IDMS program plan

policies & procedures

Below is a list of different policies and procedures within most companies which may be useful when developing your integrated disability management system. Keep in mind, each company is different and may not include all of these policies and/or may have others. This list is intended to assist you in getting starting.

1. Organizational Policies
* Organizational Policy for RTW
* Develop good job descriptions (that include physical requirements for work)
* Develop criteria for selecting and hiring the right people
* Develop criteria for selecting a Workers’ Comp provider
* Develop criteria for selecting an Occupational Medicine provider
* Integrated HR Interface for ADA and Fit for Duty needs
* Provision for STD/LTD
* Confidentiality Policy
* Comprehensive Injury Management Program Departmental Relationships
1. Comprehensive Injury Management Policies
* Establish Relationship with Workers Comp provider
* Establish relationship with Board Certified Occupational Physician (BCOP)
* Require BCOP to use evidence-based guidelines
* Establish Claims Management relationship
* Determine Locus of Control
* Health Management Policy (preventive)
* Create immediate single point of contact when a worker is injured
* Injured Worker Care Policy
* Immediate response to all accidents
* Non-Occupational injury policy
* Establish relationship with legal counsel
1. Procedures
* When Injury Occurs
* Early Intervention Response
* Medical Appointment Tracking/Intervention
* Initial Claims Management
* Accident Investigation
* Require injured workers to participate in the accident investigation
* Return to Work
* Service Provider relationships
* Changing Doctors
* Employee Consultation
* Dispute Resolution
* Overall CM process flow chart
* Annual Goal Setting
1. Responsibilities
* Company
* Supervisor/Line Manager
* Employee
* Case Manager
* Occ Med Provider
* Workers Comp Provider
1. Restrictive Duty Jobs List
* Transitional Duty
* Light Duty
1. Employee Education
* Management Indoctrination
* Supervisor Training
* Employee Training
* Targeted Communication to Stakeholders
1. Data Management
* Case Management Info System database
* Determine Measurement Criteria for general health
* Determine Measurement Criteria for Injuries
* Duration of disability
* Medical costs
* Indemnity costs
* Return to work data
* Employee satisfaction
* ROI
* Create/request summary reports of cases
1. Audit Workplace Health Data