



# Managing the Health and Wellness of Today's Workforce

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# Workforce Management Topics

- ▶ Discuss the 4 Generations in today's workforce
- ▶ Identify strategies for managing the health and wellness of today's workforce, with emphasis on the aging worker
- ▶ Identify ways to reduce healthcare costs and workers' compensation claims



For the first time in US history  
there are 4 generations in the  
workplace



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# TRADITIONALISTS

## 1900 – 1945

### Influences:

- The Great Depression
- The New Deal
- World War II
- The G.I. Bill
- The Cold War
- The Atom Bomb

### People in the News:

- Frank Sinatra
- Ella Fitzgerald
- FDR
- Jackie Robinson
- Henry Ford
- John Wayne
- Joe DiMaggio



# TRADITIONALISTS

## 1900 – 1945

### Traits:

- Loyal/Civic Minded
- Patriotic
- Hard Working
- Fiscally conservative
- Faith in Institutions
- Work for same employer
- Make do or do without
- Practical
- Respect Authority

### Growing Up:

- Disciplined
- Conformers
- Personal sacrifice
- Children should be seen and not heard

# Baby Boomers

## 1946 – 1964

### Influences:

- Booming birthrate
- Economic prosperity
- Vietnam
- Watergate
- Assassinations
- Civil rights movement
- Women's movement
- Sex, drugs, rock & roll

### People in the News:

- John F. Kennedy
- Martin Luther King, Jr.
- Rosa Parks
- The Jackson Five
- Elvis
- The Beatles
- Neil Armstrong



# Baby Boomers

## 1946 – 1964

### Traits:

- Confident
- Independent
- Self-reliant
- Competitive
- Question Authority
- Idealistic
- Optimistic
- Relish long work hours
- Defined by professional accomplishments

### Growing Up:

- Stay-at-home moms
- Suburbs
- TV
- Play well with others

# GENERATION X

## 1965 – 1980

### Influences:

- Divorce
- Lay-offs
- AIDS
- Personal computer
- MTV & Cable TV
- The Challenger
- Missing children on milk cartons
- 24 hour media

### People in the News:

- Bill Clinton
- Bill Gates
- Michael Jordan
- Nelson Mandela

# GENERATION X

## 1965 – 1980

### Traits:

- Independent
- Resourceful
- Entrepreneurial
- Adapt to change
- Skeptical
- Work/life balance
- Self-reliance

### Growing Up:

- Working Moms
- Latchkey kids
- Divorce
- Microwave
- Videogames
- MADD



# MILLENNIALS

## 1981 – 1999

### Influences:

- Fall of the Berlin Wall
- Sept. 11<sup>th</sup> events
- Connected 24/7
- Ipod, Ipad, Smart Phones
- Violence close to home
- Drugs and gangs
- Hurricane Katrina
- Virginia Tech shooting

### People in the News:

- President Obama
- Backstreet Boys
- Oprah Winfrey
- Britney Spears
- Mia Hamm
- Serena & Venus Williams
- Mother Teresa

# MILLENNIALS

## 1981 – 1999

### Traits:

- Globally concerned
- Diverse/Inclusive
- Cyber literate
- Media savvy
- Realistic
- Confidence
- Entitled
- Most educated

### Growing Up:

- “You are special”
- Helicopter parents – (Boomer parenting)
- “Black Hawks!” (Gen X parenting)
- Involved Dads
- Packed schedules





TRADITIONALISTS

BABY BOOMERS

GENERATION X

MILLENNIALS

**COMMUNICATIONS**

Face to Face  
Formal  
Memo

In Person Formal  
Memo

Email/ Cell  
Phone

Text  
Messaging

**FEEDBACK**

No News is  
Good News

Once a year  
Review with  
documentation

Instant,  
Immediate  
feedback

Individualized  
Feedback at  
the push of a  
button!

**REWARDS**

The  
satisfaction  
of a job well  
done

Money, title, the  
corner office

Freedom is  
the ultimate  
response

Work that  
has meaning  
for me!

