

# **Risk Management - Workers' Compensation**

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Cross-Departmental Study  
Meeting #4  
October 23, 2013

# CountyStat Principles

- **Require Data-Driven Performance**
- **Promote Strategic Governance**
- **Increase Government Transparency**
- **Foster a Culture of Accountability**



# Agenda

- **Welcome and Introductions**
- **“Reactive” Risk Management**
  - Program Update
  - Total Cost of Workers’ Compensation Program
- **“Proactive” Risk Management**
  - Wellness
  - Safety Training
- **Department Performance**
  - Montgomery County Fire and Rescue Service
  - Montgomery County Police Department
  - Department of Correction and Rehabilitation
  - Department of Liquor Control
  - Department of Transportation
  - Department of General Services
- **Wrap-up**



## Meeting Goal

- **Identify trends in workers' compensation cases**
- **Set strategy that addresses high-risk areas as identified by workers' compensation data**
- **Examine the County's current practices to proactively reduce workplace injuries**

## Desired Outcome

- **Reduce the number of workplace injuries and illnesses across the County through proactive risk management**

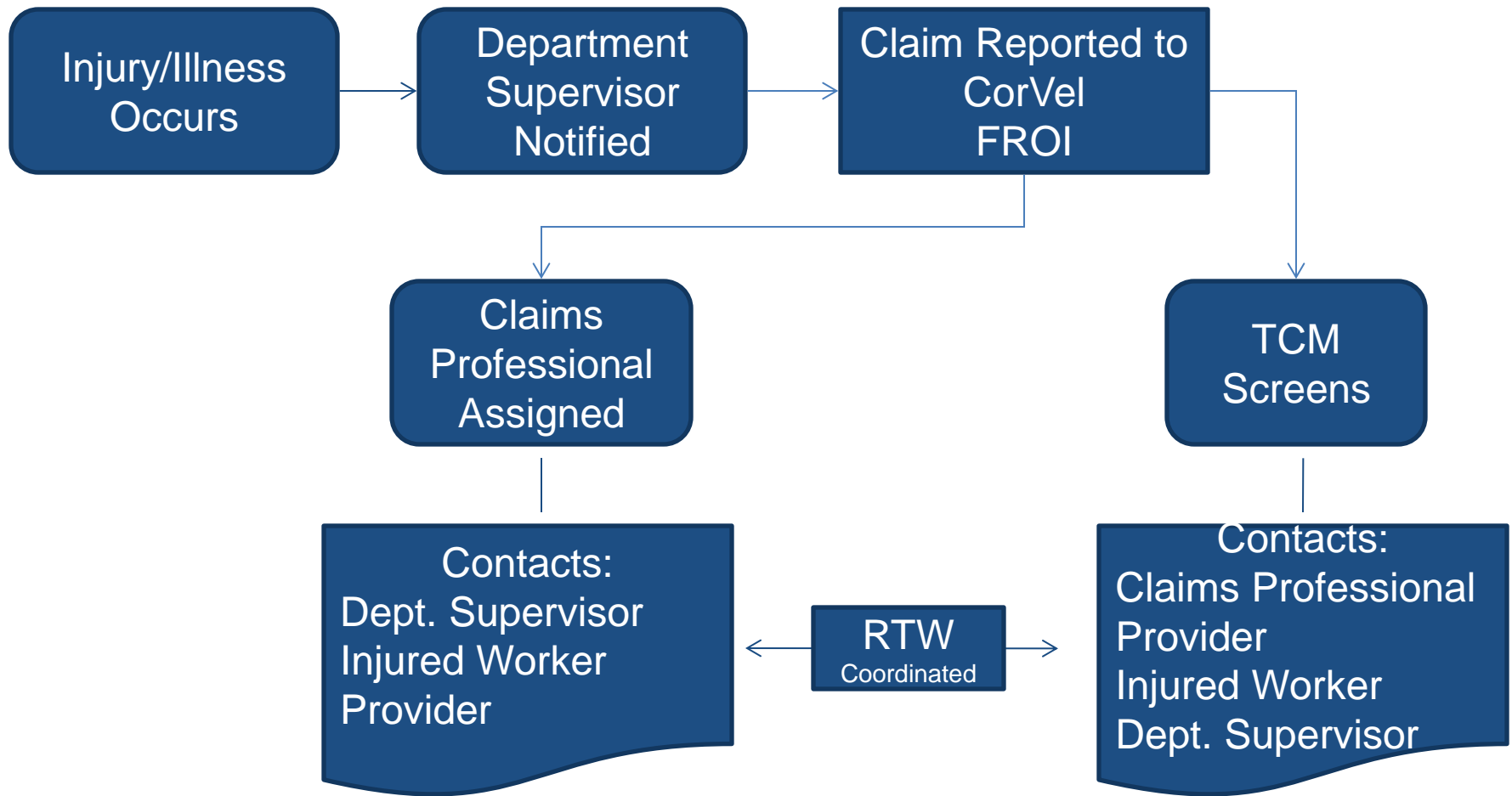


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# The Workers' Compensation Process



*FROI = First Report of Injury  
MCSIP WC – TCM Workflow*

*TCM = Telephonic Case Management*

*RTW = Return to Work*

*Diagram provided by Finance-Risk Management*

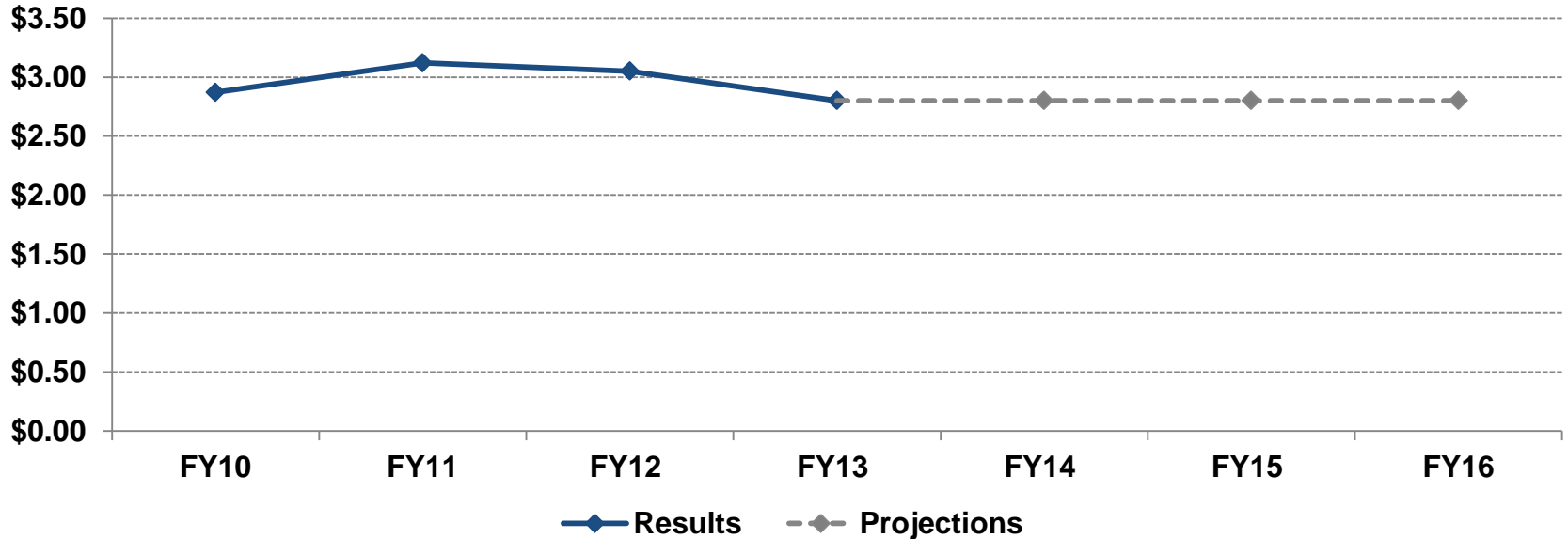


# Changes to Workers' Comp Program since FY10

- **Transitioned to a new Third-Party Administrator (TPA) in FY13**
  - CorVel was chosen to be new TPA
  - After the initial transition period, CorVel has brought stability and experience to the workers' compensation claims program
  - As of June 2013, claim processing statistics have improved significantly:
    - Bills are being paid on average of 8 days (45 days allowed by COMAR)
    - 95% of compensation determinations are being made within 14 days
    - 91% of injured workers are contacted within 24 hours
  - CorVel has added staff above the required contract levels and added an additional claim unit
  - New claims manager has instituted an aggressive training program for CorVel's claims professionals
  - Allows for centralized services for all aspects of the program and greater control through a single platform with:
    - Medical bill repricing
    - Pharmacy benefit management
    - Medical evaluations
    - Nurse case management



# Cost of Workers' Compensation per \$100 of Payroll



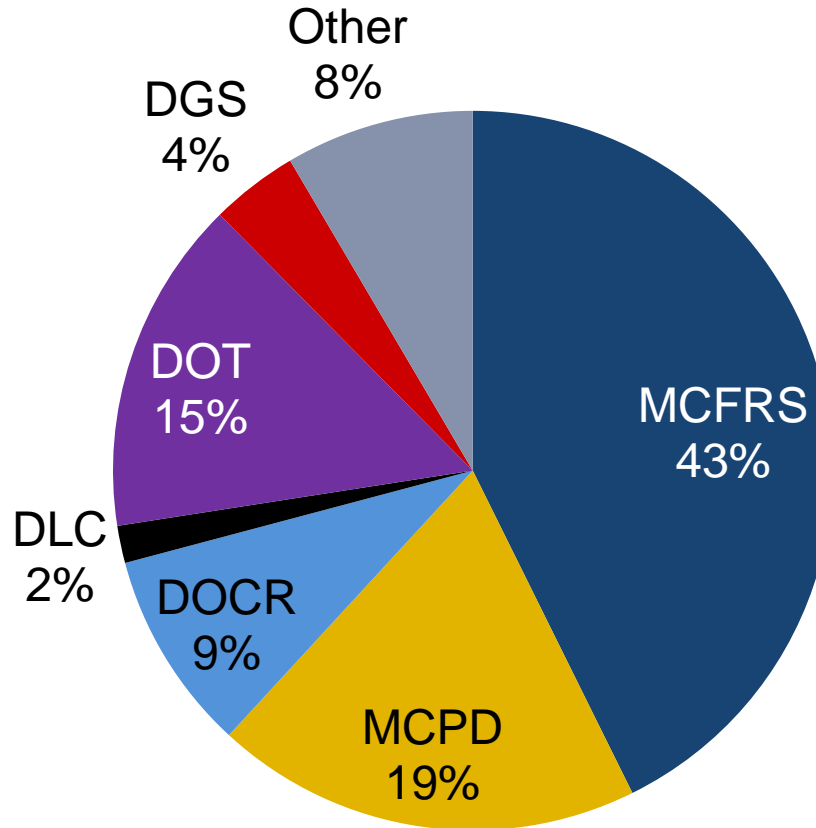
	FY10	FY11	FY12	FY13	FY14	FY15	FY16
Results	\$2.87	\$3.12	\$3.05	\$2.80			
Projections					\$2.80	\$2.80	\$2.80

From FY10 to FY13, the cost of workers' compensation per \$100 of payroll was consistently around \$3. It is expected to stay near \$3 through FY16.





