



Harnessing the Injured Worker's Influence on Claims Outcomes



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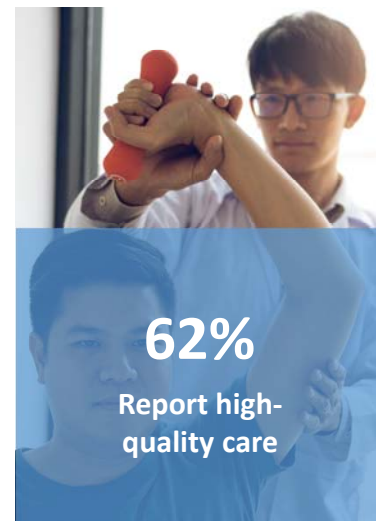


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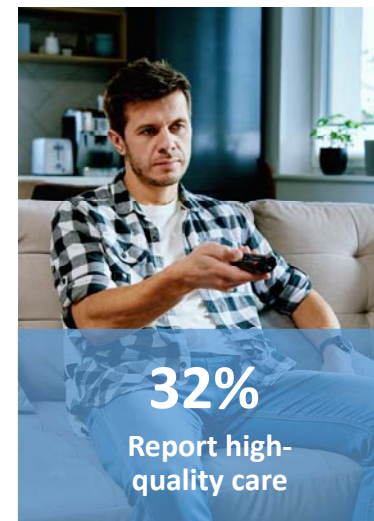
Successful Outcomes Start with Positive Patient Engagement and Attitudes

Positive patient engagement contributes to:

- ➔ A better reported healthcare experience¹
- ➔ Improved health outcomes²
- ➔ Reduced costs³
 - Medical costs up to 21% higher for disengaged patients
 - Administrative
 - Indemnity



ENGAGED



NON-ENGAGED

1. Osborn R, Squires D. International perspectives on patient engagement: Results from the 2011 Commonwealth Fund survey. J Ambulatory Care Management. 35(2) (2012): 118-28 2. Hibberd, J, Greene, J. What the evidence shows about patient activation; better health outcomes and care experiences; fewer data on costs. Health Affairs. <https://doi.org/10.1377/hlthaff.2012.1061.3>. Patient engagement. People actively involved in their health and health care tend to have better outcomes—and, some evidence suggests, lower costs. Health Policy Brief, Health Affairs, Robert Wood Johnson Foundation. https://www.rwjf.org/content/dam/farm/reports/issue_briefs/2013/rwjf404446 Feb 14, 2013.

A holistic view of factors influencing injured worker engagement



The Self-Determination Theory

TECHNOLOGY

AUTONOMY

PEOPLE

COMPETENCE

RELATEDNESS





Elevating today's injured worker experience through digital capabilities

Meet today's communication preferences



IW communication preferences
are misaligned with outdated
industry processes¹



Technology as a means to
personalize the journey

1. Healthsystems findings. Digital & Mobile Engagement Study Report, 2020. 2. 2023 Workers' Comp Industry Insights Report. Healthsystems in partnership with Risk & Insurance® magazine.