**BALANCE**

Support me  
in shifting  
the balance

Help me balance  
everyone else &  
find meaning  
myself

Balance  
now, not at  
60

Flexibility so I  
can balance  
all my  
activities

# How to build collaborative and rewarding workplace relationships:

- ▶ Avoid age stereotypes
- ▶ Make an effort to work inclusively and collaboratively
- ▶ Seek out mentoring opportunities at work
- ▶ Talk about generational issues with co-workers
- ▶ Be willing to share control
- ▶ Help each other out, especially during times of pressure and stress
- ▶ Turn traditional roles upside down
- ▶ Use humor to bridge gaps
- ▶ Show your appreciation



# Occupational Medicine–What We Do

**We save lives...before they know they need to be saved!!!**

- ▶ We are experienced in occupational medicine.
- ▶ We understand the importance of balancing good health care decisions with sound business sense.
- ▶ We understand the importance of returning an employee to work as soon as it is safe—whether it is to full or transitional duty.

# WorkCARE – Medical Evaluations

- ▶ Walk-in and Appointment Services
  - Medical Evaluations
    - Pre-employment Physicals
    - DOT & CDL Physicals
    - Hazmat Physical Exam
    - Firefighter Exams
    - Post-offer Physical Function Testing
    - Medical Surveillance: Chemical Exposure Screenings
    - Consults on Fit for Duty Decisions



# WorkCARE – OSHA Compliance Examinations

- Respirator Fitting & Clearance Testing
- Audiometric Testing (with and without interpretation)
- Vision Screenings
- Pulmonary Function Testing (Spirometry)
- Urinalysis



# WorkCARE – Substance Abuse Testing

- Certified Medical Review Officer (MRO) used for Drug/Alcohol Screen Results
- 5, 9 or 11 Panel Drug Screen
  - (rapid capability for 5 and 9)
- Collection Only
- Random and Consortium Drug Screens
- DOT Drug Screen
- Breath Alcohol Testing (DOT and no-DOT)
- Hair Sample



# WorkCARE – Wellness & Prevention

- Vaccinations/Immunizations
  - Flu
  - Tetanus
- Screenings:
  - TB testing
  - PSA
  - Blood Lead Level
  - Titers
  - Cardiac stress testing



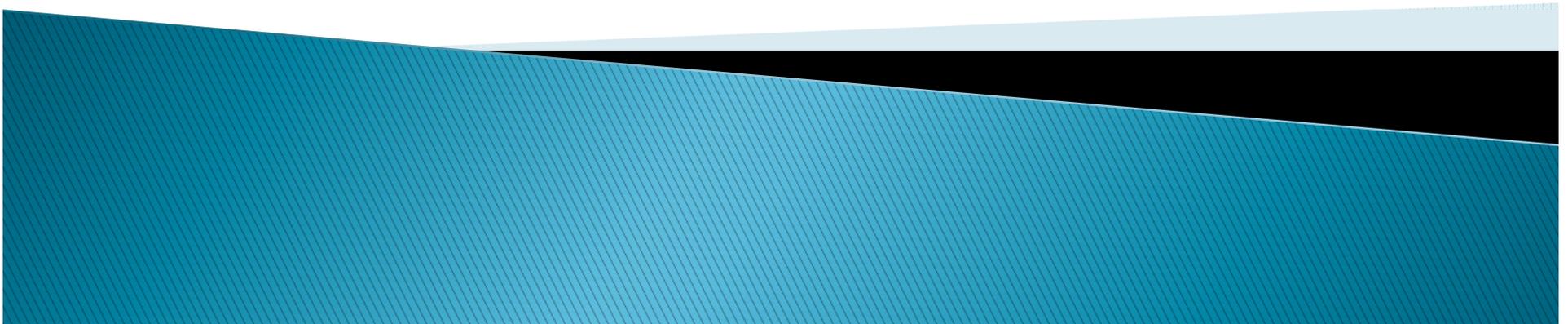
# WorkCARE – Laboratory & Radiology

- X-rays
  - Chest
  - Lumbar/Spine
  - Extremity
  - X-ray Analysis
- MRI
- EKG
- Blood Testing
  - Complete Blood Count
  - Chemistry Levels