# Workers' Compensation Costs Incurred by Dept. in FY12\*



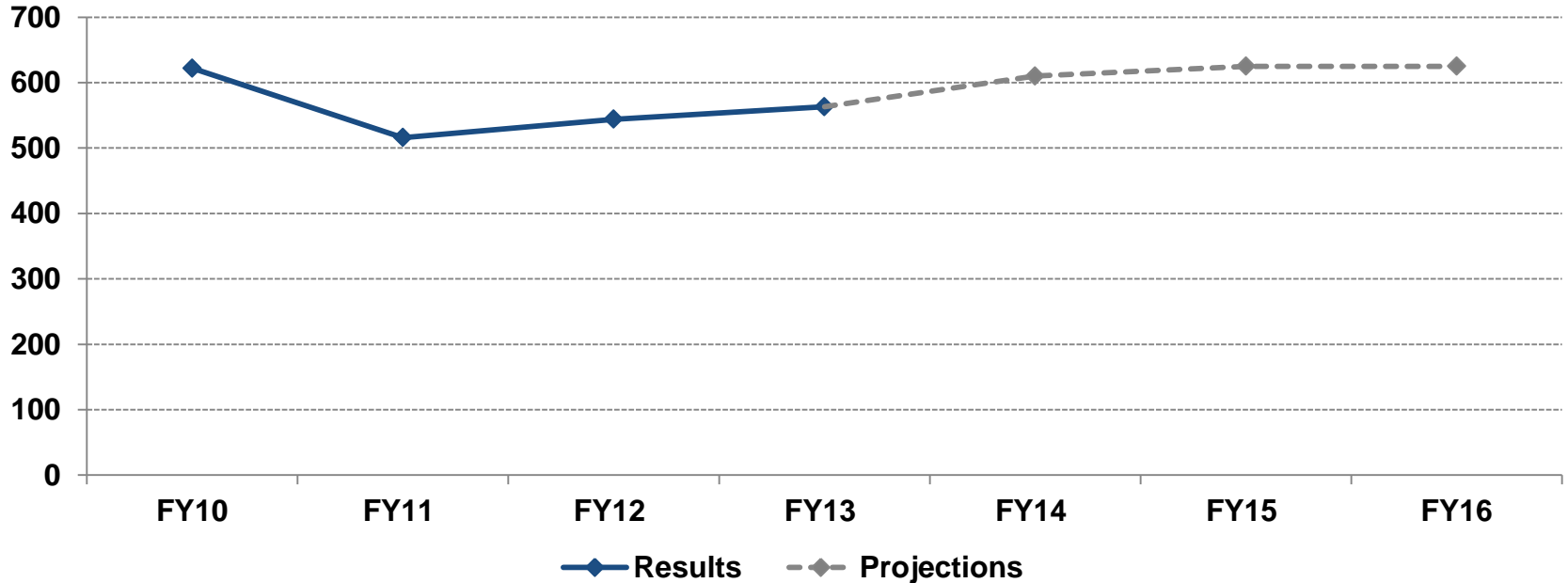
Police and FRS comprised 62% of all workers' compensation costs incurred in FY12



\*Incurred = Total Paid + Outstanding Reserves

Source: Risk Management Quarterly Reports for Incidents Occurring in FY12

# Number of Cases Resulting in Lost Work Time



	FY10	FY11	FY12	FY13	FY14	FY15	FY16
Results	622	516	544	563			
Projections					610	625	625

Lost work time cases have increased since FY11 and are expected to continue to rise



## Moving Employees off Disability and into Productive Work Assignments

- **Risk Management is in the process of hiring a new Workers' Compensation Coordinator who will provide oversight and direction of the claims process between departments and the claims service**
  - Counsel injured workers and management through the claim and return to work processes
  - Ensure the County's worker's compensation leave provisions are being correctly applied
- **Injured workers using County's PPO network can extend salary continuation up to 18 months**
  - FOP injured workers are given 18 months regardless of physician choice as set in CBA
  - Provides financial incentive for injured worker to use PPO network
  - Network providers are chosen because of their knowledge of the claim process and specialties in dealing with common injuries seen in the County
  - Injured workers can get the best treatment and return to work
- **Risk Management is working with CorVel to develop additional data reports to look for patterns in claims that may reveal injury trends**
- **Use of light duty assignments to transition back to normal duties**
  - Limited to 6 months



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# County's Wellness Initiative

- **The County hired a Wellness Program Manager in March 2013 to promote a “culture of health” in the County**
- **Wellness Program Manager has visited bus depots, ECC, fire stations, and plans to visit DOCR sites this month**
  - Visits are targeted at non-occupational illnesses prominent in each department:
    - DOCR: dealing with stress in a high-risk environment
    - DOT-Transit: focus on heart health, diabetes, and neck and back care programs
    - FRS: improving cardiovascular health as 42% of on-duty deaths were caused by sudden cardiac arrest in CY12 (Source: [National Fire Protection Association, 2013](#))
    - POL: focus on healthy eating as 57.5% of police have elevated cholesterol (Source: [U. of Buffalo Study](#))
    - ECC: focus on emotional well-being and stress reduction
    - EOB/COB employees: awareness program of health benefits to taking the stairs vs. elevator

CountyStat will examine the wellness initiative further at its 12/11/13 session



# Safety Training

- **In FY13 and FY14 (as of 10/10/13), Risk Management has held 68 safety trainings around the County**
  - Departments involved:
    - MCFRS, MCPD, SHF, DEP, DLC, HHS, DPS, FIN, REC
  - Training topics (not all listed):
    - Ergonomics (11x)
    - Fall Protection (9x)
    - OSHA 10 Hour Courses - Varying Topics (9x)
    - Accident Investigations (3x)
    - Back Safety (2x)
    - Personal Protective Equipment (PPE) (3x)
- **Trainings are only effective if the message is enforced**
  - Safety culture change starts at the top, with the key being direct line supervisors who enforce and support principles taught in safety trainings
  - Current Safety Team has resources to perform risk analysis and develop a “safety culture change” program with the message “Safety is Everyone’s Responsibility”



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- “Proactive” Risk Management

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Each Dept. Features Data On:

- Cost of WC from FY10-FY13
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- Nature of Injury
- Body Part Injured
- Age of Injured Worker
- Month Injury Occurred
- Time of Day Injury Occurred

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# Injury Claims Department Data Trends\* (1/2)

Department	% Change in WC Costs Incurred from FY10 to FY13	Top 2 Injury Sources (excluding "Other")	Top 2 "Nature of Injury"	Top 2 Injured Body Parts
MCFRS	 27%	Lifting, Motor Vehicle	Strain, Sprain	Lower Back, Shoulder(s)
MCPD	 4%	Motor Vehicle, On Same Level	Strain, Sprain	Knee, Shoulder(s)
DOCR	 10%	On Stairs, Stationary Object	Strain, Sprain	Lower Back, Shoulder(s)
DLC	 7%	Lifting, Motor Vehicle	Strain, Hernia	Lower Back, Knee
DOT	 41%	Motor Vehicle, Falling/Flying Object	Strain, Sprain	Lower Back, Shoulder(s)
DOT-Trans	 33%	Motor Vehicle, Twisting	Strain, Sprain	Lower Back, Shoulder(s)
DGS	 33%	Motor Vehicle, Lifting	Strain, Contusion	Shoulder(s), Knee
DGS-Fleet	 57%	Motor Vehicle, Lifting	Strain, Sprain	Shoulder(s), Knee

Focus on prevention of lower back, shoulder, and knee strains could significantly reduce workers' comp claims



\*All data are based on the costs incurred on claims made between FY11-FY13



## Injury Claims Department Data Trends (2/2)

Department	Trend in Age of Injured Employee (Y/N)	Trend in Month of Injury (Y/N)	Trend in Time of Day of Injury (Y/N)
MCFRS	No	Yes- August	Yes- around 9AM
MCPD	Yes- younger	No	Yes- midday
DOCR	No	No	No
DLC	Yes- age 30-39	No	Yes- 8AM-1PM
DOT	No	No	Yes- around 9AM
DOT-Trans	N/A	No	Yes- rush hours, mainly morning
DGS	Yes- older	No	Yes- early morning
DGS-Fleet	N/A	No	No- small trend around noon

Injuries tend to happen at the early parts of shifts. Reinforcing safe work habits at the beginning of every shift can help to prevent workplace injuries.



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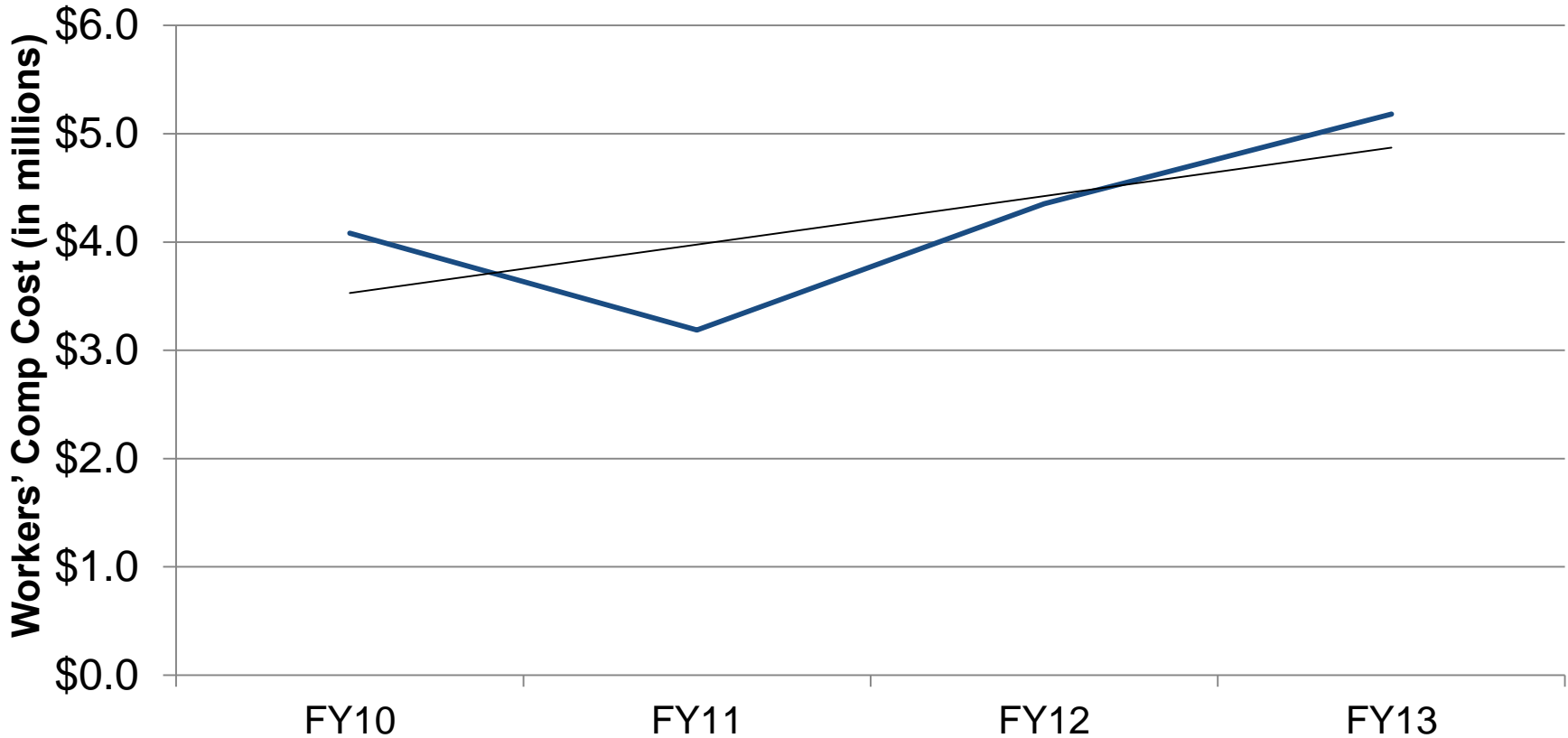
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# MCFRS - Total WC Costs Incurred in Fiscal Year

