

# Accelerating Return-to-Work



[windhamworks.com](https://windhamworks.com)



# WORK SERVICES



# **JOB FIT ACCOMMODATION**

**JFA**

## **INTENDED OUTCOME**

Accelerate claim resolutions  
and at lower cost.



# Claims expenses are increasing and rates are decreasing.

Can the last 4 years of combined ratios be maintained considering:

- Double digit medical inflation.
- Indemnity inflation.... up over \$10,000.
- Softening rates across most states.

# Medical

48%



# Medical

48%



# Indemnity

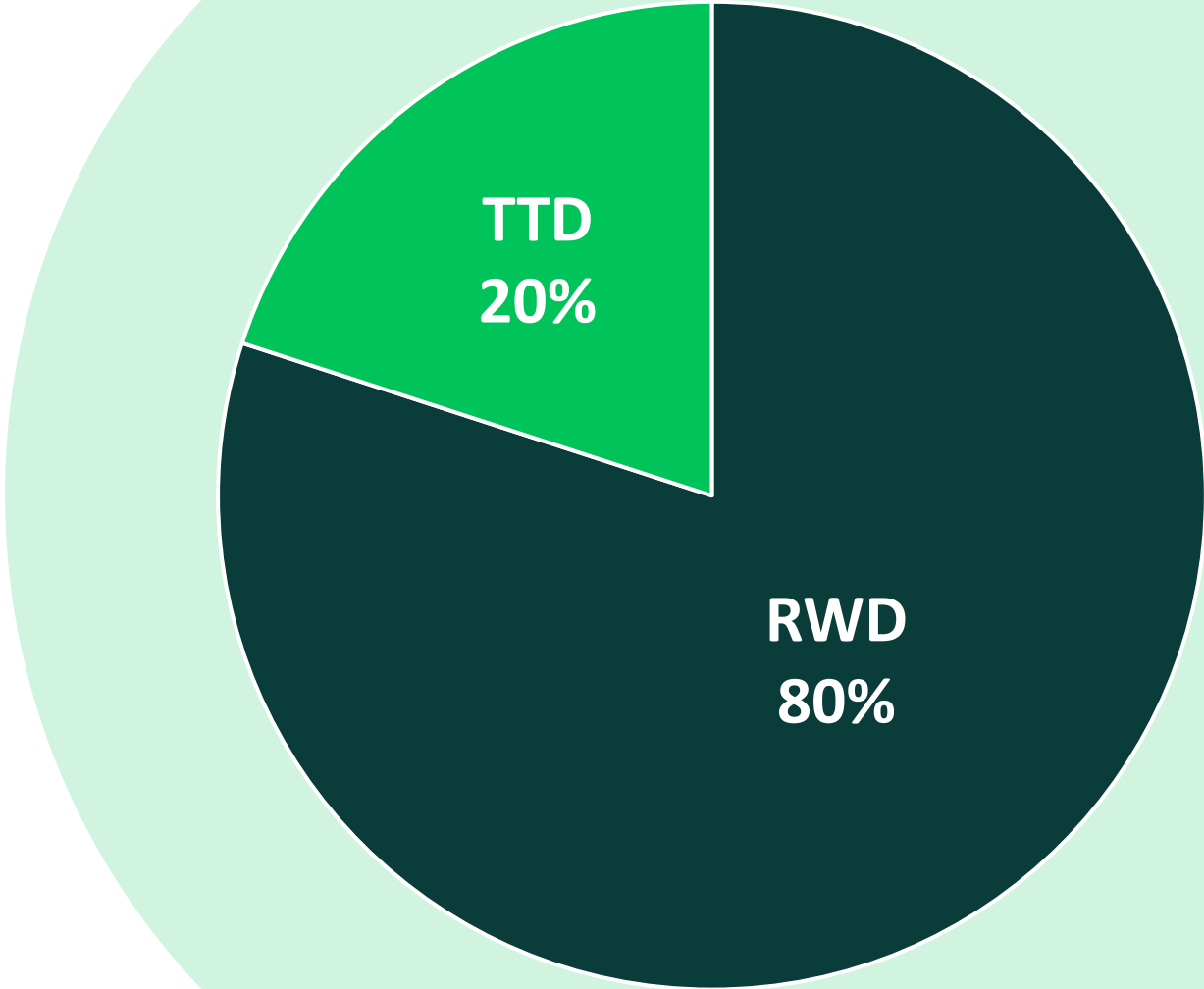
43%



# RTW TIMING

~90 Days

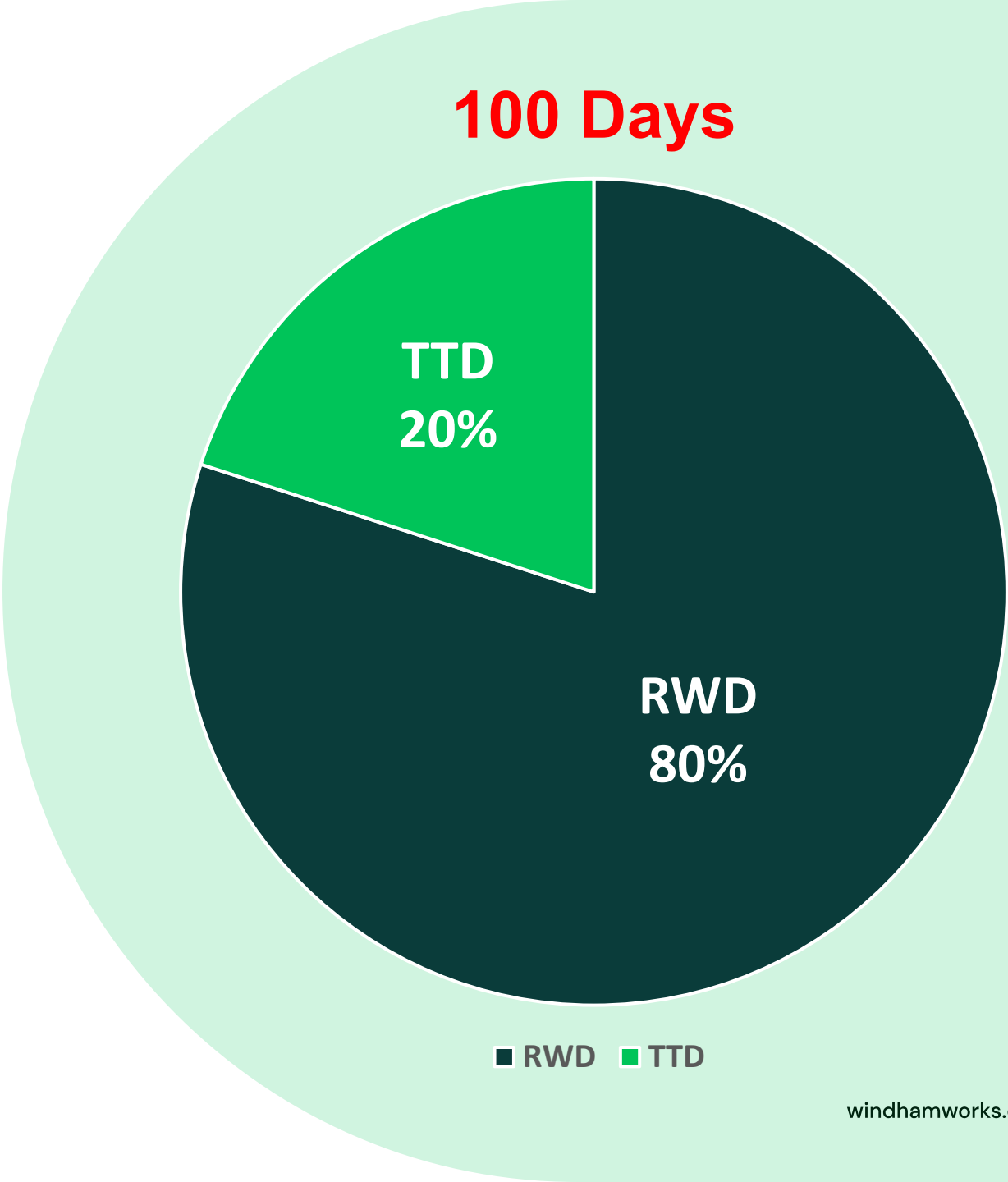
80/20 Rule at ~ 90 Days



■ RWD ■ TTD

# RTW TIMING

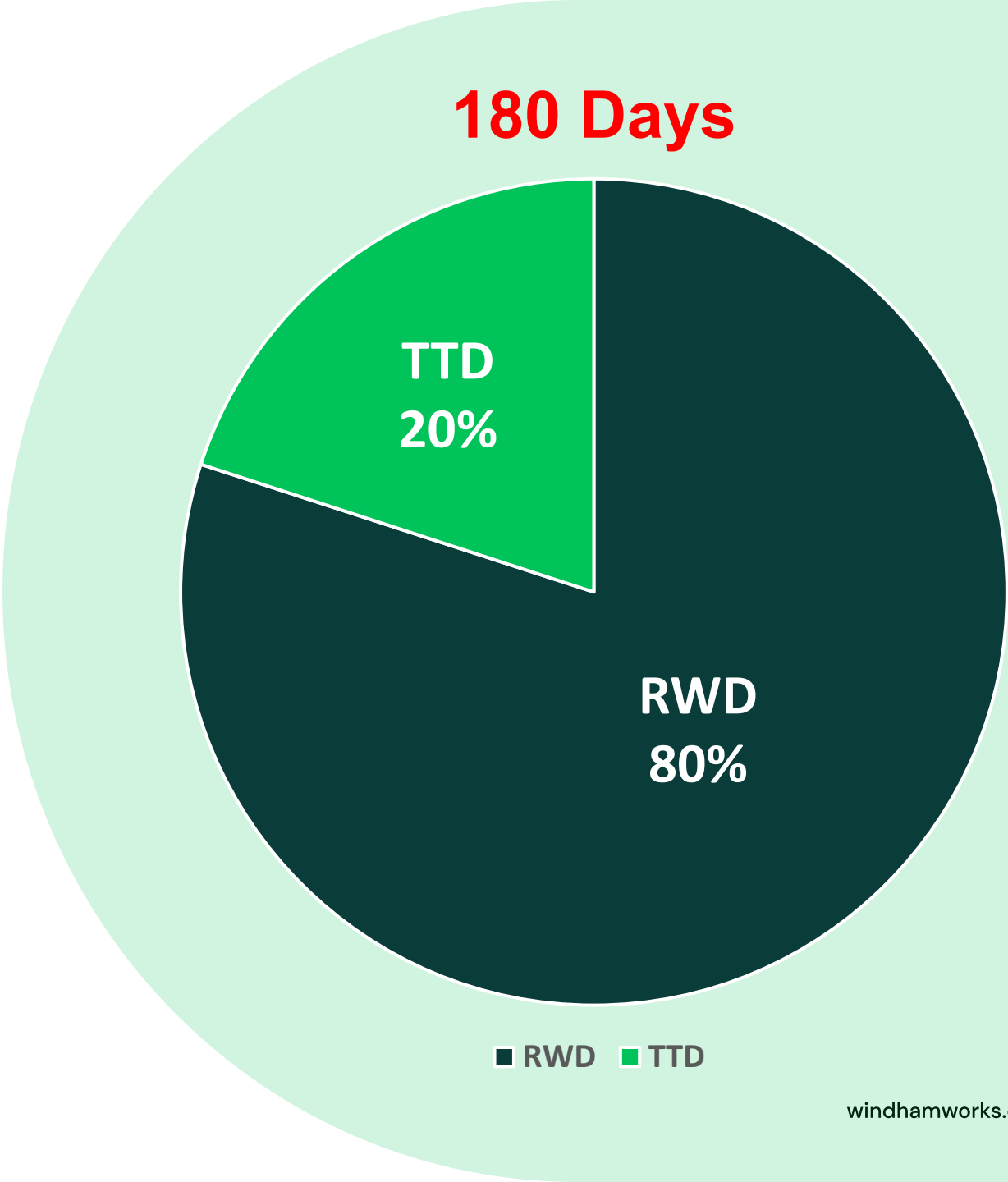
