrictions or ordering a simple ergonomic device. These things are often completed in a day. Other successes do take more time and the four stories outlined below show what happens when all parties, through a coordinated effort, work together toward the common goal of successful return to work.

Return to Work Success Story #1

Employee: 47 year old environmental health worker

Diagnosis: Herniated Disc Lower Back

Barrier: Employee required to perform repetitive bending at the waist

Solution: The Standard's Onsite Return to Work Specialist Coordinated the purchase of an ergonomic mop bucket and also provided work hardening assistance

Outcome: The employee RTW and is able to perform the material duties of his occupation.

Return to Work Success Story #2

Employee: 58 year old hospital RN

Diagnosis: Plantar Fasciitis

Condition: Bilateral Foot, lower back and hip discomfort

Barrier: Employee is required to frequently walk and stand in the course of her duties

Solution: The Standard Provided Z Coil Shoes to allow the employee to stand and walk minimizing foot, back and hip discomfort

Outcome: The employee RTW and is able to perform her current hospital shift

Return to Work Success Story #3

Employee: 33 year old medical receptionist

Diagnosis: Systemic lupus

Condition: Needed permanent restrictions to avoid flare up of her condition.

Barriers: Unable to be exposed to individuals who are ill.

Solution: Onsite Return to Work Specialist coordinated with employer and medical providers for RTW in a call center during the winter months to avoid onset of illness.

Outcome: Employer provided job in a call center with no public contact during winter months allowing the employee to return to work.

Return to Work Success Story #4

Employee: 51year old Health Services Coordinator

Diagnosis: Depression, Anxiety

Barriers: Unable to work with clientele who had mental health conditions.

Solution: The Onsite Return to Work Specialist worked with HR and helped facilitated a new job that the employee was qualified for to avoid contact with mental health clients.

Outcome: The employee Stayed At Work and avoided a disability claim.

Return to Work Success Story #5

Employee: 48year old Senior Pulmonary Clinician

Diagnosis: Multiple surgeries lower back unable to sit for long periods

Barriers: Unable to sit for long periods of time

Solution: The Onsite Return to Work Specialist conducted an ergonomic assessment and coordinated the purchases of an ergonomic chair and a sit/stand work table.

Outcome: The employee Stayed At Work and avoided a disability claim.