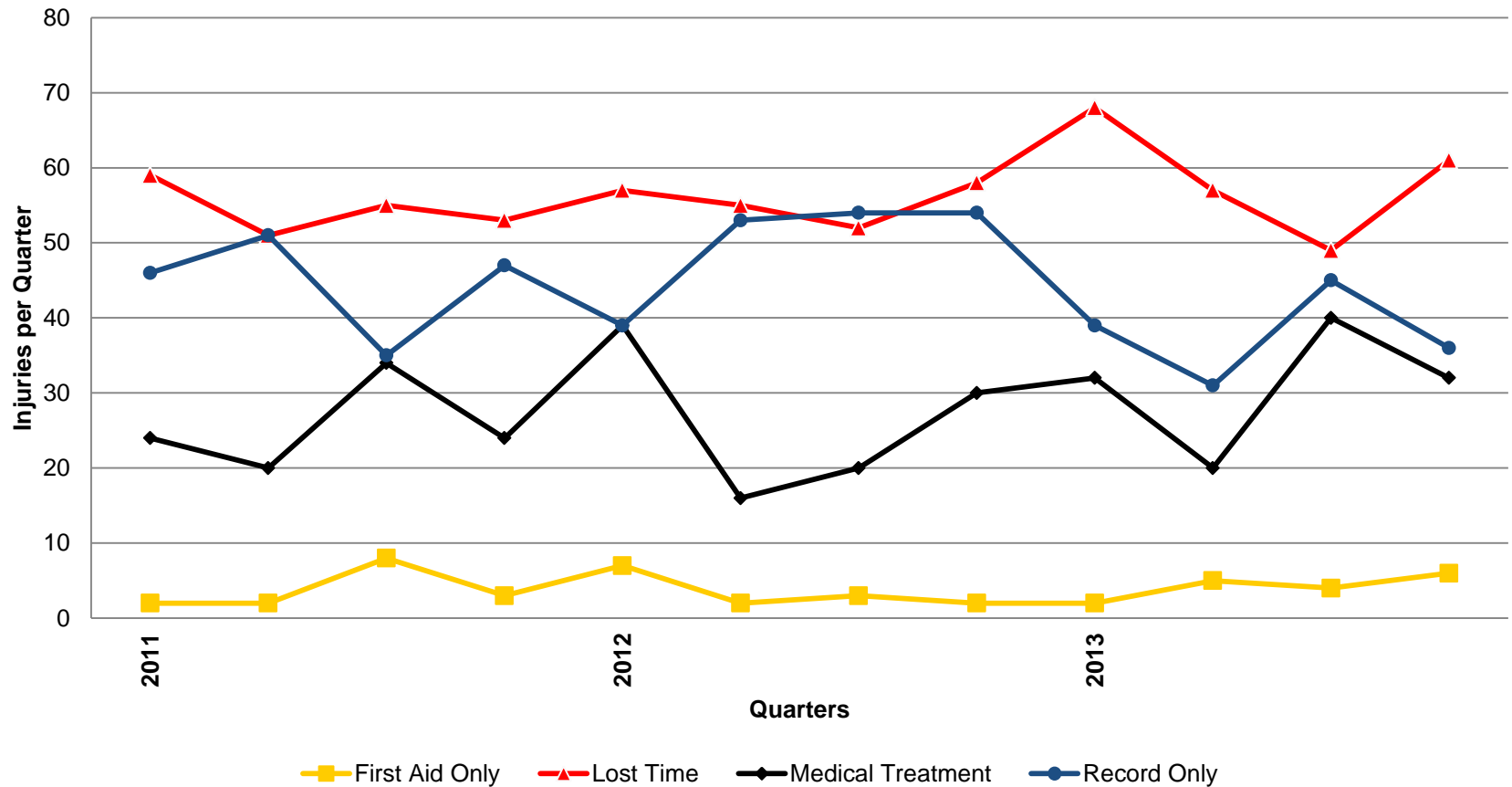


Incurred costs have increased 27% from FY10 to FY13



Source: Risk Management Quarterly Reports. For Claims Occurring during FY

# MCFRS - Injuries from FY11-FY13



MCFRS averaged 56 lost time incidents per quarter from FY11Q1 to FY13Q4



Source: MCFRS Detailed Injury Report

# MCFRS - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Other	419	24%	\$4,056,138	19%
Object Being Lifted or Handled	220	13%	\$4,013,874	19%
Motor Vehicle	103	6%	\$1,294,976	6%
Fellow Worker; Patient	160	9%	\$1,178,865	5%
On Same Level	69	4%	\$847,996	4%
Cumulative, NOC; All Other	29	2%	\$797,438	4%
On Stairs	37	2%	\$725,347	3%
Not a Physical Cause of Injury	48	3%	\$714,283	3%
Stationary Object	70	4%	\$611,039	3%
From Different Level (Elevation)	22	1%	\$544,955	3%

Focus on proper lifting and handling in MCFRS could lower MCFRS's workers' comp rate



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# MCFRS - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	625	36%	\$9,769,968	45%
Sprain	183	11%	\$3,698,462	17%
Other	105	6%	\$1,377,940	6%
Multiple Physical Injuries	16	1%	\$1,258,137	6%
Contusion	193	11%	\$693,237	3%
Hearing Loss or Impairment	28	2%	\$590,848	3%
Hernia	11	1%	\$485,975	2%
Myocardial Infarction	10	1%	\$436,848	2%
Dislocation	5	0.3%	\$389,448	2%
Cancer	14	1%	\$366,871	2%

Sprains and strains made up a plurality of injuries and a majority of costs

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



# MCFRS - Top Ten Body Parts Injured from FY11-FY13

Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Lower Back Area	258	15%	\$4,240,136	20%
Shoulder(s)	113	7%	\$3,125,660	14%
Knee	186	11%	\$3,090,661	14%
Body Systems and Multiple Body	121	7%	\$1,284,652	6%
Other	27	2%	\$1,122,109	5%
Ankle	100	6%	\$859,220	4%
Ear(s)	42	2%	\$824,962	4%
Heart	42	2%	\$810,285	4%
Multiple Body Parts	31	2%	\$632,656	3%
Elbow	45	3%	\$534,207	2%

New lower back and shoulder injuries from FY11-FY13 accounted for 34% of costs

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



# MCFRS - Top Ten Injury-Causing “Tasks”

Task	Total Injuries	% of Injuries
EMS Incident (All)	496	31%
Fire Fighting Incident	236	15%
Physical Fitness (All)	165	10%
Training Activity	155	10%
Other	118	7%
Maintenance of Building or Equipment	80	5%
Moving to/from Location on Foot	70	4%
Multiple Tasks	37	2%
Service Activities (Other)	34	2%
Office Tasks	27	2%

Physical fitness injuries primarily due to academy training and exercise performed at stations

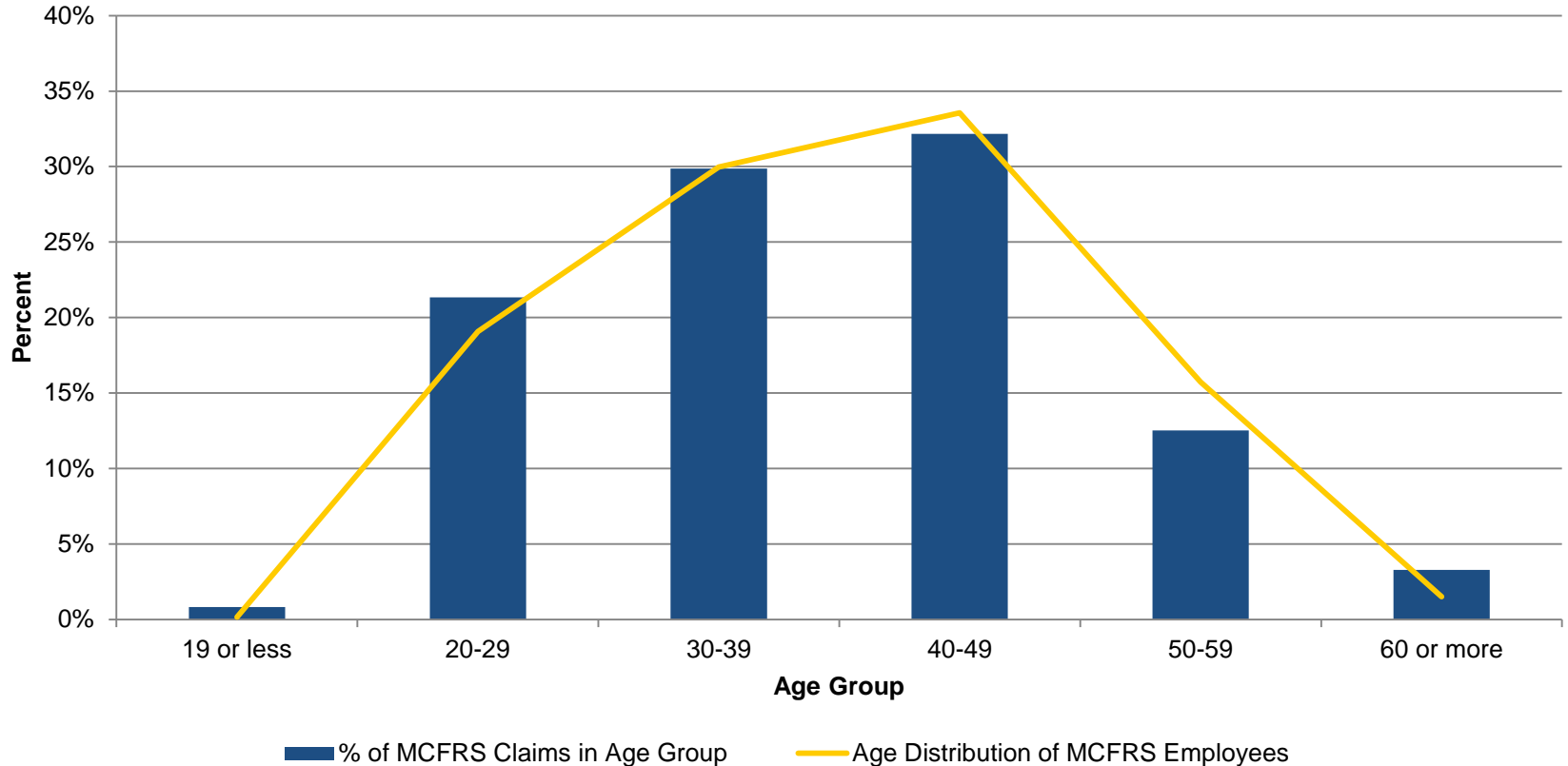


Source: MCFRS Detailed Injury Report





# MCFRS - Injuries by Age from FY11-FY13



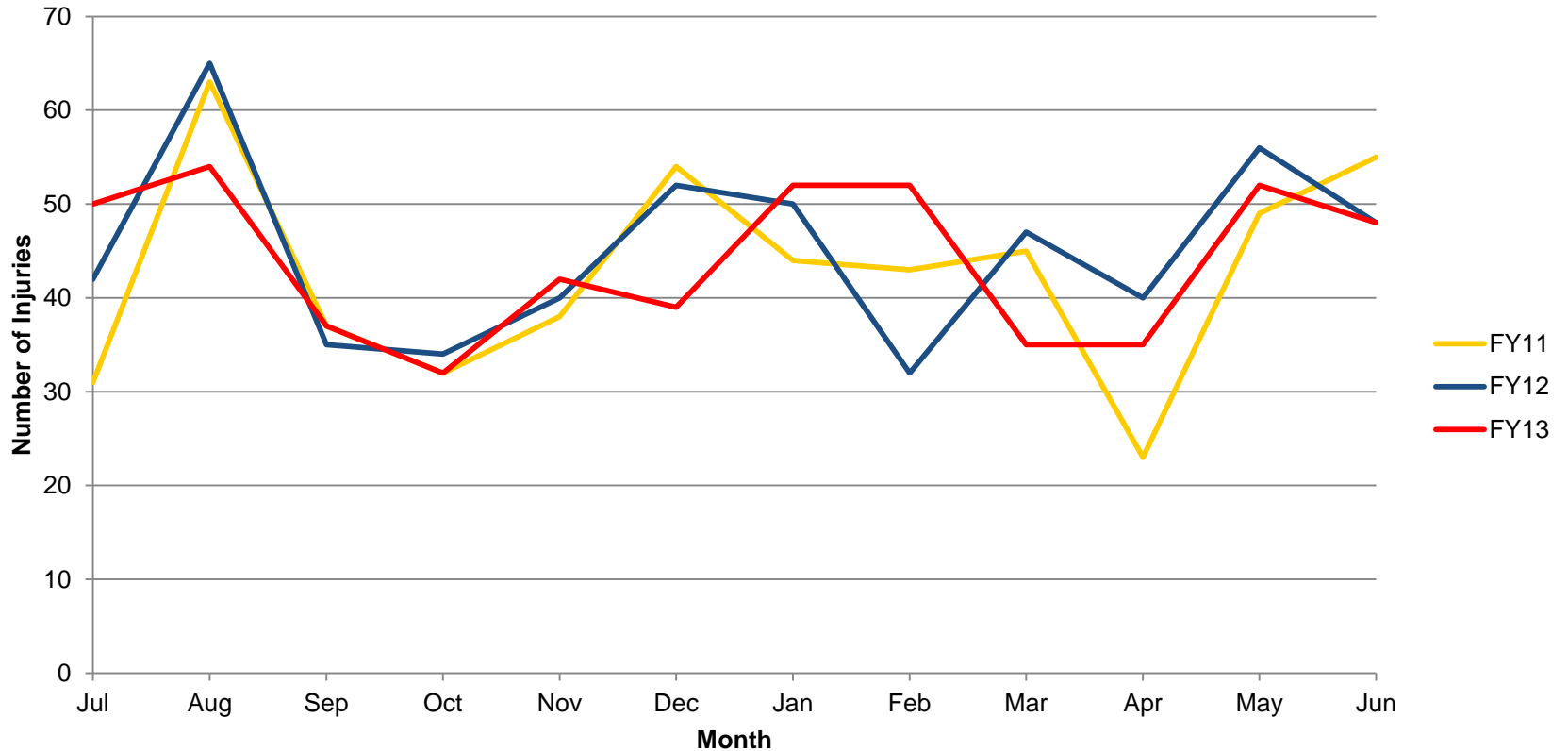
No age group disproportionately represented the number of injury claims