80/20 Rule at ~ 90 Days





# RTW TIMING

80/20 Rule at ~ 90 Days



# RTW TIMING

300 Days

TTD  
20%

RWD  
80%

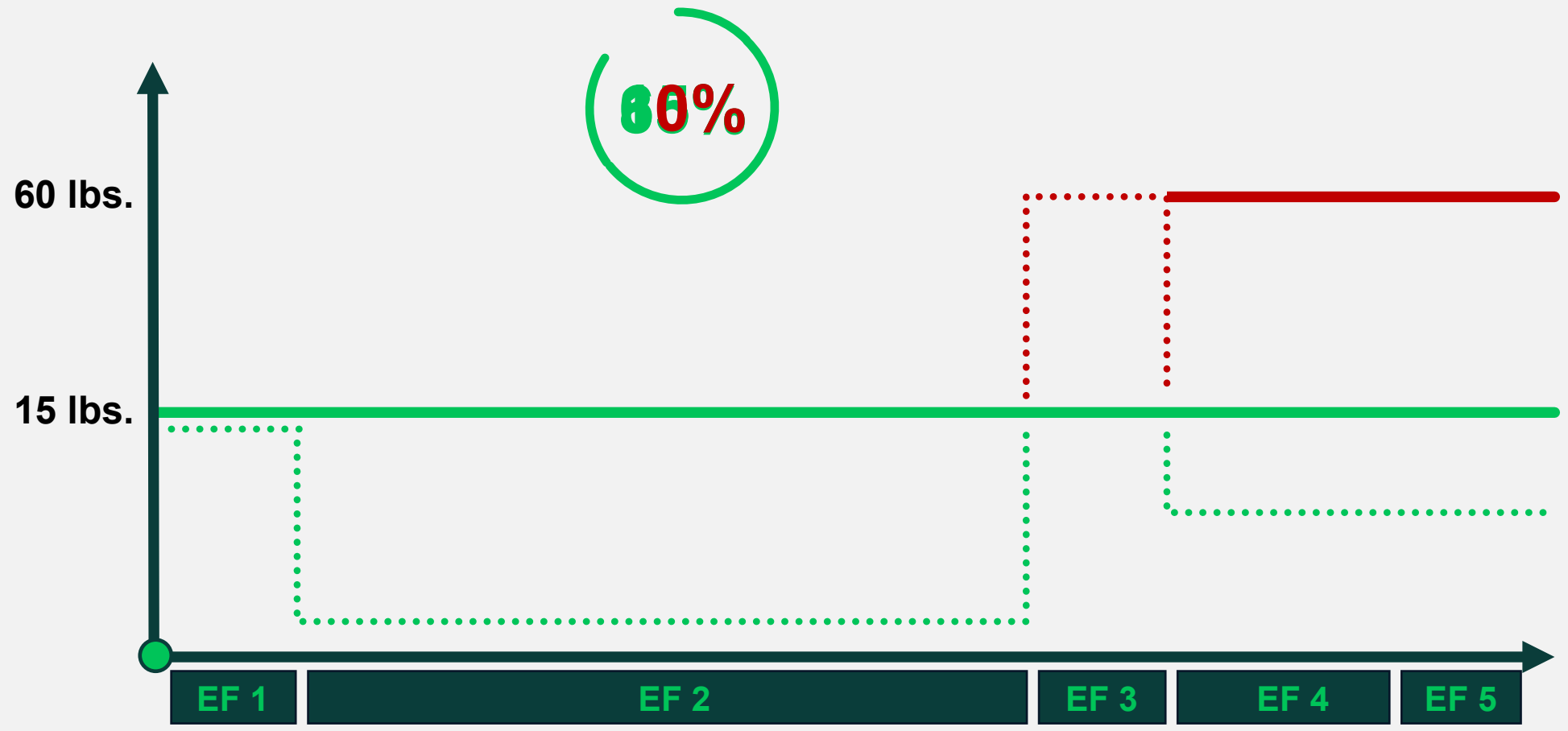
■ RWD ■ TTD

80/20 Rule at ~ 90 Days



**85% Job Match**







# WHAT DO POLICYHOLDERS REALLY THINK ABOUT RTW?

**“We don’t do light duty.”**

You don’t require outside resourcing to identify “light duty”. However.....

