

# The *INNOVATOR*

An  
MC Innovations  
Publication

## Special points of interest:

- > WCS/MCI are available for customized training for groups of supervisors or managers.
- > Employee work profiles assist in timely RTW.
- > Bite-sized loss control training now available.

## On the Road Again— Roadshows 2015

Workers’ Compensation Services and MC Innovations held four statewide regional roadshows in May and June of 2015 for the purpose of providing program updates and education for agency contacts. We enjoyed the hospitality extended to us in Richmond, Jamestown, Fredericksburg and Roanoke. 88 attendees received an update on the MCI model, program results, program changes and coming attractions. We also discussed the upcoming customer satisfaction survey. 194 agency contacts received the survey on June 30. As of July 8, we have received 45 responses. Please take a few minutes to complete the survey to ensure a valid response rate. We are anxious to hear how we are performing! Advantage Surveillance, program team partner and provider of investigative services, provided insightful information on their services and the important role of the agency. The

morning session ended with a legal update provided by the Office of Attorney General.

The afternoon session consisted of more in-depth training to include claim reporting expectations, wage chart completion, statute of limitations, and supplementary report filing.

Thanks to all those who attended. We really appreciate your participation! WCS/MCI are happy to offer our assistance and training on workers’ compensation topics for meetings to larger groups of managers and supervisors. Please contact us if you have interest.



## Employee Work Profiles

*EWP's are a great value to employers. Creating an employee work profile often results in a thought process that helps determine how critical the job is, how this particular job relates to others and identifies the physical characteristics and requirements needed to complete the essential job duties of that particular position.*

*Providing the EWP to the treating physician as soon as possible tells them exactly what the pre-injury position is and what the goal is from a medical viewpoint. Providing the physician with information on the injured worker's pre-injury position description and physical demand will assist in a more timely return to work in a modified duty and full duty capacity.*

*We rely on you to provide this document to the BC so they can provide it to the field medical consultants. In turn, the nurses bring it to the medical appointments so treating physicians have a clear understanding of their patient's pre-injury position.*

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## Agency Changes

**Don't forget to submit agency change forms so MCI knows who to contact to discuss claims.**

Our claim system houses agency contact information. This makes it easy for assigned benefit coordinators to know who to reach out to for answers to questions about your employees and their claims. As changes in personnel occur within your agency please remember to pass that information along to Workers' Compensation Services.

The agency contact addition/change form, as well as the agency address change form, is available on the DHRM website - <http://www.dhrm.virginia.gov/workerscomp/workerscompforms>

If you have any questions please contact:

Pamela Goetz

[pam.goetz@dhrm.virginia.gov](mailto:pam.goetz@dhrm.virginia.gov) or 804.786.0368

## Agency Accident Investigations

**Forward copies of any safety report, agency investigation report or any other relevant reports to MCI.**

Take good photos of the accident location as soon as possible and note the date the photos were taken and by whom. If someone tripped getting into or out of their work vehicle, take good photos of what they say tripped them. If someone fell because of snow or ice, take photos right away showing the conditions. If someone says they slipped in water, take photos of the water, the IW's wet clothes, etc. If no water then the photo will show that and it will help us understand what did or did not happen. If you have on-site security cameras be sure to pull the footage for the date and location of the accident before it is overwritten with new video.

Have any witnesses write down as soon as possible what they saw. Have complete names of witnesses and contact information available if we need it for the investigation.

Forward copies of any safety reports, agency reports or any reports relating to the accident to the BC as soon as possible.



## New Training Opportunities!

Have training needs but lack time?

“ Have employees interested in attending Workers’ Compensation Loss Control training sessions but are unable to get away from job tasks for long periods of time?

“ Have 30-60 minutes to share through a “lunch and learn” or “tailgate” styled delivery?

“ Have refresher needs for employees?

“ Have frequent employee injuries or incidents involving people property, or processes?

“ Want to provide employees with the knowledge to reduce injuries, illnesses, and reduce workers’ compensation costs?

If you answered YES to any of these questions, you’ll be delighted and excited to know about what’s coming in FY 2016.

WCS, as part of a specialized project, created bite-sized training programs to be delivered on-site, in person, for those agencies that may not have the ability to send or allow employees to participate in the traditional 3-hour knowledge center training. These topics cut right to the chase! The nuts and bolts of specific safety topics are shared from the traditional 3-hour topics. These programs can be delivered with or without a projector/PowerPoint or other presentation tools. These programs are designed to be delivered in LESS than 1-hour so lunch and learns, pass downs, staff meetings, tailgate briefings, safety committee or other meeting opportunities can now incorporate a safety and health component.

Multiple topics may even be paired together during a visit.

For more info, to schedule a session, or to suggest topic ideas contact:

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**Want to provide employees with knowledge to reduce injuries, illnesses, and reduce WC costs?**



We're on the web!

[www.mcinnovations.com](http://www.mcinnovations.com)

[www.covwc.com](http://www.covwc.com)

MC Innovations provides total program management of large, self-insured workers compensation and property casualty programs for public and private entities.

We provide management services to reduce cost and strengthen the workers' compensation program's fiscal position, improve services to the injured worker, assist agency representatives with the reporting and management of claims, and return injured workers to gainful employment.

MC Innovations

Total Program Management



If you have any questions about this newsletter or need additional information please contact:

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