Sources: Risk Management Claim Detail Report. Claim status as of 10/01/2013  
ERP PMR Assignment Module. Demographics as of 06/30/2013



# MCFRS - Injuries by Month (1/2)

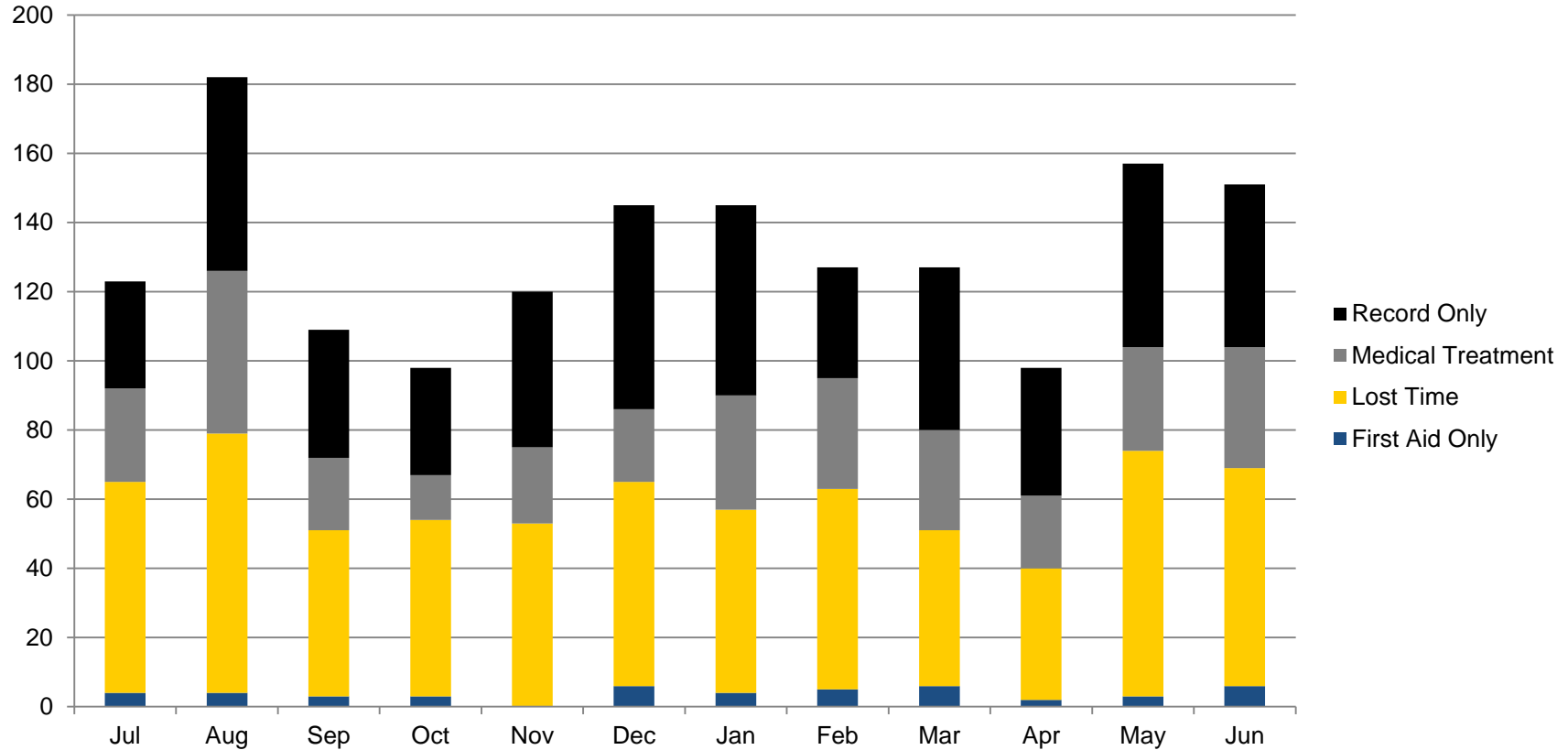


All three years saw a spike in injuries during August



Source: MCFRS Detailed Injury Report

# MCFRS - Injuries by Month (2/2)



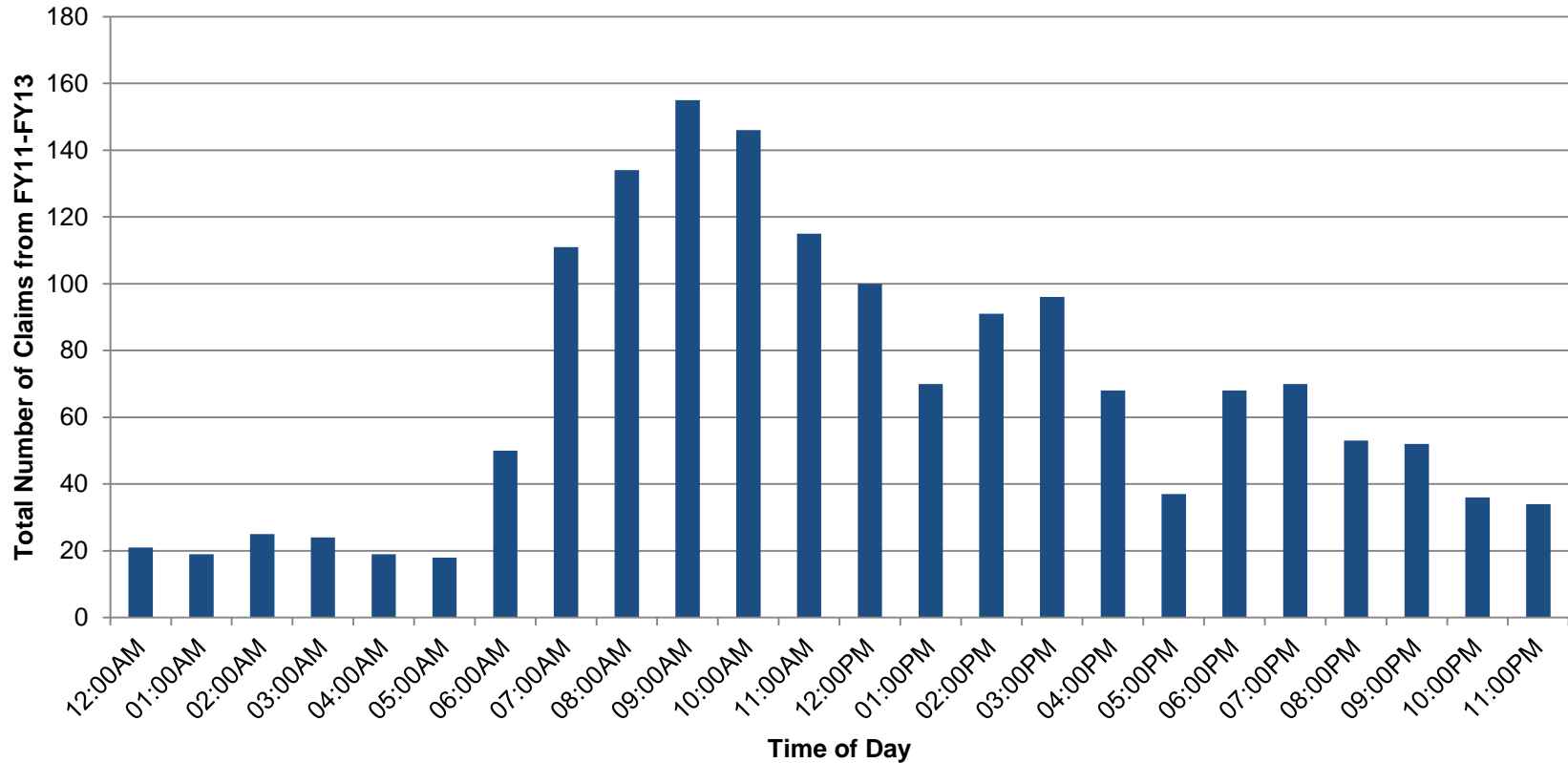
From FY11-FY13, MCFRS saw 75 lost time incidents in August. This was 19 incidents above the monthly average of 56.



Source: MCFRS Detailed Injury Report



# MCFRS - Injuries by Time of Day



Injury claims for all of FY11-FY13 peaked in the first few hours of the work day



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



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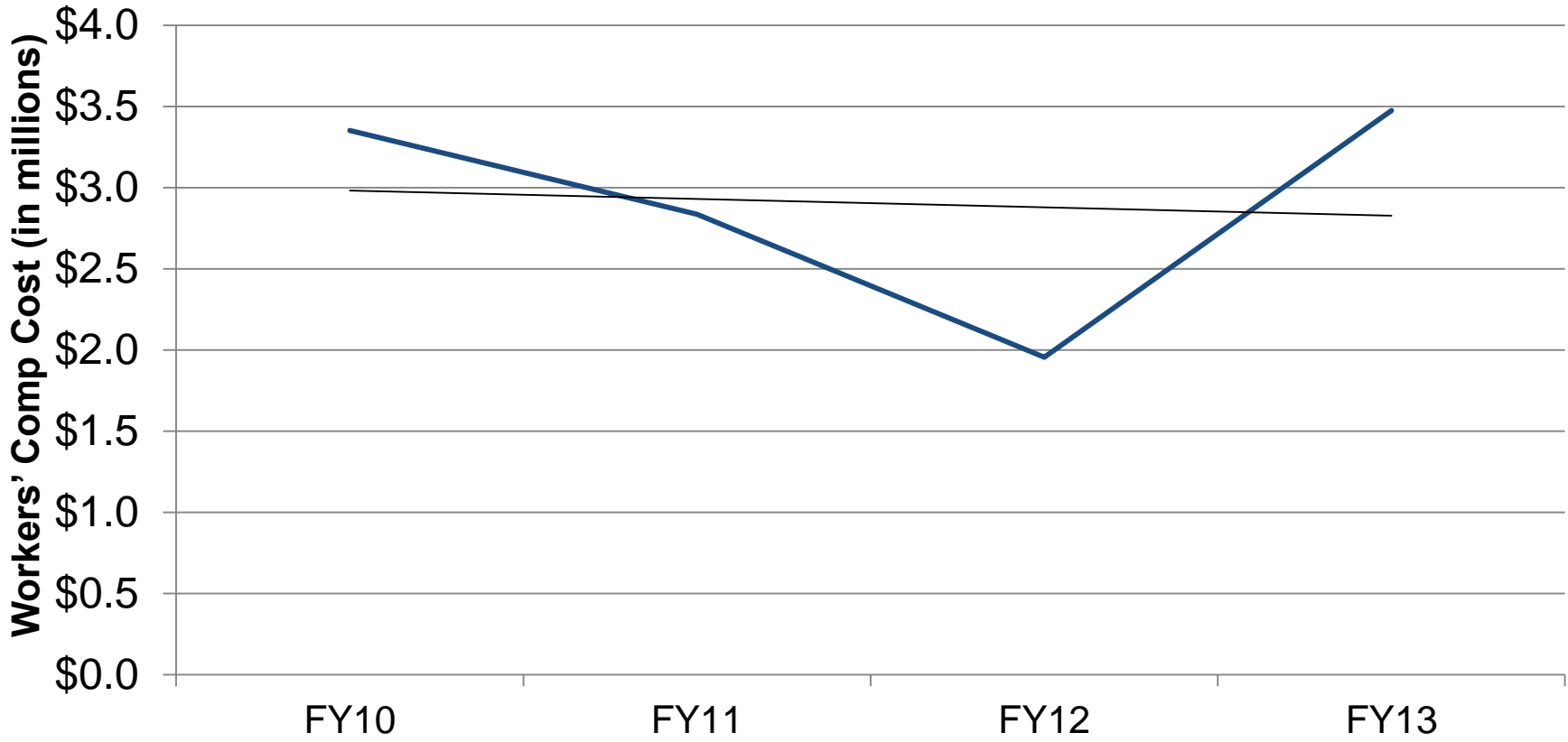
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# MCPD – Total WC Costs Incurred in Fiscal Year