# WHAT DO POLICYHOLDERS REALLY THINK ABOUT RTW?

**“What if they hurt  
themselves again?.”**

You can't be more than  
100% disabled?



# WHAT DO POLICYHOLDERS REALLY THINK ABOUT RTW?

**“They must be 100% before  
they come back to work.”**

Professional athletes  
perform at ‘100%’.

# WHAT DO POLICYHOLDERS REALLY THINK ABOUT RTW?

**RTW is always 'a' priority  
but never 'the' priority...**

until you convert your RTW communication from one that is passive to one that is on-site, face-to-face and drives the RTW process.

# Call To Action?



Process of RTW



Focused Reporting



Meaningful Outcomes



Systematic Approach

# Call To Action

## The Process of RTW

01 Original Job

02 Modified Original Job

03 Alternative Duty

# Call To Action

## FOCUSED DELIVERABLE

- Focus on the body part(s) of concern when OOW w/o work release.
- Focus on the restrictive work factors when OOW w/ work release.
- Objective step-by-step and progressive RTW plan.

## TYPICAL WORK RELEASE



Light-duty runner job



No heavy lifting over 10 lbs.



Take breaks as needed



Can RTW May 15th and work up to 6 hours per day



**STEP 1 of RTW PLAN CONT.** Light duty/Transitional Entry Level Carpenter/  
Timber Framer

**JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

- Light Duty Runner Job
- No Heavy Lifting over 10 lbs.
- Can RTW May 15th
- Take Breaks as Needed
- 6 hrs./day

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Job Function Match?	Job tasks on this list are within restrictions, as outlined by Dr. Curran.
Required Physical Improvement	
Light duty-Runner Job	
Yes, Job Function Match	Job tasks on this list are within restrictions, as outlined by Dr. Curran.
Proposed job is within restrictions	
No heavy lifting over 10 lbs.	
Yes, Job Function Match	All wood, equipment and parts being lifted while performing all tasks associated with this position are < 10 lbs.
Lifting 10 lbs. is not required	
Can RTW May 15th	
Yes, Job Function Match	This job is available as of May 15 <sup>th</sup> and a job offer will be made.
May 15th availability	
Take breaks as needed	
Yes, Job Function Match	This is a self-paced position and breaks can be taken as necessary.
Breaks are available as necessary	
6 hrs./day	
Yes, Job Function Match	This job has been designed to accommodate a 6 hr/day work capacity.
This job is available from 6-8 hrs./day	

Light-duty runner job, no heavy lifting over 10 lbs.; take breaks as needed; can RTW May 15th & work up to 6 hours per day

# Call To Action

**FOCUSED DELIVERABLE**

- 01 Original Job**
- 02 Modified Original Job**
- 03 Alternative Duty**



# Call To Action

**FOCUSED DELIVERABLE**

- 01 Alternative Duty**
- 02 Modified Original Job**
- 03 Original Job**

# Call To Action

## Meaningful Outcomes



### STEP 1 of RTW PLAN: Part-Time Receptionist & Activities Position

JOB DETAILS			
Name of Injured Worker:	[REDACTED]		
Name of Employer:	[REDACTED]		
Claim Number:	600-01005702		
Is This Job Within the Current Work Restrictions?	Yes, this job is within the current capabilities.		
Start Date:	10/9/2023	End Date:	Foreseeable Future
Pay Rate:	\$18.00	Work Schedule:	MAWF 8 am - 1 pm
Re-Assessment Schedule of Accommodations:	Yes, every 30 days.		
Current Work Abilities:	EC may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.		
Relevant Physical Requirements:	<ul style="list-style-type: none"> <li>Sedentary job.</li> <li>Lift &lt;5 lbs.</li> <li>Postural rotation as needed.</li> </ul>		

#### JOB SUMMARY

The intended outcome of the 'Receptionist' position is to provide an exceptional visitor experience by personally meeting everyone who arrives at the facility located at 165 Captains Row, Chelsea, Massachusetts and support key members of the management team by providing additional administrative duties (computer and phone) upon request. This position will be offered on at least a part-time basis and could be full-time and permanent in the future. The position is equipped with a writing height desk, standard computer, computer task chair as well as other common adjustable features. The position provides the decision latitude to rotate between sitting, standing and walking as needed.

The intended outcome of the Activities position, if available, involves optimizing the quality of life of the residence by providing physical and mentally stimulating activities such as lift chair exercises, bingo and delivering mail.

