

MnDOT & The Return to....

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WC Supervisor

Return to...

- He..
- Who?
- Why?



WORK?

Disclaimer



I am not an Expert!
I am not smart...

"I just don't mind talking in front of
PEOPLE or animals" -

Sue Kielty
Circa 2016

What's my point?

Taking MnDOT's current return to work program and enhancing it
How we are working through it

- *"That day, for no particular reason, I decided to go for a little run. So I ran to the end of the road. And when I got there, I thought maybe I'd run to the end of town. And when I got there, I thought maybe I'd just run across Greenbow County. And I figured, since I ran this far, maybe I'd just run across the great state of Alabama. And that's what I did. I ran clear across Alabama. For no particular reason I just kept on going. I ran clear to the ocean. And when I got there, I figured, since I'd gone this far, I might as well turn around, just keep on going. When I got to another ocean, I figured, since I'd gone this far, I might as well just turn back, keep right on going." - Forrest*

MnDOT...



- We do roads,
 - and other transportation modes
- 4,000 plus employees - professionals, technical, engineering, supervisory, office staff, field workers, heavy equipment operators for snow and ice, construction inspectors....
- Organized by districts

I do Workers' Comp



C.O. Metro District 1 District 2 District 3 District 4 District 6 District 7 District 8

Agency Workers' Comp Background

- Injury claims were handled by a variety of individuals from clerical, payroll, and professional staff in each office location
- Workers' comp was a part of other duties people were responsible for
- Different experience levels
- Harder to manage the consistency with the claims



Agency Workers' Compensation Background

- Someone with a great deal of foresight...
 - Created the Regional Workers' Compensation Coordinators concept
 - Ensured trained and knowledgeable individuals were hired
 - Workers' compensation is the sole responsibility of the positions
 - Return to work of injured employees was/is better managed



Agency Workers' Compensation

- Injury claim form processing
- Work closely with Admin Claims Representatives
- Facilitate the process for finding transitional duty work at MnDOT
- Tracking progress
- Keep lines of communication open with worker, supervisor, Admin, Corvel
- Timesheet coding and payroll adjustments



Moving forward



- Determine what we have that already exists
- What's working
- What needs to be improved
- Build upon the previous success
- Expanding our opportunities
- Lots of potential

Tools in Toolbox we already have....

What tools do you have?



Piggy-back Initiatives

Wildly Important Goal ...
Earning customer trust



Need to keep that Return to Work Program Garden Fresh

Review of the items that can and will affect our programs

What's our (general) barriers?



Customer Service Survey

Be not afraid of
your first journey
to the unknown...

MNDOT WORKERS' COMPENSATION SURVEY RESULTS 2016

Survey conducted February, 2016

Survey Overview

Survey Content Areas

Claims Management

Communication

Overall feedback

- ✓ The workers' compensation customer survey was conducted in February, 2016.
- ✓ Used snap surveys
- ✓ Survey was open for two weeks
- ✓ Focused on the individuals we serve in HR, supervisors, AMG, HRPQ, Safety in Central Office and the districts.
- ✓ 531 individuals were sent the survey
- ✓ 150 responded
- ✓ 28.25% return rate (which included one midpoint reminder)
- ✓ Respondents had the following choices:
 - Completely disagree
 - Somewhat disagree
 - Neutral
 - Somewhat Agree
 - Completely Agree
 - Not applicable
 - There were places to provide open ended comments if the respondents so chose

Customer Service Outcomes

Access
Communication
Customer Service
Process
Timeframe

Roll Out Plan

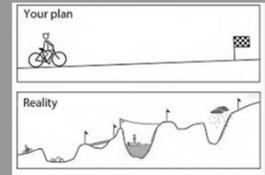
- Develop a core understanding for supervisors of their responsibilities in the injury process.
- Include and involve employees in their own injury process
- Develop understanding and accountability for all employees
- Emphasis on new employees

Our New Plan -Return to Work, Return to "ability."

- Focus initial communication efforts with our core group (supervisors)
- Ongoing communication MUST be a part of our plan and must go beyond a one-time training session
- Educate and train on the basics before we can build on more
- Use our technological resources better
- Developing a better strategy with our return to work program as far as helping us to reduce our ongoing lost time days.
 - Good at returning folks, and need to focus even more for the ongoing claims

Our New Plan

- Better inclusion/engagement of upper level managers in the return to work process
- Focus on the mechanics within the return to work process
- Internal communication importance between supervisor and employees and return to work
- Coordinators critical in the process



COMMUNICATE, COMMUNICATE, COMMUNICATE

Supervisors are Key

- Supervisory training
 - Partnering with our training folks
 - Delivery of training in 2017
- Workers' Compensation - Basics
- Workers' Compensation - Documentation
- Workers' Compensation - Return to Work



Employees

- E-learning & in-person training that highlights responsibilities in the injury process and who is involved along the way to help them;
 - Emails and packets can support, but having them be the sole source of information is not working well
- Injury reporting focus through New Employee Orientation using an e-learning and get the message out at employee get-togethers;
- Continue outreach for getting the word out at employee meetings and where ever we can



Work Inventory

- Developing a resource list of work ideas for supervisors and employees to generate ideas
 - Post on our web page
- When we have had open discussions with all that the table, we have in most cases been able to accommodate "abilities"
- Using the Jan network more to assist



Partnering

- Partner with our own internal areas whether Human Resources, FMLA, ADA
 - Pre-employment physicals and pre-work screens (from our view)
 - Improving our communication strategies with FMLA and ADA partners in our own agency



External Vendors

- Work with external vendors to develop skills in specific areas for ourselves



Wrap Up

- Much to accomplish and more to learn;
- Make adjustments as we go;
- Anticipate future assessments to determine how our changes are impacting.
- Debrief as we go so we can do a reality check
- Use our resources wisely