Incurred costs have increased 4% from FY10 to FY13



Source: Risk Management Quarterly Reports. For Claims Occurring during FY

# MCPD - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Motor Vehicle	186	13%	\$2,485,073	24%
Other	468	33%	\$2,047,798	20%
On Same Level	95	7%	\$819,936	8%
Person in Act of a Crime	102	7%	\$716,560	7%
Object Being Lifted or Handled	54	4%	\$569,293	5%
NOC-Strain or Injury By	51	4%	\$482,258	5%
Twisting	28	2%	\$418,974	4%
NOC-Fall, Slip, or Trip Injury	21	1%	\$398,830	4%
Animal or Insect	54	4%	\$297,322	3%
Not a Physical Cause of Injury	15	1%	\$220,898	2%

Motor vehicle accidents made up nearly ¼ of all MCPD injuries

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## MCPD - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	484	34%	\$3,987,300	38%
Sprain	134	9%	\$1,666,329	16%
Contusion	205	15%	\$1,073,605	10%
Other	77	5%	\$696,826	7%
Multiple Physical Injuries	39	3%	\$636,563	6%
Fracture	25	2%	\$600,489	6%
Laceration	126	9%	\$390,441	4%
Inflammation	58	4%	\$343,328	3%
Rupture	3	0.2%	\$170,667	2%
Concussion	9	1%	\$163,839	2%

Strains and sprains comprised 43% of new injuries and 54% of costs for claims made



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## MCPD - Top Ten Body Parts Injured from FY11-FY13

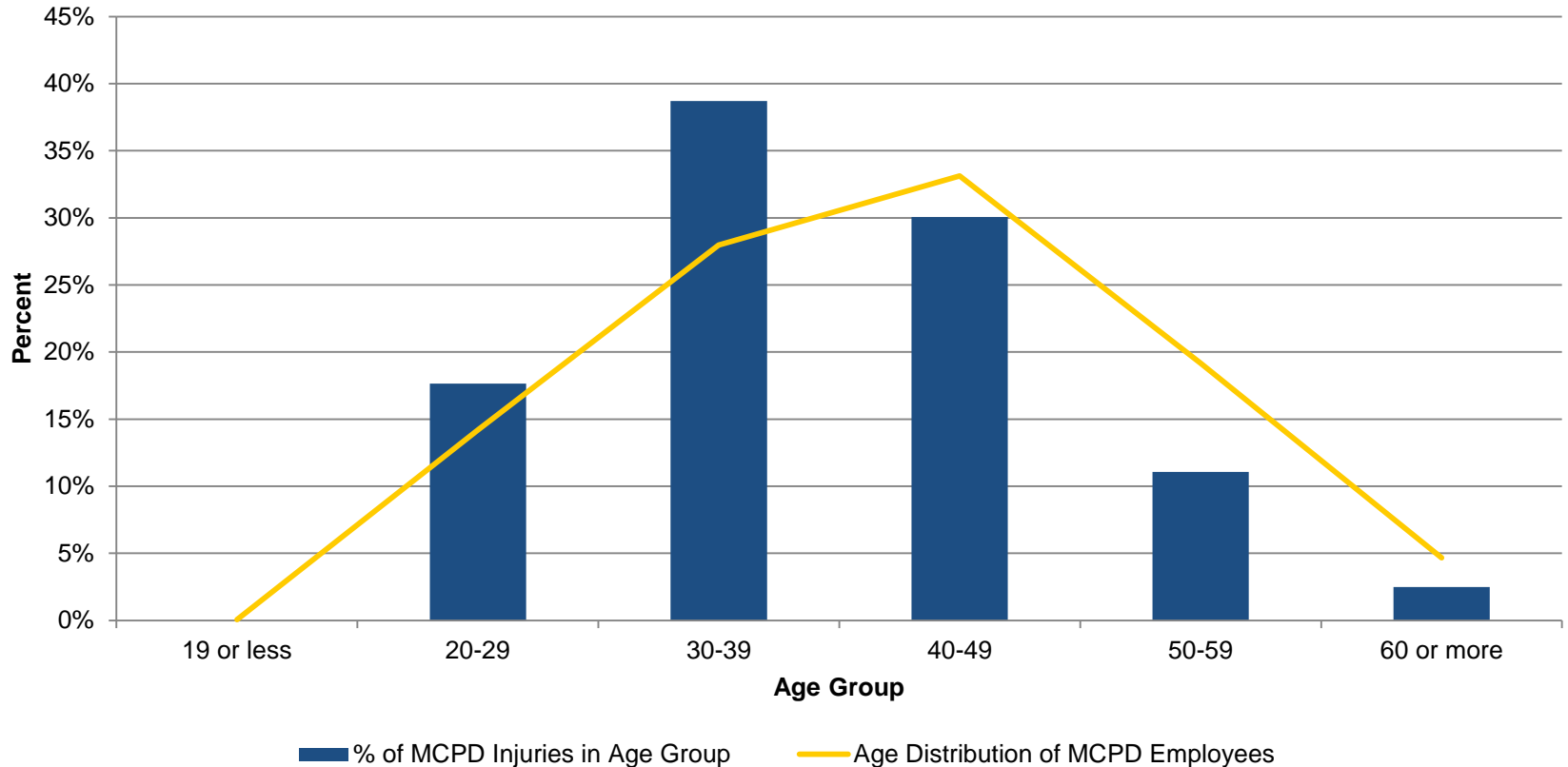
Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Knee	171	12%	\$1,376,103	13%
Shoulder(s)	92	7%	\$1,311,590	13%
Lower Back Area	134	9%	\$1,163,002	11%
Multiple Body Parts	70	5%	\$826,168	8%
Other	24	2%	\$813,830	8%
Ankle	61	4%	\$641,162	6%
Hand	114	8%	\$459,008	4%
Soft Tissue-Neck	46	3%	\$346,243	3%
Upper Back Area	21	1%	\$306,828	3%
Multiple Upper Extremities	25	2%	\$295,253	3%

New knee and shoulder injuries each covered 13% of new claim costs from FY11-FY13



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# MCPD - Injuries by Age from FY11-FY13

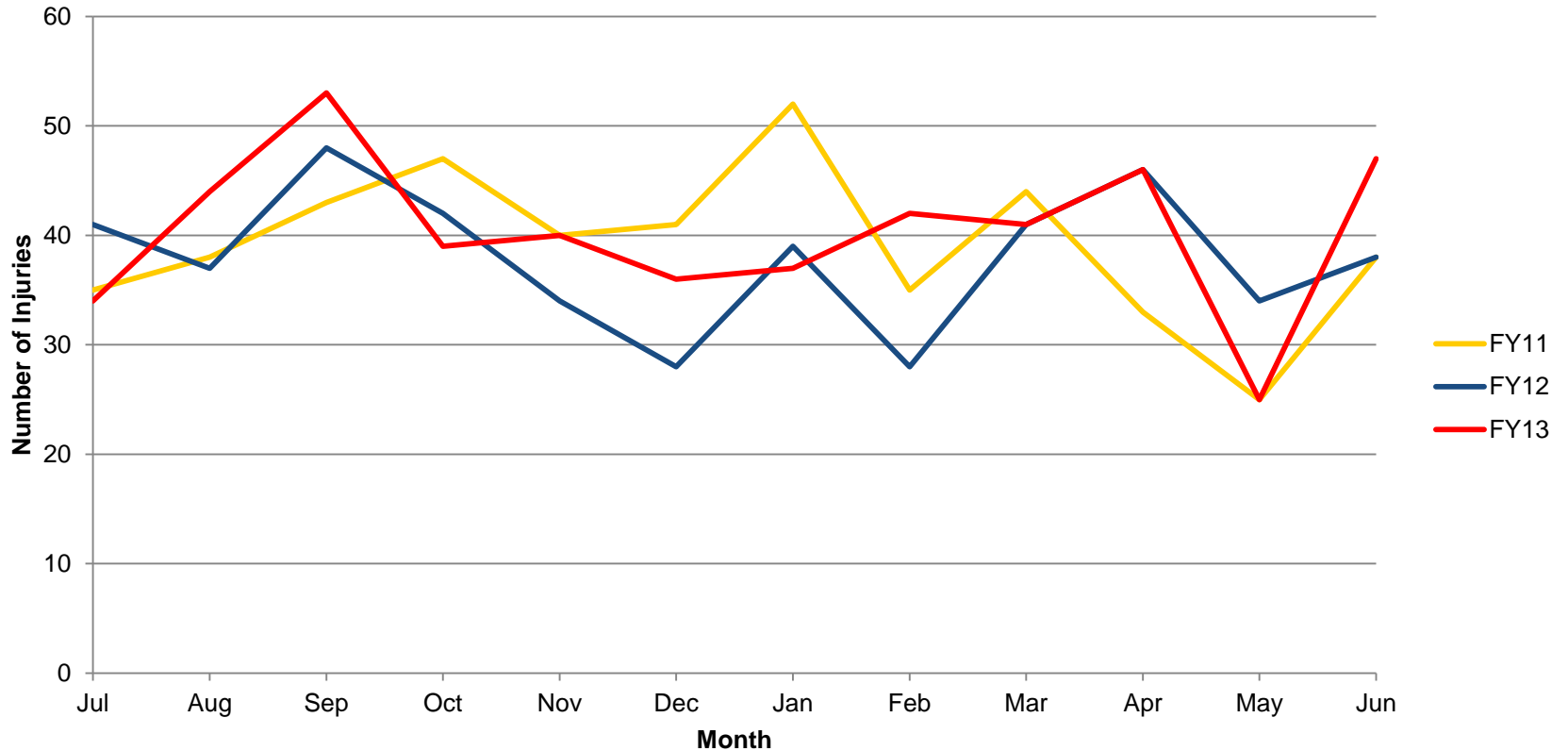


Injury claims for police skewed slightly towards younger employees



Sources: Risk Management Claim Detail Report. Claim status as of 10/01/2013  
ERP PMR Assignment Module. Demographics as of 06/30/2013

# MCPD - Injuries by Month

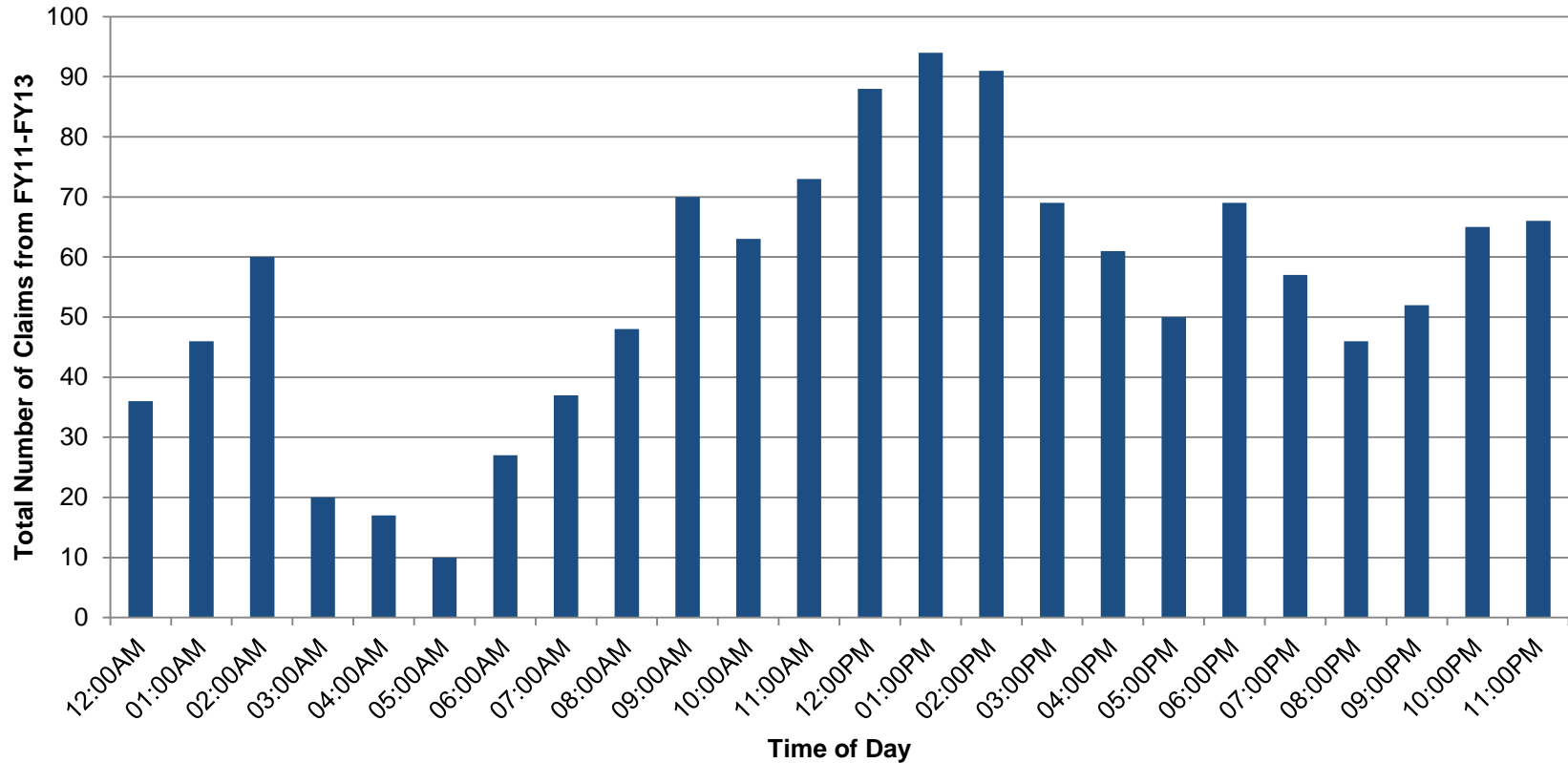


No discernible pattern appeared between the month of the year and injury claims



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# MCPD - Injuries by Time of Day