#### REVELENT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Job Function Match?	This administrative and activities position could require lifting of 5 lbs.
Required Physical Improvement	
May not lift more than 20lbs and Lift < 5lbs.	
No sitting standing or walking for more than 15 minutes.	This administrative and activities position allows for rotation between sitting, standing, and walking as needed/tolerated.
Able to rotate among positions	

50 North Commercial Street - Suite 101 - Northampton, MA 01060



### STEP 2 of RTW PLAN: Hybrid Receptionist and CNA Position

JOB DETAILS			
Name of Injured Worker:	[REDACTED]		
Name of Employer:	[REDACTED]		
Claim Number:	600-01005702		
Is This Job Within the Current Work Restrictions?	No, physical impairment is required.		
Start Date:	10/9/2023	End Date:	Foreseeable Future
Pay Rate:	\$18.00	Work Schedule:	MAWF 8 am - 1 pm
Re-Assessment Schedule of Accommodations:	Yes, every 30 days.		
Current Work Abilities:	EC may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.		
Relevant Physical Requirements:	<ul style="list-style-type: none"> <li>May not lift more than 20lbs.</li> <li>May not sit for more than 15 minutes.</li> <li>May not stand for more than 15 minutes.</li> <li>May not walk for more than 15 minutes.</li> </ul>		

#### JOB SUMMARY

The intended outcome of the Hybrid Receptionist position and CNA position is to provide an exceptional visitor experience by personally meeting everyone who arrives at the facility located at 165 Captains Row, Chelsea, Massachusetts and support key members of the management team with administrative duties (computer and phone) upon request. The intended outcome of the Activities position, if available, involves optimizing the quality of life of the resident by providing physical and mentally stimulating activities such as lift chair exercises, bingo and delivering mail. The job duties include providing direct resident care on an as-needed basis, by using physical and/or mental skills to provide residential care, responding to their care needs. Such work is defined with 2.0 CNA. Liberty Care was assigned for the Worker Worker which cause for the incident and the resident. Resident transfers are made with the equipment and the worker. Worker (2.0) residential (2.0) are performed in terms of care.

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Job Function Match?	The Receptionist and activities position remains within Liberty Care's address. The CNA position will require maximal lifting to 10 lbs. and occasional top to 20 lbs of an 8 hour working (15mg to 10 lbs).
Required Physical Improvement	
May not lift more than 20lbs and Lift < 5lbs.	
No sitting standing or walking for more than 15 minutes.	The Receptionist and activities position remains within Liberty Care's address. The CNA position requires rotation standing and walking without postural change for up to 15 minutes and may require rotation continuously throughout the course of an 8-hour workday. Occasional sitting/standing/rotational.
Able to rotate among positions	

**JOB ACCOMMODATIONS NECESSARY TO ACHIEVE THE DESCRIBED JOB SUMMARY:**  
 2.0 Directing Work Schedule: Maintaining 15 hrs work schedule per day while performing the CNA duties from residential transfer, maximum 100% of an 8-hour working standing, standing, and sitting activities are maintained.  
 Note: Not for the day per work are available as well.

50 North Commercial Street - Suite 101 - Northampton, MA 01060



### STEP 3 of RTW PLAN: Original CNA Position

JOB DETAILS			
Name of Injured Worker:	[REDACTED]		
Name of Employer:	[REDACTED]		
Claim Number:	600-01005702		
Is This Job Within the Current Work Restrictions?	No, physical impairment is required.		
Start Date:	10/9/2023	End Date:	Foreseeable Future
Pay Rate:	\$18.00	Work Schedule:	MAWF 8 am - 1 pm
Re-Assessment Schedule of Accommodations:	Yes, every 30 days.		
Current Work Abilities:	EC may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.		
Relevant Physical Requirements:	<ul style="list-style-type: none"> <li>May not lift more than 20lbs.</li> <li>May not sit for more than 15 minutes.</li> <li>May not stand for more than 15 minutes.</li> <li>May not walk for more than 15 minutes.</li> </ul>		

#### JOB SUMMARY

The intended outcome of the Original CNA position provides direct resident care on a full-time basis. 100% resident care at the facility and are required to work within 10 minutes residential care. Such work is defined with 2.0 CNA. Liberty Care was assigned for the Worker Worker which cause for the incident and the resident. Resident transfers are made with the equipment and the worker. Worker (2.0) residential (2.0) are performed in terms of care.

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Job Function Match?	The CNA position will require maximal lifting to 10 lbs. and frequent top to 20 lbs of an 8 hour working (15mg to 10 lbs).
Required Physical Improvement	
May not lift more than 20lbs and Lift < 5lbs.	
No sitting standing or walking for more than 15 minutes.	The CNA position requires rotation standing and walking without postural change and these positions occur continuously throughout the course of an 8-hour workday. Occasional sitting/standing/rotational.
Able to rotate among positions	

**JOB ACCOMMODATIONS NECESSARY TO ACHIEVE THE DESCRIBED JOB SUMMARY:**  
 2.0 Directing Work Schedule: Maintaining 15 hrs work schedule per day while performing the CNA duties from residential transfer, maximum 100% of an 8-hour working standing, standing, and sitting activities are maintained.  
 Note: Not for the day per work are available as well.