Elevating today's injured worker experience through digital capabilities

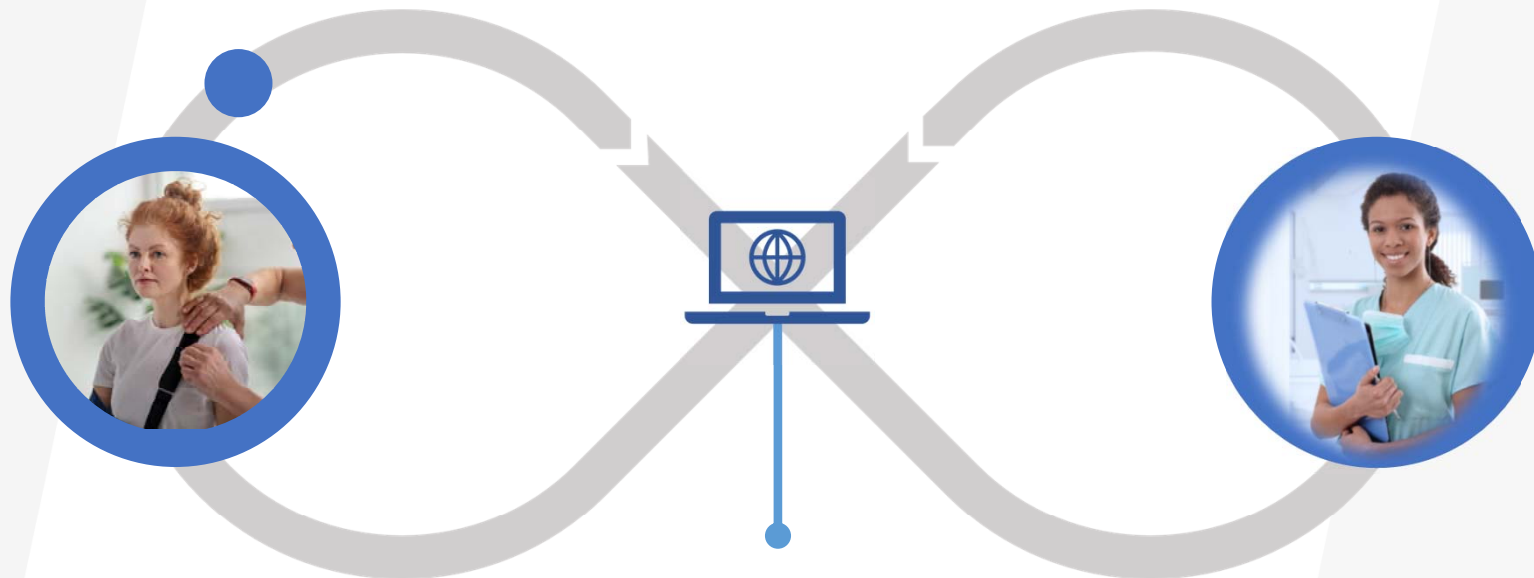
More right-time information & communication



Unfamiliarity with workers' comp
a top barrier to recovery²

1. Healthsystems findings. Digital & Mobile Engagement Study Report, 2020. 2. 2023 Workers' Comp Industry Insights Report. Healthsystems in partnership with Risk & Insurance® magazine.