Injury claims for police peaked around midday



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



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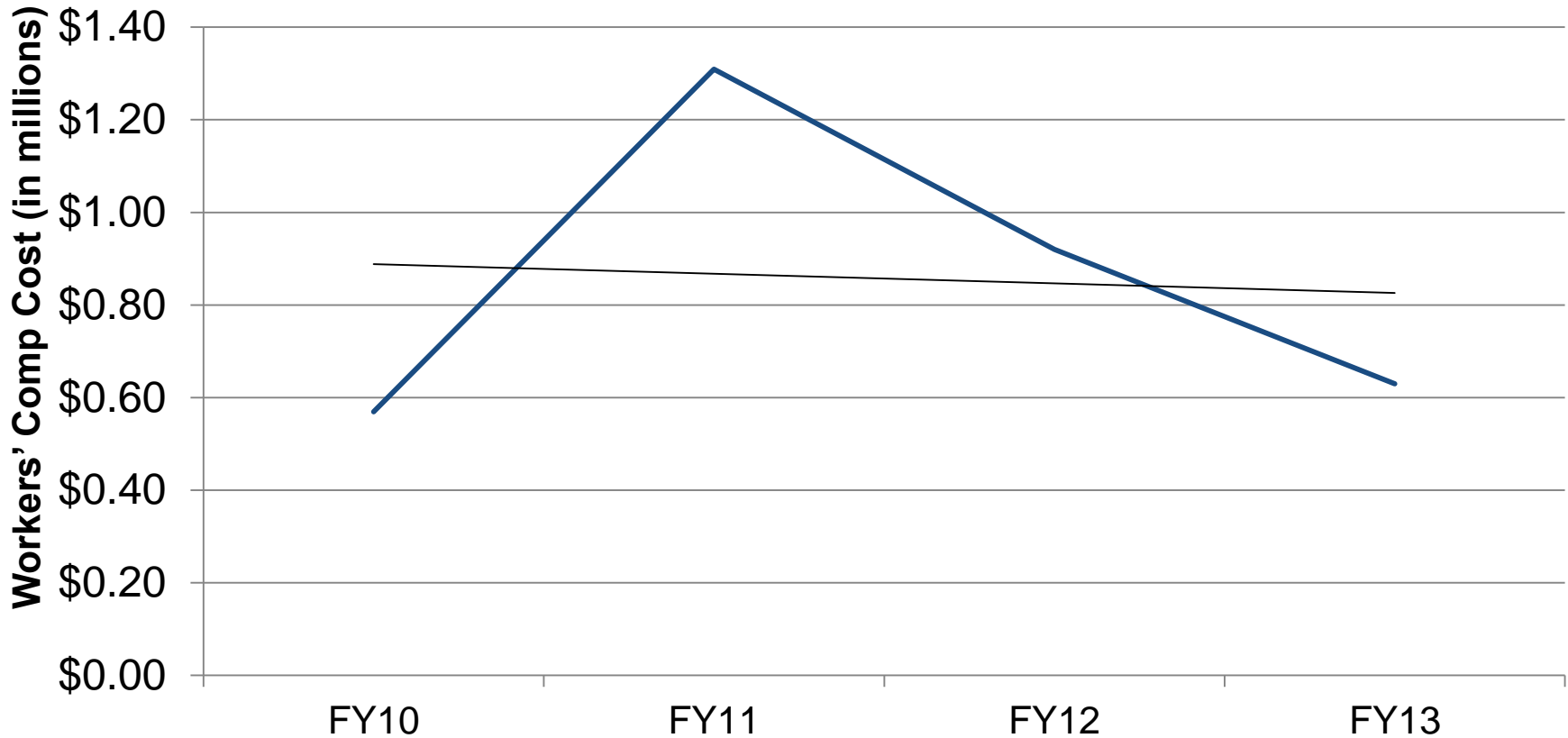
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# DOCR – Total WC Costs Incurred in Fiscal Year



Incurred costs have increased 10% from FY10 to FY13, but dropped 52% from FY11 peak



Source: Risk Management Quarterly Reports. For Claims Occurring during FY

## DOCR - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Other	121	34%	\$1,097,571	29%
On Stairs	12	3%	\$378,480	10%
Stationary Object	22	6%	\$267,842	7%
Person in Act of a Crime	18	5%	\$263,779	7%
On Same Level	24	7%	\$252,330	7%
Fellow Worker; Patient	12	3%	\$222,111	6%
Falling or Flying Object	3	1%	\$126,853	3%
From Liquid or Grease Spills	17	5%	\$110,147	3%
Collapsing Materials (Slides of Earth)	1	0.3%	\$106,992	3%
NOC-Strain or Injury By	12	3%	\$102,494	3%

Accidents on stairs made up only 3% of claims, but 10% of total incurred costs

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## DOCR - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	116	33%	\$2,104,137	55%
Sprain	27	8%	\$669,365	17%
Contusion	93	26%	\$563,321	15%
Laceration	37	11%	\$107,096	3%
Multiple Physical Injuries	8	2%	\$85,325	2%
Other	12	3%	\$64,628	2%
Inflammation	13	4%	\$48,617	1%
Myocardial Infarction	1	0.3%	\$43,910	1%
Angina Pectoris	1	0.3%	\$39,580	1%
Puncture	10	3%	\$36,731	1%

Strains and sprains covered 41% of injuries and 72% of incurred costs



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## DOCR - Top Ten Body Parts Injured from FY11-FY13

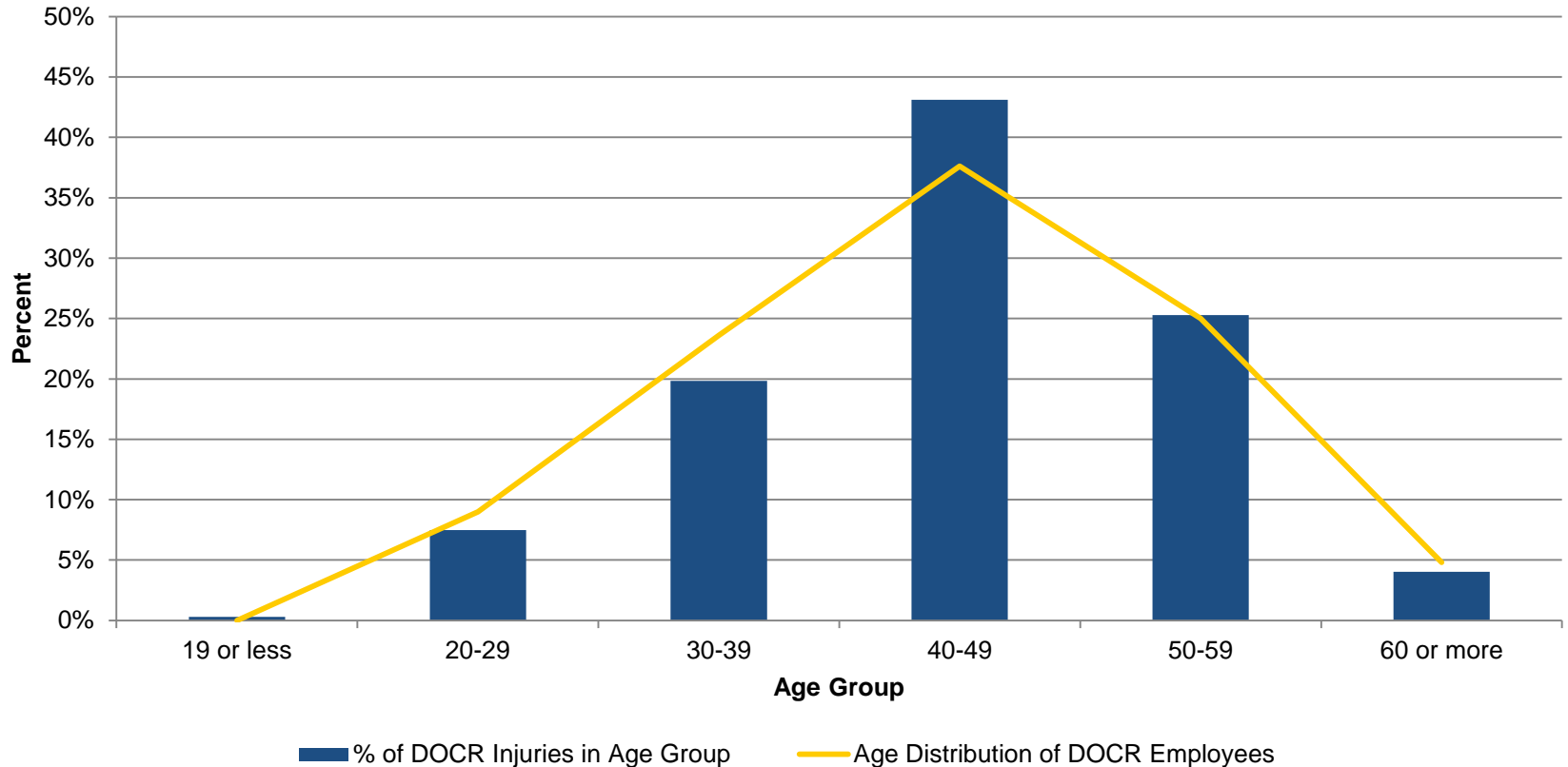
Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Lower Back Area	36	10%	\$893,591	23%
Shoulder(s)	28	8%	\$682,180	18%
Knee	58	17%	\$501,507	13%
Ankle	11	3%	\$326,302	9%
Upper Arm	12	3%	\$224,768	6%
Other	3	1%	\$174,559	5%
Hand	29	8%	\$156,184	4%
Multiple Body Parts	9	3%	\$121,193	3%
Wrist	11	3%	\$97,637	3%
Whole Body	1	0.3%	\$78,304	2%

New lower back injury claims comprised of 23% of the new claims cost from FY11-FY13



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOCR - Injuries by Age from FY11-FY13