50 North Commercial Street - Suite 101 - Northampton, MA 01060

# Call To Action

## Meaningful Outcomes

Windham

**STEP 1 of RTW PLAN: Part-Time Receptionist & Activities Position**

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702

**Is This Job Within the Current Work Restrictions?** No, physical improvement is required.

**Start Date:** Avail. upon increased work abilities. **End Date:** Foreseeable future

**Pay Rate:** Pro-rated pay based upon schedule. **Work Schedule:** TBD

**Re-Assessment Schedule of Accommodations:** Yes, every 30 days.

**Current Work Abilities:** EE may not lift more than 20lbs and no sitting/standing or walking for more than 15 minutes.

**Relevant Physical Requirements:**

- Maximal lift to ~60 lbs. and occasional lift to 30 lbs.
- Sit, walk, & stand for ~approx. 1-hour durations without postural rotation.

**JOB SUMMARY**

The intended outcome of the Receptionist position is provide an exceptional visitor experience by personally meeting/escort each visitor at the facility located at 165 Captains Row, Chelsea, Massachusetts and support key members of the management team by providing additional administrative duties (computer and phone) upon request. The position will offer an average of 1-2 part-time days per week and could have more part-time days as needed. The position requires some standing/light work, manual computer operation and care as well as other common adjustable features. The position provides the decision latitude to rotate between sitting, standing and walking as needed.

The intended outcome of the Activities position, if available, involves optimizing the quality of life of the resident by providing physical and mentally stimulating activities such as lift chair exercises, bingo and delivering mail.

**RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
<b>Maximal Physical Requirement:</b> Maximal lifting to 60 lbs. & occasional lifting to 30 lbs.	The administrative and activities position could require lifting of 6 lbs.
<b>No sitting/standing or walking for more than 15 minutes.</b>	The administrative and activities position allows for rotation between sitting, standing, and walking as needed/indicated.
<b>Other to rotate among positions.</b>	

Windham

**STEP 2 of RTW PLAN: Hybrid Receptionist and CNA Position**

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702

**Is This Job Within the Current Work Restrictions?** No, physical improvement is required.

**Start Date:** Avail. upon increased work abilities. **End Date:** Foreseeable future

**Pay Rate:** Pro-rated pay based upon schedule. **Work Schedule:** TBD

**Re-Assessment Schedule of Accommodations:** Yes, every 30 days.

**Current Work Abilities:** EE may not lift more than 20lbs and no sitting/standing or walking for more than 15 minutes.

**Relevant Physical Requirements:**

- Maximal lift to ~60 lbs. and occasional lift to 30 lbs.
- Sit, walk, & stand for ~approx. 1-hour durations without postural rotation.

**JOB SUMMARY**

The intended outcome of the Hybrid Receptionist position and CNA position not only includes providing an exceptional visitor experience by personally meeting everyone who arrives at the facility located at 165 Captains Row, Chelsea, Massachusetts, and support key members of the management team with administrative duties (computer and phone) upon request. The intended outcome of the Activities position, if available, involves optimizing the quality of life of the residence by providing physical and mentally stimulating activities such as lift chair exercises, bingo and delivering mail. The p/t CNA position involves providing direct resident care on a part-time basis, by way of hours per day. 100 residents live at this facility in 10 separate residential units depending on their care needs. Each unit is staffed with 2-3 CNAs. Lisbeth Familia was assigned to the Weiner House which cares for ALS and other low-level residents. Resident transfers are made with lift equipment and slide sheets. Hoyer (total residential lifts) are performed in teams of two.

**RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
<b>Current Work Restriction Factor:</b> EE may not lift more than 20lbs.	The Receptionist and activities position remains within Lisbeth Familia's abilities. The CNA position will require maximal lifting to ~60 lbs. and occasional (up to 33% of an 8-hour workday) lifting to ~30 lbs.
<b>Required Physical Improvement:</b> No, Physical Improvement Required	
<b>Maximal lifting to ~60 lbs. &amp; occasional lifting to ~30 lbs.</b>	
<b>No sitting/standing or walking for more than 15 minutes.</b>	The Receptionist and activities position remains with Lisbeth Familia's abilities. The CNA position requires sustained standing and walking without postural change for up to 1-hour durations and these postures occur constantly throughout the course of an 8-hour workday. Occasional sitting could occur.
<b>No, Physical Improvement Required</b>	
<b>Standing, walking, and sitting</b>	

**JOB ACCOMMODATION(S) NECESSARY TO ACHIEVE THE DESCRIBED JOB SUMMARY:**

**2.1) Strategic Work Schedule.** Maintaining ~3-hour work schedule per day while performing the CNA position ensures occasional standing, occasional (33% of an 8-hour workday) walking, standing, and sitting postures are maintained.

**Note:** Part-Time Days per week are available as well.

Windham

**STEP 3 of RTW PLAN: Original CNA Position**

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702

**Is This Job Within the Current Work Restrictions?** No, physical improvement is required.

**Start Date:** Avail. upon increased work abilities. **End Date:** Foreseeable future

**Pay Rate:** Pro-rated pay based upon schedule. **Work Schedule:** TBD

**Re-Assessment Schedule of Accommodations:** Yes, every 30 days.

**Current Work Abilities:** EE may not lift more than 20lbs and no sitting/standing or walking for more than 15 minutes.

**Relevant Physical Requirements:**

- Maximal lift to ~60 lbs. and occasional lift to 30 lbs.
- Sit, walk, & stand for ~approx. 1-hour durations without postural rotation.

