

****CSRMA ALERT****

Supervisors: Their Critical Role in Workers' Compensation Claims Management and Return to Work Efforts

Effective management of workers' compensation claims is a team effort involving the injured employee, their supervisor, Agency management, the treating physician and Bragg and Associates. Unfortunately, many Agencies often fail to recognize the critical role the injured employees' supervisor plays. Consider:

Supervisors are the "Face of Management":

- Supervisors by definition represent "The Employer"
- The law holds the employer accountable for the actions of its supervisors

Supervisors are the Direct Link between Employees and Management:

Studies have shown a strong correlation between the employee/supervisor relationship and employee satisfaction and productivity. Employee's generally view their employment relationship through the relationship they have with their direct supervisor.

Supervisors have the Obligation to Execute an Employer's Duties- Complete with Full Legal Ramifications:

The failure to act or act correctly can result in penalties, fines or even lawsuits with jury verdicts of one million dollars or more!

Supervisors are Critical to the Success of Workers' Compensation Claims Management Efforts:

The supervisor is critical in executing these duties because he/she is the one with the most immediate access to the employee and these duties require immediate attention, by law.

These duties are listed on the *Supervisor Checklist** that is provided in the *CSRMA Workers' Compensation Management Program**. Some of these duties include:

- Referring the employee to *appropriate* medical care immediately
- Provide the *Employee Claim Form* with in 24 hours
- Report the claim promptly
- Conduct a safety inspection of the accident site
- Report a "serious injury" to Cal OSHA *immediately*

Supervisors are Critical to the Success of Return to Work Efforts:

- The supervisor sets the tone for acceptance of the injured worker on transitional duty which directly impacts the success or failure of return to work efforts.
- The supervisor has the most direct knowledge of modifications available to meet the restrictions provided by the treating physician.
- The supervisor has a direct knowledge about how a transitional job assignment is working out. He/she can offer valuable suggestions to improve the success of the transitional assignment.

Return to Work Policies/Programs are Required by Law:

An employer, who does not consider returning injured workers to modified work/transitional duty, faces potential litigation, penalties, increased workers' compensation insurance costs, and civil litigation.

***To access the WC Claims Management (and Return to Work) Program:** Access the CSRMA website and log on to the CSRMA Online Risk Control Resource Center, next click on "A-Z Risk Control Center", next click on "Programs/Training Materials", Last step: click on "CSRMA Workers' Compensation Claims Management Program.

To request your Log on ID and Password: Contact David Patzer, CSRMA Risk Control Advisor at 707-373-9709 or at losscontrol@sbcglobal.net

If you have Questions, or want additional Information/Training: Contact Heather Truro, CSRMA WC Claims Advocate and Return to Work Specialist at 925-922-0305 or at: htruro@comcast.net

*For More Information, Please Contact David Patzer, CSRMA Risk Control Advisor at
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