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# WorkREADY – Preventative Services

- Physical Job Demand Analysis
- Pre–Employment and Post–Offer Testing
- Physical Agility Baseline Testing
- Ergonomic Risk Analysis & Correction Planning
- Early Intervention Services
- Educational Sessions



# WorkREADY – Reactive Services

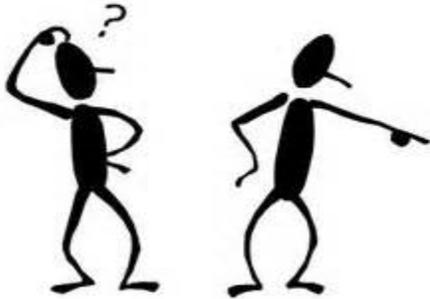
- Work Injury Navigation Program
- Innovative Injured Worker Therapy Services
- Functional Capacity Evaluations
- Fit For Duty Testing



# WorkREADY

## Job Demands Analysis

Where does a company begin?



**JDA**– The starting point

# WorkREADY

- ▶ JDA provides a valued service for the employer as well as the employee
  - Provides that basis for determining the essential functions of a particular job in order to develop a post-offer employment test
  - Creates an objective document that the employer can provide to a Dr. in the event of an injury, which will assist the Dr. in writing appropriate return to work recommendations

# WorkREADY



## Post Offer Testing

- Gather baseline data on employees
- Employees are less likely to suffer MSD's
- Injuries are likely to be less severe
- Reduces employee turnover
- Reduce worker's compensation costs

# WorkREADY

## Ergonomics



- Reduce costs– by systematically reducing ergonomic risk factors, you can prevent costly MSDs. With approximately \$1 out of every \$3 in costs attributed to MSDs, this represents an opportunity for significant cost savings.
- Indirect costs can be up to twenty times the direct cost of an injury.

# WorkREADY

## Early Intervention



Utilizes an on-site approach to detect early warning signs of a musculoskeletal disorder (MSD) and reduce the chances of it becoming a work related injury.

# WorkREADY

## Early Intervention



- Interact with employees on a 1:1 basis to address minor irritations and complaints prior to an injury developing
- On-site industrial therapist provides exceptional knowledge in many areas that provide value to a company.

# WorkREADY

## Industrial Therapy

Innovative approach to treating the injured worker.

Provides clear objective data to referring physician in regards to worker's functional ability.

# WorkREADY On-Site Services

- ▶ Our ala carte approach allows clients to utilize the services that best suit their needs.
- ▶ We recognize that service needs can change as our client's businesses grow and evolve and we have the ability to serve those needs along the way.