**JOB SUMMARY**

The intended outcome of the CNA position involves providing direct resident care on a full-time basis. 100 residents live at this facility and are transferred to rooms within 8 separate residential units. Each unit is staffed with 2-3 CNAs. Lisbeth Familia was assigned to the Weiner House which cares for ALS and other low-level residents. Resident transfers are made with lift equipment and slide sheets. Hoyer (total residential lifts) are performed in teams of two.

**RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
<b>Current Work Restriction Factor:</b> EE may not lift more than 20lbs.	The CNA position will require maximal lifting to ~60 lbs. and frequent (up to 40% of an 8-hour workday) lifting to ~30 lbs.
<b>Required Physical Improvement:</b> No, Physical Improvement Required	
<b>Maximal lifting to ~60 lbs. &amp; occasional lifting to ~30 lbs.</b>	
<b>No sitting/standing or walking for more than 15 minutes.</b>	The CNA position requires sustained standing and walking without postural change and these postures occur constantly throughout the course of an 8-hour workday. Occasional sitting could occur.
<b>No, Physical Improvement Required</b>	
<b>Standing, walking, and sitting</b>	

# Call To Action

## Meaningful Outcomes

**Windham**

**STEP 1 of RTW PLAN: Part-Time Receptionist & Activities Position**

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702  
 Is This Job Within the Current Work Restrictions? No, physical improvement is required.  
 Start Date: Avail. upon increased work abilities. End Date: Permanent  
 Pay Rate: Original Work Schedule: F/T  
 Re-Assessment Schedule of Accommodations: Job can be made permanent.  
 Current Work Abilities: EE may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.  
 Relevant Physical Requirements: Maximal lift to ~60 lbs. and Frequent lift to 30 lbs. Occasional sitting. Frequent walk & stand for ~approx. 1-hour durations without postural rotation.

**JOB SUMMARY**

The intended outcome of the Receptionist position is to provide an exceptional visitor experience by proactively meeting resident and visitor needs at the facility located at 655 Capitan Way, Clinton, Massachusetts and support key members of the management team by providing additional administrative duties (computer and phone call support) and general office support. The position will be performed on a part-time basis and could be made permanent in the future. The position requires some sitting, light work, manual computer, calculator and data entry as well as other common adjustable features. The position provides the flexibility to rotate between sitting, standing and walking as needed.

The intended outcome of the Activities position, if available, involves supervising the quality of life of the residents by providing physical and mentally stimulating activities such as life chair exercises, bingo and debriefing mail.

**RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Maximal Physical Improvement: Lift up to 20 lbs. max. and occasional lift up to 30 lbs.	The administrative and activities position could require lifting of 5 lbs.
No sitting standing or walking for more than 15 minutes.	The administrative and activities position allows for rotation between sitting, standing, and walking in unobstructed areas.
Occasional sitting.	
Frequent walk & stand for ~approx. 1-hour durations without postural rotation.	

**Windham**

**STEP 2 of RTW PLAN: Hybrid Receptionist and CNA Position**

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702  
 Is This Job Within the Current Work Restrictions? No, physical improvement is required.  
 Start Date: Avail. upon increased work abilities. End Date: Permanent  
 Pay Rate: Original Work Schedule: F/T  
 Re-Assessment Schedule of Accommodations: Job can be made permanent.  
 Current Work Abilities: EE may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.  
 Relevant Physical Requirements: Maximal lift to ~60 lbs. and Frequent lift to 30 lbs. Occasional sitting. Frequent walk & stand for ~approx. 1-hour durations without postural rotation.

**JOB SUMMARY**

The intended outcome of the Hybrid Receptionist position and CNA position not only include providing an exceptional visitor experience by proactively meeting residents who arrive at the facility located at 655 Capitan Way, Clinton, Massachusetts, and support key members of the management team with administrative duties (computer and phone call support) and general office support. The position will be performed on a part-time basis and could be made permanent in the future. The position requires some sitting, light work, manual computer, calculator and data entry as well as other common adjustable features. The position provides the flexibility to rotate between sitting, standing and walking as needed.

The intended outcome of the CNA position, if available, involves supervising the quality of life of the residents by providing physical and mentally stimulating activities such as life chair exercises, bingo and debriefing mail.

**RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS**

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Maximal Physical Improvement: Lift up to 20 lbs. max. and occasional lift up to 30 lbs.	The Receptionist and activities position rotates within Lisbeth Familia's position. The CNA position will require maximal lifting to ~60 lbs. and occasional lift up to 30 lbs. (up to 10% of an 8-hour workday) lifting to ~30 lbs. and occasional lifting to ~60 lbs. & frequent lifting to ~30 lbs.
No sitting standing or walking for more than 15 minutes.	The Receptionist and activities position rotates within Lisbeth Familia's position. The CNA position requires sustained standing and walking without postural change for up to 1 hour durations and these postures occur constantly throughout the course of an 8-hour workday. Occasional sitting could occur.
Occasional sitting.	
Frequent walk & stand for ~approx. 1-hour durations without postural rotation.	



