

OREGON PRIMA

ANNUAL ACHIEVEMENT IN RISK MANAGEMENT APPLICATION

Nominee's Entity/Organization: Washington County

Contact name: Eva LaBonte

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Is anyone associated with the entity a member of Oregon PRIMA? Yes, Eva LaBonte, Bryan Aalberg, Casey Adair at Washington County

Describe the Program or Person which has made a significant achievement in Risk Management below:

Washington County was working on process improvements that would reduce claim frequency and severity but still document incidents that did not warrant filing a workers' compensation claim in order to utilize risk mitigation to avoid future incidents. The County researched different options and chose to implement a medical triage program that is fully integrated with a claims program. The County chose CorVel Corporation as their TPA in 2016 for the self-insured workers' compensation program, and enrolled in the 24/7 claims reporting through their nurse-based employee injury call center. The Washington County Risk Management Division visited all departments and divisions at the County, explained the change in injured-worker reporting and discussed the benefits of the program, including instant access to medical care, more timely claim filing and less paperwork, and providing a trained medical professional any time of the day or night to help determine the best course of treatment. They developed a new Injured Worker Guide (attached) and flow chart (attached) to further explain the process. The goal was to ensure that each and every injured employee called this service to report injuries. Since implementing 24/7, Washington County has received over 95% of claims through the call-in line - over 250 incidents have been reported through the 24/7 ca center. On over 50% of the calls that have come in, a nurse has been able to help the employee receive first aid care rather than seek medical treatment, dropping claim volume in half. With many of the County's employees working after normal business hours, it is a major benefit to have a nurse inform an employee that they can simply treat using first aid, and nurse then calls the employee the next day to see if the injury is getting better or if they then need to seek treatment. Whenever an employee calls, a report is generated and sent to the County and a workers' comp claim is automatically filed if the employee seeks medical treatment, making the claim process much smoother for the employee and the County. Washington County has saved an average of \$350 on claims filed during normal business hours and over \$890 on after-hours claims. This vision has come to fruition and injured workers have been engaged at the early stages of a claim which has given them the right care at the right time.

Describe the member(s) responsible (include responsibility, background and/or any other relevant information:

The implementation was truly a group effort and credit for its success cannot be attributed to one individual. JD Taylor, Marc Goldsticker and Maria Walsh at CorVel Corporation and Eva LaBonte and Bryan Aalberg at Washington County are all involved. Bryan has managed workers' compensation for over 10 years and Eva managed the workers' compensation program for a Fortune 100 company before coming to Washington County.

Nominating person: Eva LaBonte



Injured Worker Guide



Call the 24/7 Employee Injury Call Center:

877-764-3574

Employee

Make your supervisor aware of the injury regardless of the severity and report your injury by calling the Injury Call Center.

The call-in nurse will assist you in taking the injury report and seeking medical attention if necessary.

If there is an airborne or bloodborne exposure, the nurse may direct you to contact Occupational Safety Health & Wellness for further instructions at 877-436-7669.

If you seek medical attention, have medical provider complete the attached Physician's Release Form and ensure they complete it.

Turn in copy of the completed Physician's Release Form and all other relevant medical paperwork to your supervisor ASAP.

Continue to turn in copies of Physician's Release Forms to your supervisor until you are released to regular duty.

Supervisor

Send a copy of all relevant medical forms to Bryan Aalberg at x4479 in Risk Management via email or MS 11.

If employee is hospitalized overnight, immediately notify Bryan Aalberg at x4479. If after hours, Eva LaBonte: 503-516-1668 or Bryan Aalberg: 503-515-6296.

Complete the Supervisors Investigation Report and return to Risk Management via email or MS 11.

For any questions about employee work status and/or coding timesheets, contact Bryan Aalberg at x4479.

Injury

Employee Injury, Illness or Exposure Occurs

Employee Notifies Supervisor

Call 911 if employee needs immediate emergency medical attention.

Information Intake

Employee & Supervisor:
Call Corvel Employee Injury Call Center
877-764-3574

Employee & Corvel Nurse:
Will determine if medical treatment is necessary:
Treatment No-Treatment Exposure

Supervisor:
Supervisor collects details and generates Supervisor's Investigation Report

If Medical Treatment:
Nurse transfers to Claim Intake to generate claim

If No Medical Treatment:
Corvel Nurse generates a record of injury
Corvel Nurse generates a record of injury

Employee:
Brings medical "Release to Work/Physician's Release Form" to doctor, gets it completed and returns it to supervisor

Corvel sends copy of injury record to Supervisor and Safety Analyst Casey Adair
Records are maintained in the system in case employee does seek medical later

If Blood or other Exposure:
Corvel Nurse transfers to Exposure Service to determine next step
877-436-7669

Investigation

Supervisor:
Supervisor collects completed Supervisor's Investigation Report, "Release to Work/Physician's Release Form" and any other supporting documentation for routing

Supervisor:
Turns in "Release to Return to Work/Physician's Release Form" and Supervisor's Investigation Report to Risk by email to: [Brvan Aalberg@co.washington.or.us](mailto:Brvan_Aalberg@co.washington.or.us) or MS 11
At Sheriff's Office send reports to: [Tammy McVean@co.washington.or.us](mailto:Tammy_McVean@co.washington.or.us) or MS32

Return to Work

Risk Management:
If Supervisor is not made aware of injury at initial intake, Risk will forward information to begin investigation and track work status.
Risk will continue to coordinate with the supervisor the status of the claim until closed.