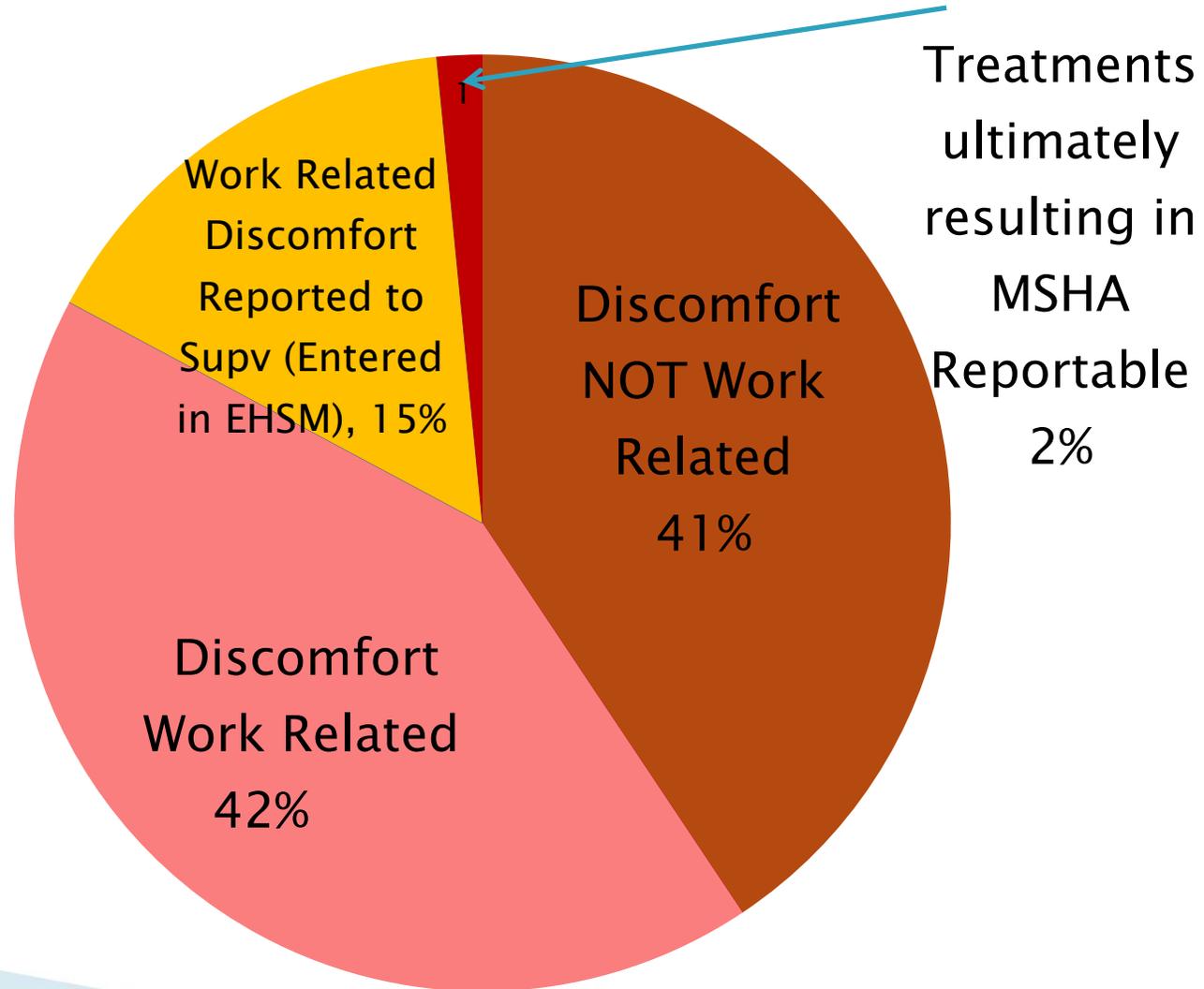


# WorkREADY On-Site Services

- ▶ Ergonomics
- ▶ Safety Programs
- ▶ Early Intervention
- ▶ Stretching Programs



# On-Site Services – Coal Mine



# WorkWELL

- ▶ Biometric Screenings
- ▶ Health Risk Assessments (HRA)
- ▶ Health Challenges
- ▶ On-site Education Seminars
- ▶ Health Coaching: Onsite and Telephonic
- ▶ Wellness Website Portal
- ▶ Quarterly and Annual Aggregate Reporting
- ▶ Claims Analysis
- ▶ Return on Investment



# WorkWELL

- ▶ Regardless of your current offerings to your employees, wellness should be a key element of any health benefits plan design you offer.
- ▶ Current studies show that wellness programs work and provide a good return on investment, especially when properly implemented and when engaged by workers.
- ▶ When considering your investment in human capital, you cannot afford not to have a wellness program in place.



# Preferred Provider Program–PPP

- ▶ In 2013, the Illinois Statute stated that work comp PPP's can be used to:
  - Allow Illinois employers to direct care for the first time.
  - Provide predictable solid medical care for injured workers.
  - Provide medical reimbursements for lower than 50% of initial billing.
- ▶ Becoming part of the PPP allows your company to direct the care of your employees.
  - When a company's employee is injured then the employee is given access to providers and facilities within the PPP network.