### STEP 3 of RTW PLAN: Original CAN Position

**JOB DETAILS**

Name of Injured Worker: [REDACTED]  
 Name of Employer: [REDACTED]  
 Claim Number: 600-010005702  
 Is This Job Within the Current Work Restrictions? No, physical improvement is required.  
 Start Date: Avail. upon increased work abilities. End Date: Permanent  
 Pay Rate: Original Work Schedule: F/T  
 Re-Assessment Schedule of Accommodations: Job can be made permanent.  
 Current Work Abilities: EE may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.  
 Relevant Physical Requirements: Maximal lift to ~60 lbs. and Frequent lift to 30 lbs. Occasional sitting. Frequent walk & stand for ~approx. 1-hour durations without postural rotation.

### JOB SUMMARY

The intended outcome CNA position provides direct residential care on a full-time basis. 100 residents live at this facility and are separated by needs within 10 separate residential units. Each unit is staffed with 2-3 CNAs. Lisbeth Familia was assigned to the Weiner House which cares for ALS and other bed bound residences. Resident transfers are routine with lift equipment and slide sheets. Hoyer (total residential lifts) are performed in teams of two.

### RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Required Physical Improvement: EE may not lift more than 20lbs.	
No, Physical Improvement Required	The CNA position will require maximal lifting to ~60 lbs. and frequent (up to 66% of an 8-hour workday) lifting to ~30 lbs.
Maximal lifting to ~ 60 lbs. & frequent lifting to ~30 lbs.	
No sitting standing or walking for more than 15 minutes.	The CNA position requires sustained standing and walking without postural change and these postures occur constantly throughout the course of an 8-hour workday. Occasional sitting could occur.
No, Physical Improvement Required	
Standing, walking, and sitting	

# Call To Action

Meaningful Outcomes



## STEP 1 of RTW PLAN: Part-Time Receptionist & Activities Position

### JOB DETAILS

Name of Injured Worker:	[REDACTED]		
Name of Employer:	[REDACTED]		
Claim Number:	600-010005702		
Is This Job Within the Current Work Restrictions?	Yes, this job is within the current capabilities.		
Start Date:	10/9/2023	End Date:	Foreseeable Future
Pay Rate:	\$18.00	Work Schedule:	MAW, F 8 am – 1 pm
Re-Assessment Schedule of Accommodations:	Yes, every 30 days.		
Current Work Abilities:	EE may not lift more than 20lbs and no sitting standing or walking for more than 15 minutes.		
Relevant Physical Requirements:	<ul style="list-style-type: none"><li>• Sedentary job.</li><li>• Lift &lt;5 lbs.</li><li>• Postural rotation as needed.</li></ul>		

### JOB SUMMARY

The intended outcome of the 'Receptionist' position is to provide an exceptional visitor experience by personally meeting everyone who arrives at the facility located at 165 Captains Row, Chelsea, Massachusetts and support key members of the management team by providing additional administrative duties (computer and phone) upon request. This position will be offered on at least a part-time basis and could be full-time and permanent in the future. The position is equipped with a writing height desk, standard computer, computer task chair as well as other common adjustable features. The position provides the decision latitude to rotate between sitting, standing and walking as needed.

The intended outcome of the Activities position, if available, involves optimizing the quality of life of the residence by providing physical and mentally stimulating activities such as lift chair exercises, bingo and delivering mail.

### RELEVANT JOB DEMANDS vs. CURRENT WORK RESTRICTIONS

Current Work Restriction Factor	Job Details in Relationship to Current Functional Ability Factor
Job Function Match?	
Required Physical Improvement	
May not lift more than 20lbs and	
Yes, Job Function Match	This administrative and activities position could require lifting of to 5 lbs.
Lift < 5lbs.	
No sitting standing or walking for more than 15 minutes.	
Yes, Job Function Match	This administrative and activities position allows for rotation between sitting, standing, and walking as needed/tolerated.
Able to rotate among positions	

100 North Commercial Street - Suite 301 - Manchester, NH 03101



# Call To Action

**Systematic Approach**

## **Program Development:**

- Mandatory use at ~90-days.
- Monitor adjuster utilization.
- Measure outcomes.

## WHAT OUTCOMES TO EXPECT?

Once the decision has been made to disrupt unnecessary indemnity spend and:

- Team alignment.
- Overcome policyholder barriers.
- Deployed The Process of RTW.
- Delivered focused and meaningful deliverables.

**Avg. Days Absent from Work before  
RTW Planning Intervention**

**274**

**Employer Supported RTW Plan  
when One Didn't Previously Exist**

#	%
119	88

**Step 1 Initiates with a "Job Match"**

#	%
84	62

**Job Offers Extended**

#	%
93	68

**OUTCOMES WITH WORK RELEASES?**



**Avg. Days Absent from Work before  
RTW Planning Intervention**

**408**

**Employer Supported RTW Plan  
when One Didn't Previously Exist**

#	%
100	96

**MD Support to RTW Plan**

#	%
42	42

**Job Offers Extended**

#	%
40	40

**OUTCOMES W/O WORK RELEASES?**



Be prepared for accelerated resolution of 40-60% of your aging and legacy claims.

# RISK CHANGE

## WHAT WE HEAR

- “We don’t do light duty.”
- “They must be 100%.”
- “We never should’ve hired them anyway.”
- “They didn’t even work for us very long.”
- “We’ve tried light duty in the past.”
- “What if they hurt themselves again?”

## WHAT WE HEAR

***“I thought this was going to be a waste of time... we will do this.”***

Thank you.



[windhamworks.com](http://windhamworks.com)



**Windham**

[windhamworks.com](http://windhamworks.com)