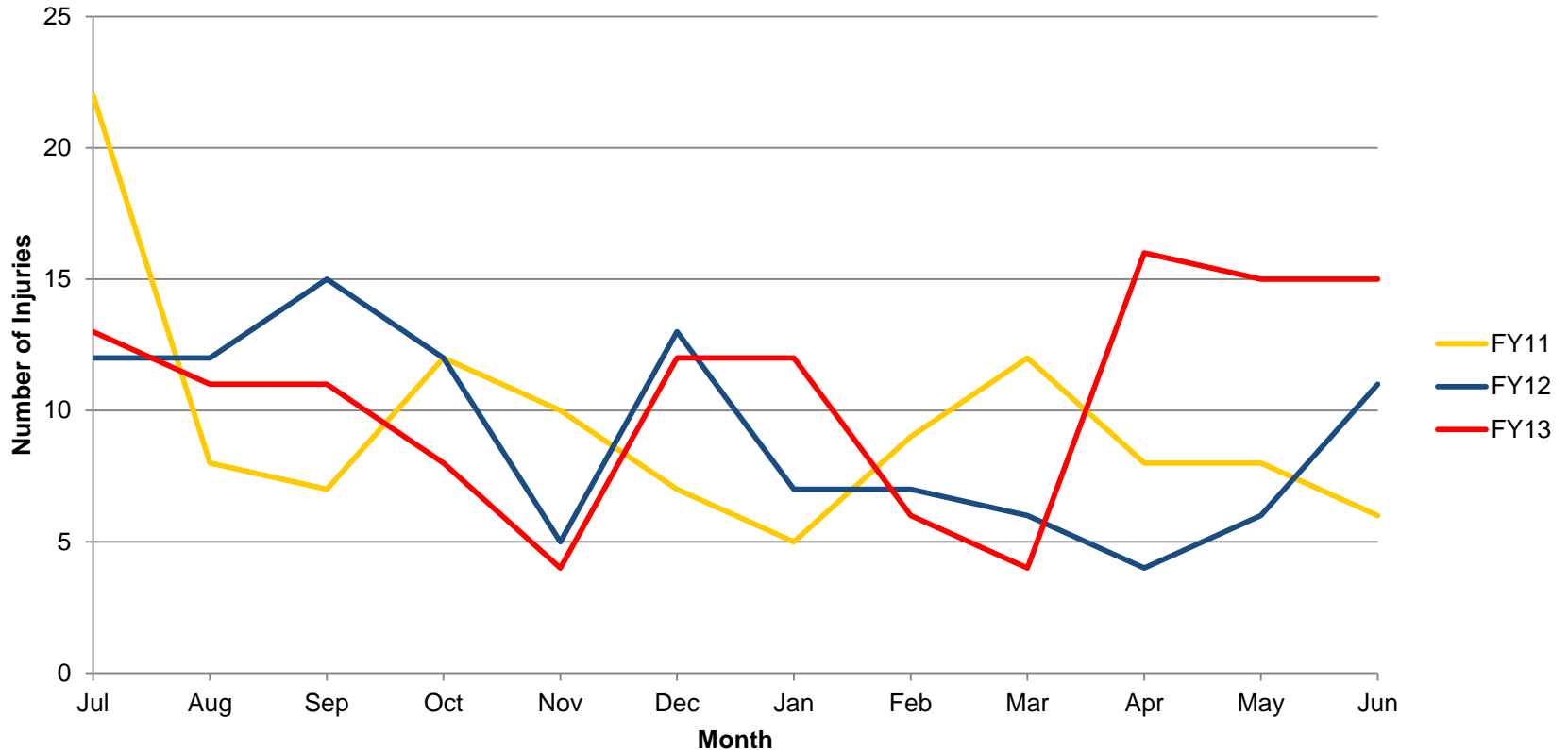
No age group disproportionately represented the number of injury claims



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# DOCR - Injuries by Month

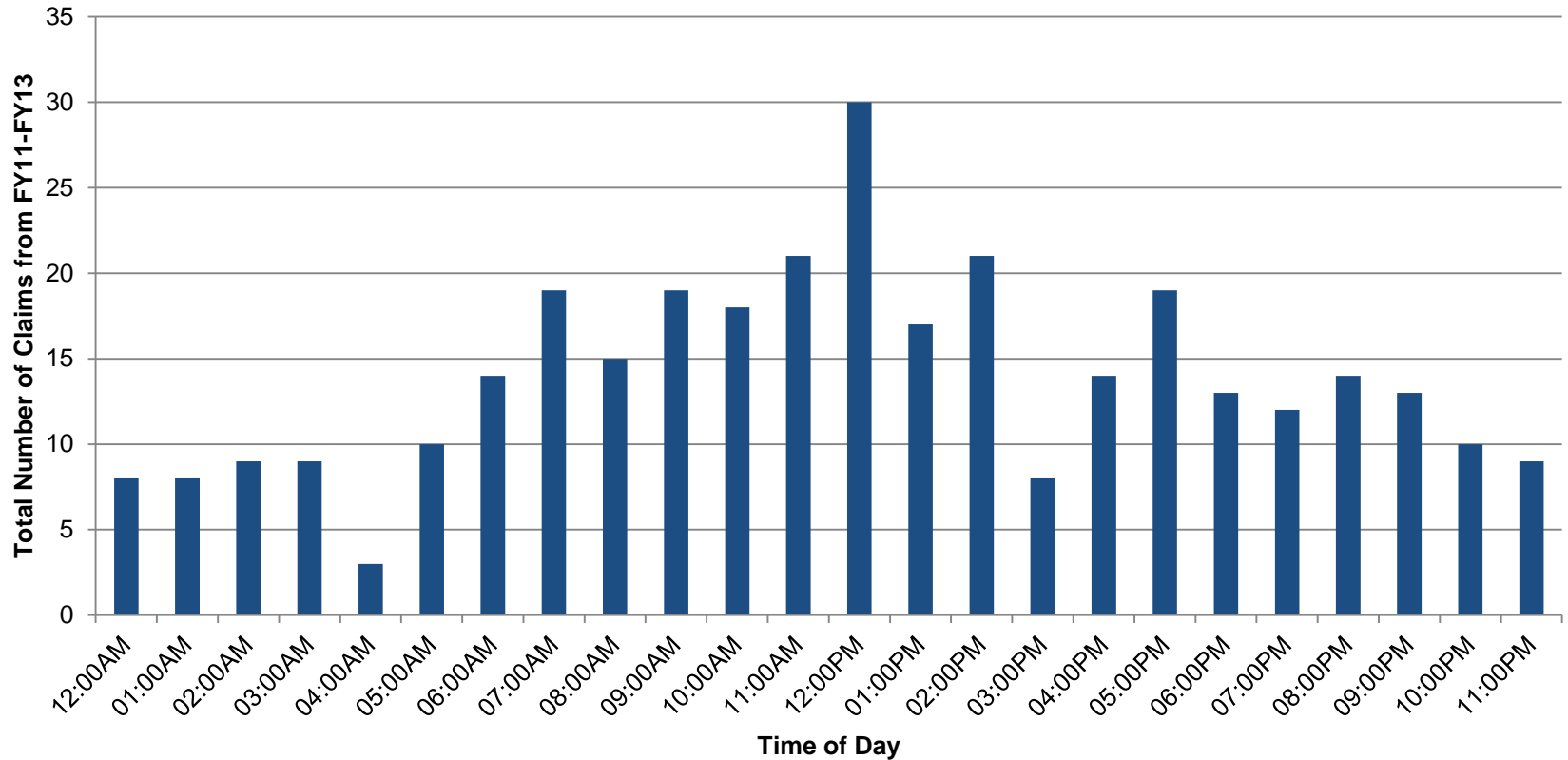


While a distinct pattern does not exist across all three years, there are noticeable peaks in every year. FY11 saw the largest peak in July with over 20 reported injuries.



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOCR - Injuries by Time of Day



Injury claims were spread fairly evenly throughout the day



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

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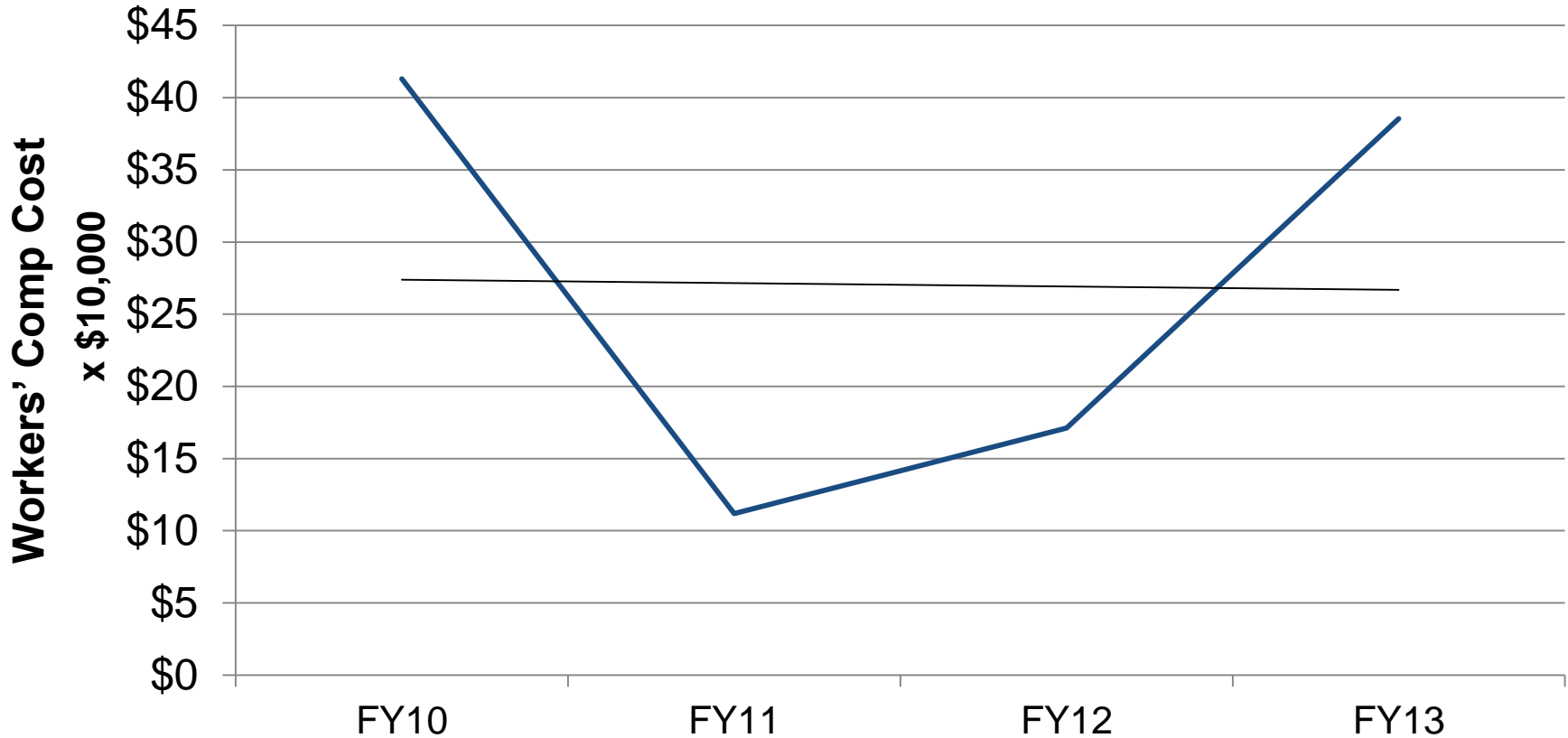
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- Age of Injured Worker
- Month Injury Occurred
- Time of Day Injury Occurred



# DLC – Total WC Costs Incurred in Fiscal Year



Incurred costs have decreased 7% from FY10 to FY13



Source: Risk Management Quarterly Reports. For Claims Occurring during FY

## DLC - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Object Being Lifted or Handled	29	16%	\$285,366	31%
Other	70	39%	\$179,277	19%
Motor Vehicle	9	5%	\$74,886	8%
Pushing or Pulling	4	2%	\$72,618	8%
NOC-Fall, Slip, or Trip Injury	3	2%	\$48,957	5%
NOC-Struck or Injured By	2	1%	\$36,954	4%
Falling or Flying Object	5	3%	\$34,526	4%
Reaching	4	2%	\$30,795	3%
Motor Vehicle	3	2%	\$30,611	3%
Repetitive Motion Carpal Tunnel	1	1%	\$25,296	3%

More attention on safe lifting techniques could lower DLC's workers' comp claims



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

## DLC - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	97	54%	\$616,185	67%
Hernia	2	1%	\$108,647	12%
Fracture	6	3%	\$65,730	7%
Sprain	16	9%	\$65,585	7%
Carpal Tunnel Syndrome	1	1%	\$25,296	3%
Contusion	30	17%	\$22,465	2%
Concussion	1	1%	\$8,500	1%
Laceration	11	6%	\$4,076	0.4%
Multiple Physical Injuries	1	1%	\$1,872	0.2%
Other	3	2%	\$1,750	0.2%

Strains made up a majority of new injuries and incurred costs from FY11-FY13



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## DLC - Top Ten Body Parts Injured from FY11-FY13