*General population getting older  
Workplaces not hiring as many people  
Workplace downsizing*

*The remaining workers are older*



# The Aging Worker

- *Workers getting older*
- *Repetitive tasks in static posture*
- *Stiffer... weaker*
- *Arthritis & degeneration*
- *Soft Tissue Injuries*



# The Aging Process

- *The body needs to move*
- *This sponges fluids through tissues*
- *Prolonged sitting or standing*
- *Lack of movement*
- *Reduced tissue sponging*
- *Tissues starve & dry*



# The Aging Process

- *Every day you break collagen fibers*
- *Every night these torn fibers heal*
- *They heal weaker & stiffer than before*
- *Now more likely to break again*
- *Daily buildup of weaker–stiffer tissues*
- *More likely to suffer sprains–strains*



***Age changes  
Stiffer – weaker  
Sprains – strains  
Slower recovery***



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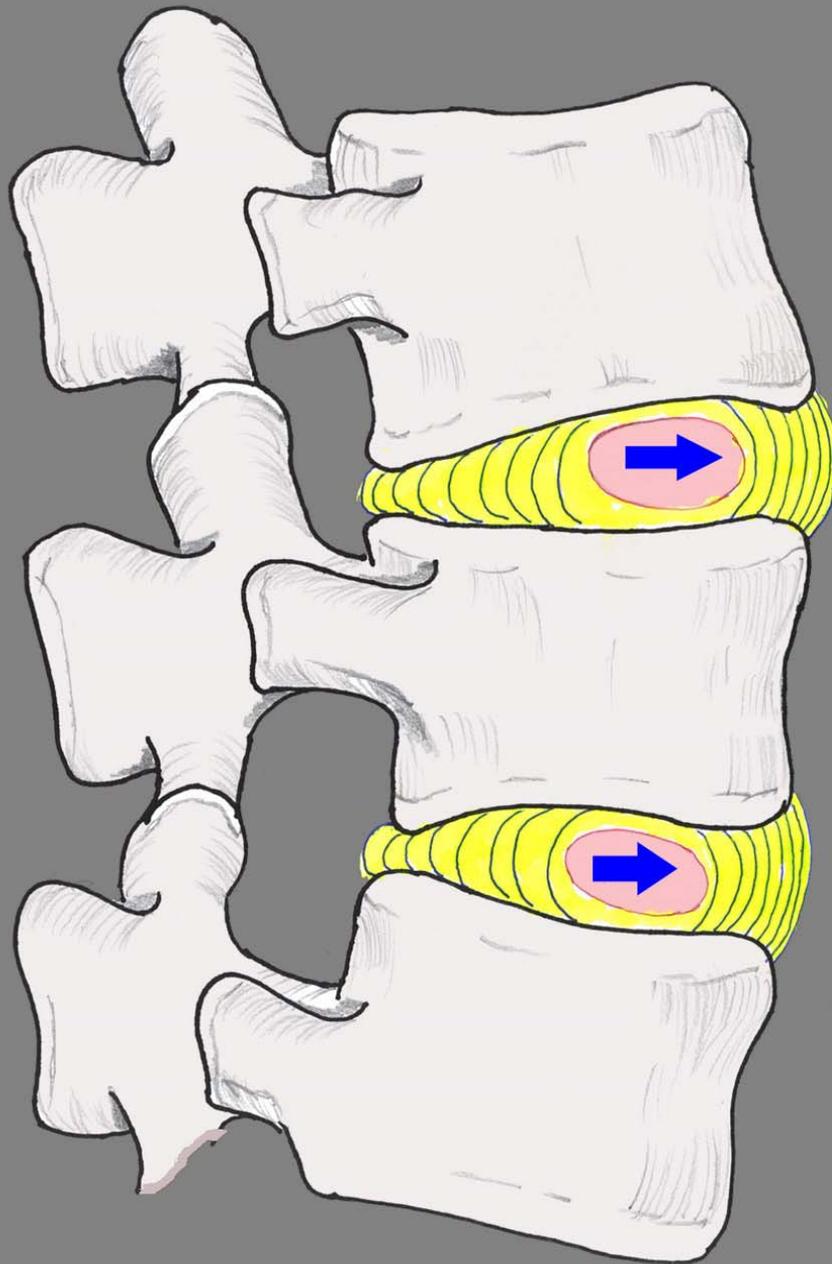
# Low Back Disorders