Bi-directional technology



● Enhanced & streamlined information-sharing

● Insight into patient risk/barriers

● Right-time intervention opportunities

● Relationship building

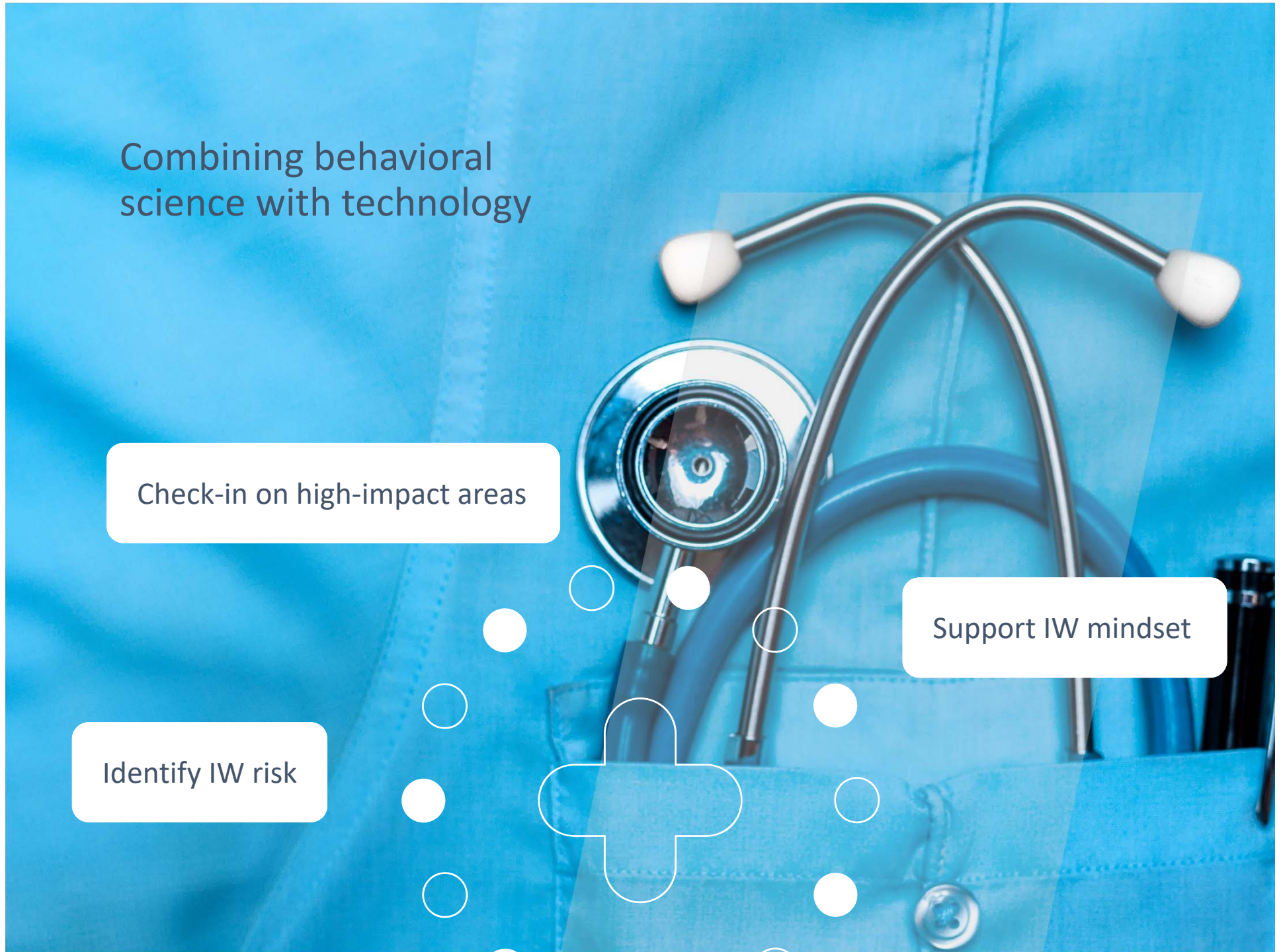
● Advocacy-based claims management

Combining behavioral science with technology

Check-in on high-impact areas

Identify IW risk

Support IW mindset



High-touch clinical engagement

More time with clinician is a top influencer of patient engagement¹



1. Patient engagement survey: improved engagement leads to better outcomes, but better tools are needed. Insights Report, New England Journal of Medicine Catalyst. May 12, 2016. 2. Hasson, J. Older patients, longer visits. AthenaInsight. June 10, 2016. 3. 8 Reasons patients don't take their medications. Oct 16, 2015.

1-on-1 Engagement Goals & Opportunities

- ✓ Identify barriers to Rx adherence, to include behavioral/psychosocial factors
- ✓ Identify safety concerns
- ✓ Address side effects
- ✓ Educate Injured Worker on drug therapy risks
- ✓ Increase IW engagement in care
- ✓ Support appropriate adherence





What does success look like?

- A better reported healthcare experience
- Improved health outcomes
- Reductions in costs, litigation, and claim duration
 - Over-adherence: 44% improvement in medication adherence at 120 days
 - Under-adherence: 67% improvement in medication adherence at 120 days
 - MME (Morphine Milligram Equivalents): 28% reduction in MME at 120 days
 - Patient Safety: 42% improvement in patient safety risk factors at 120 days