- ▶ *#1 lost time injury*
- ▶ *80% get it*
- ▶ *Most get better, but rarely cured*
- ▶ *More costs than cancer!*
- ▶ *Devastates lives and families*

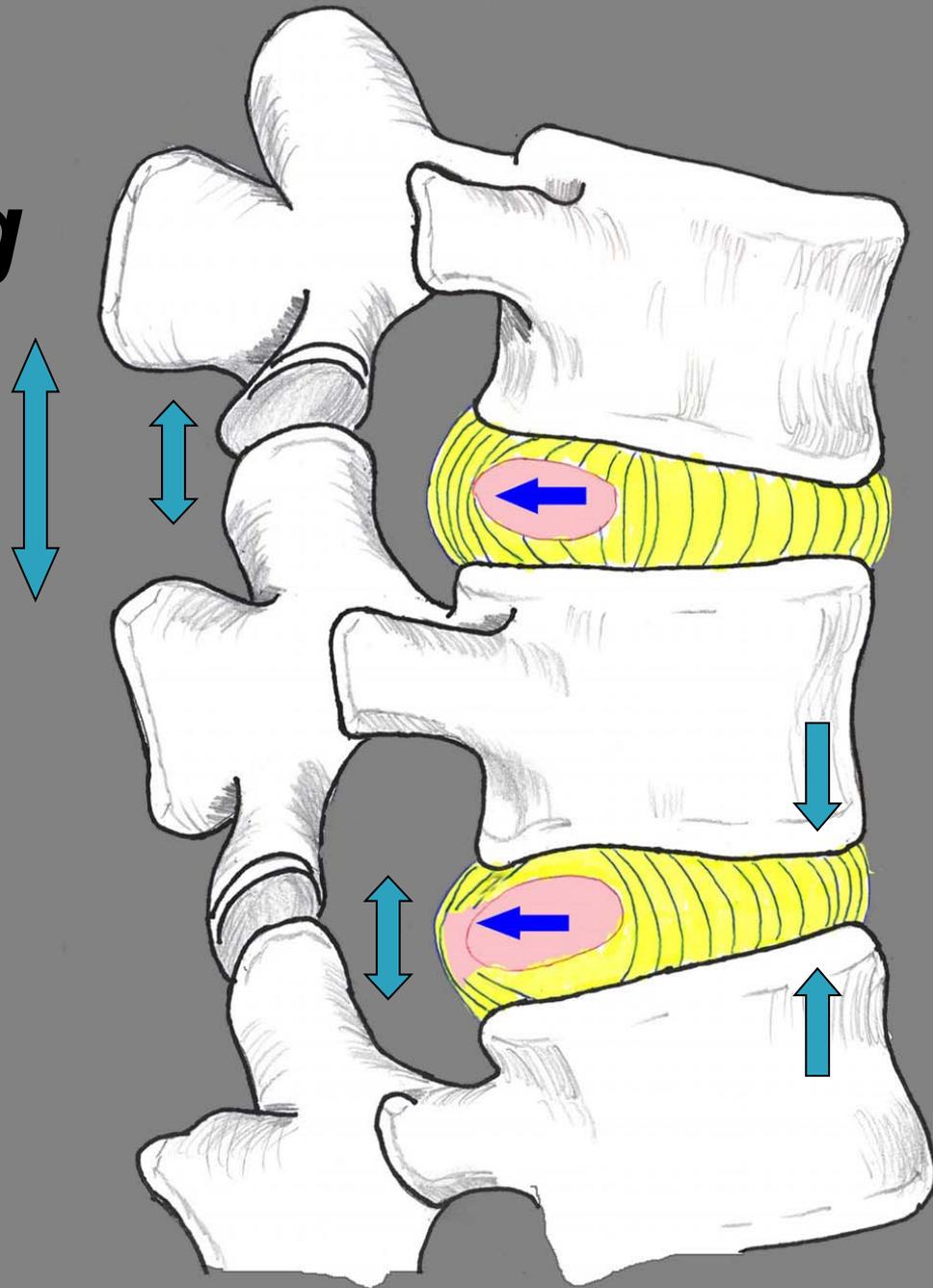


*Upright normal  
lordosis posture*

*Backward  
bending*



***Forward  
Bending***



***or  
sitting***

# What is Micro-Break Stretching?

- A 2-Minute Stretching Program
- Focused on:
  - Changing Static Postures
  - Moving
- Stretches
  - Muscles
  - Tendons
  - Soft Tissue



# What is Micro-Break Stretching? Why Do We Do It?

- Decreases Discomfort
- Improves Blood Flow
- Maintains Range Of Motion
- Minimizes Fatigue
- Minimizes Injury



# Success Stories – Municipality A

## Lost Time Days:

- ▶ 2016: 1,773
- ▶ 2017: 0

Why?: Management of light duty programs and accommodating “work as tolerated.”

Stay tuned...more to come in Shawn’s presentation this afternoon.



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**BRACE YOURSELF**



**TELEHEALTH IS COMING**

memegenerator.net

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# Next Generation of Worker's Compensation: Telemedicine

- **Effective 1/18, all states can offer telehealth**
- **33 states have telemedicine codes**
- **By 2018 80% of all employers will offer telehealth**
- **Telehealth industry predicted to grow to \$34B by 2020**
- **Medical services for a virtual clinic using Ipad, computer, etc.**





# Work Comp: Current Fragmented Landscape



# Reducing Worksite Injury Costs with Telehealth

- ▶ **Telehealth Visits Are Less Expensive**
  - Production loss and travel time are eliminated.
- ▶ **Right Level of Care**
  - The patient is receiving the right level of care to match their needs.
- ▶ **On Location**
  - Wherever the employee is located, telehealth is a phone call away.
- ▶ **Versatility**
  - Reduces the space between the provider and the injured worker, allowing for more convenient service, at a lower cost, at any location.

# TELEMEDICINE: THE NEXT GENERATION

- Old models are in jeopardy. The STATUS QUO will not survive
- There's been a lot of talk about innovation, automation and telemedicine in the Workers Compensation industry
- Little action until now

**The next two years will be exciting!**



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# Reduced Steps Back to Work

- ▶ Injury
- ▶ Supervisor Review
- ▶ Transport
- ▶ Waiting Room
- ▶ Dr. Visit
- ▶ Transport
- ▶ Back to Work

- ▶ Injury
- ▶ Supervisor Review
- ▶ Telehealth Call
- ▶ Back to Work

Scenario 1

Scenario 2

# TELEMEDICINE– Summary

- ▶ Reduce Costs
- ▶ Improve productivity and efficiency
- ▶ Increased access to care for employees



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# Summary

- ▶ Studies show that employees have better, faster recoveries when they have the right evaluations and follow up care. Our strong participation in transitional duty programs assists injured workers to recover on the job while receiving the treatment they need.
- ▶ Communication could be possibly the most important factor in getting a worker's comp claim right the first time. We understand that. So you'll never hear an automated phone message system, you will always talk with one of our staff members. We will also send a clinical Work Status Report to your worker's compensation manager the SAME DAY of the employees visit.

# Micro-Break Stretching and Ergonomics

Learning to Adapt Your Environment...

Learning to “MOVE”...

...Can lead to less discomfort and a better quality of life.



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# For More Information

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