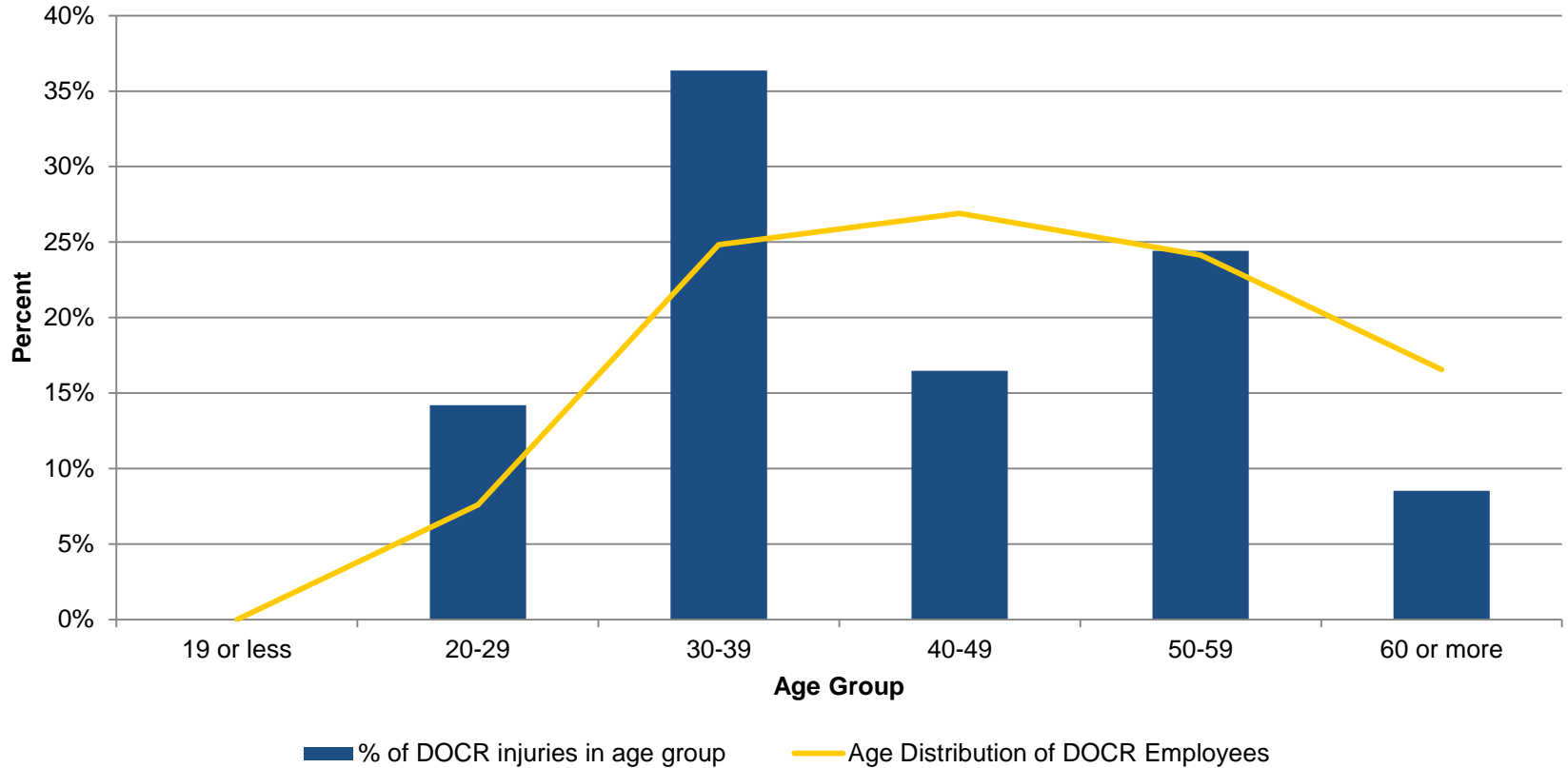
Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Lower Back Area	30	17%	\$369,229	40%
Knee	19	11%	\$120,149	13%
Shoulder(s)	25	14%	\$108,789	12%
Multiple Lower Extremities	2	1%	\$45,491	5%
Multiple Body Parts	4	2%	\$39,275	4%
Hand	10	6%	\$38,174	4%
Hip	1	1%	\$30,269	3%
Ankle	7	4%	\$28,991	3%
Elbow	7	4%	\$19,648	2%
Toes	1	1%	\$18,417	2%

Lower back injuries accounted for 17% of new injuries, but 40% of incurred costs



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DLC - Injuries by Age from FY11-FY13

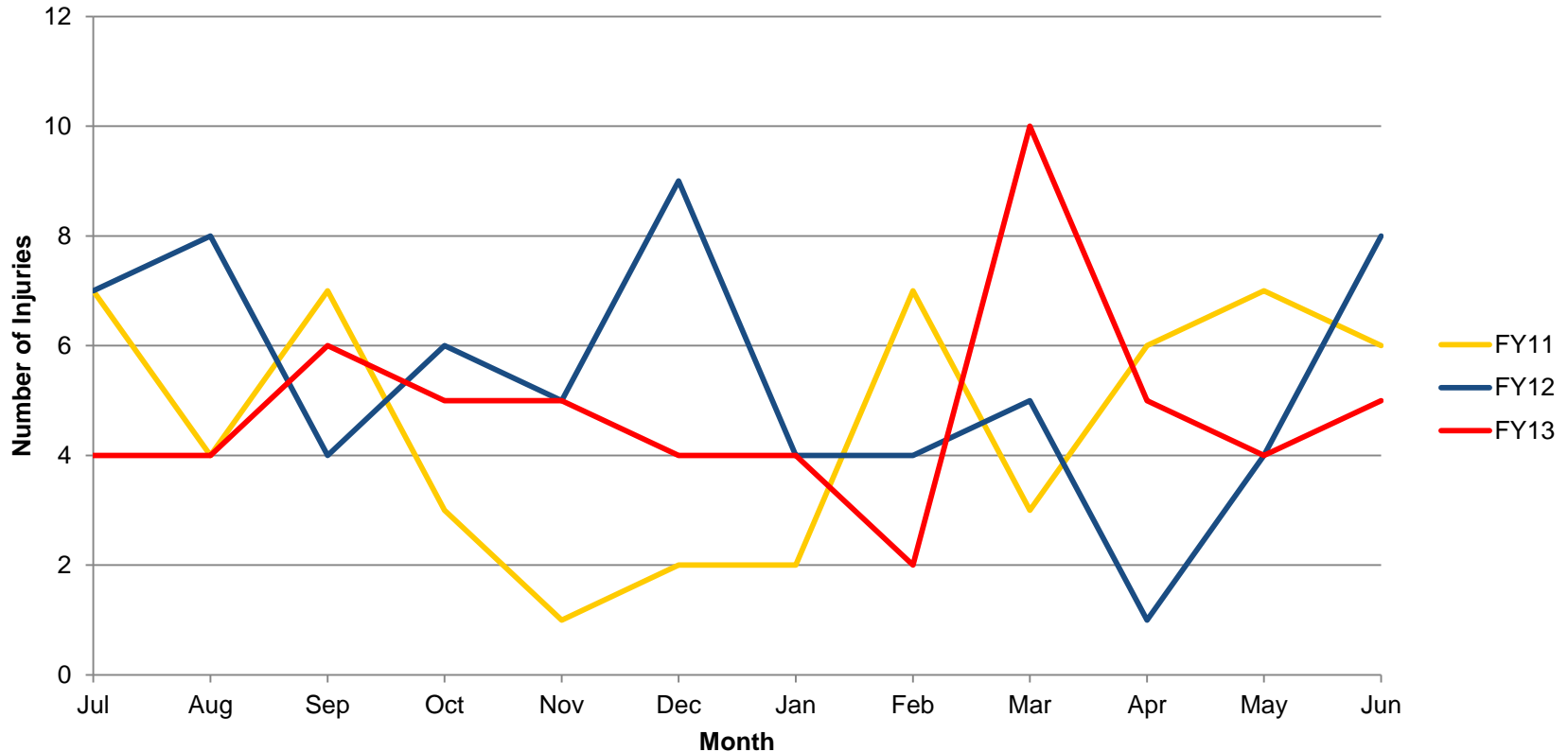


The 30-39 age group accounted for the most injuries of any age group



Sources: Risk Management Claim Detail Report. Claim status as of 10/01/2013  
ERP PMR Assignment Module. Demographics as of 06/30/2013

# DLC - Injuries by Month

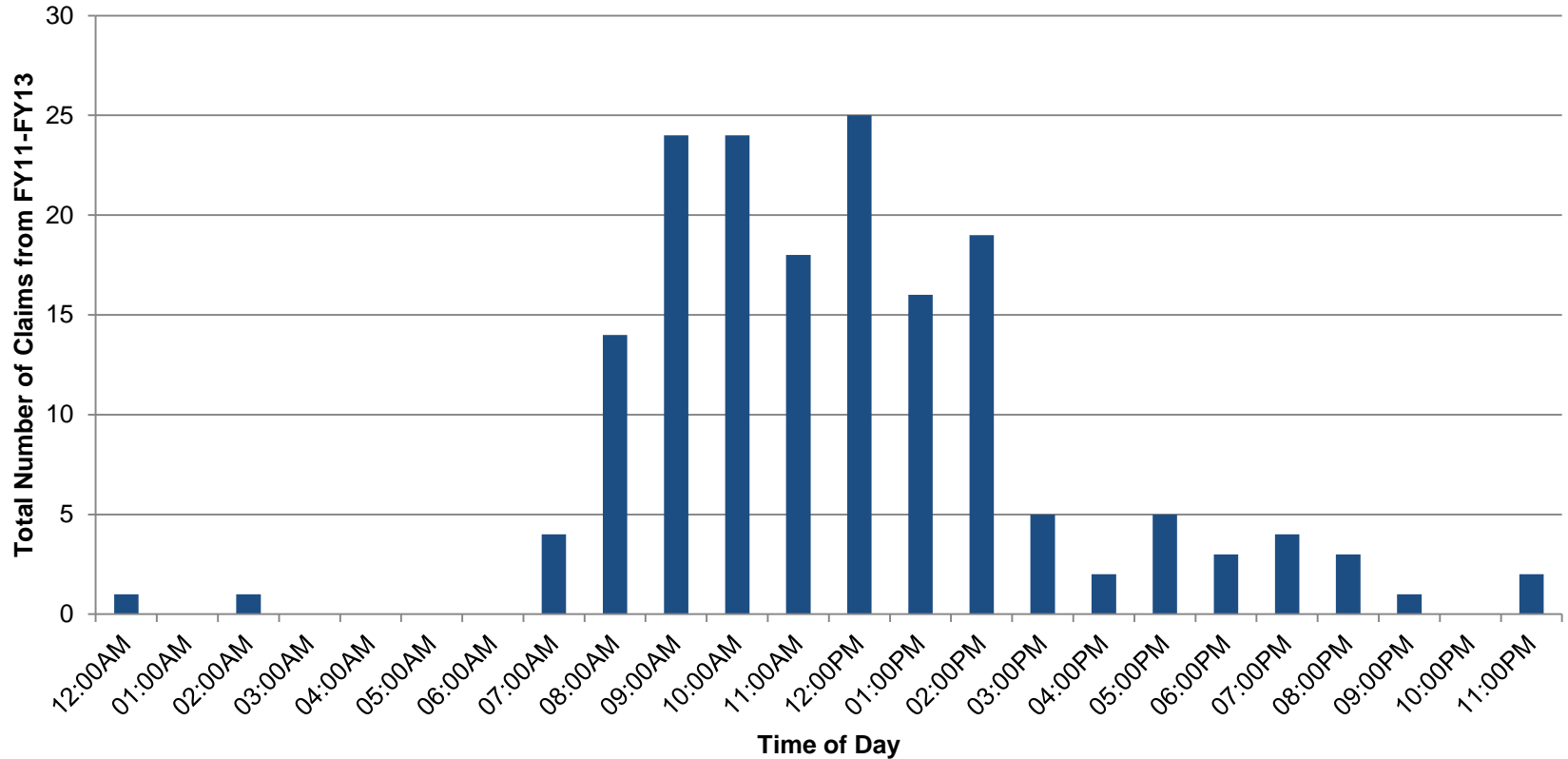


While a distinct pattern does not exist across all three years, there are noticeable peaks in every year. FY13 saw the largest peak in March with 10 reported injuries.



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DLC - Injuries by Time of Day



61% of new injury claims in FY11-FY13 came between 8AM and 12:59PM



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# Agenda

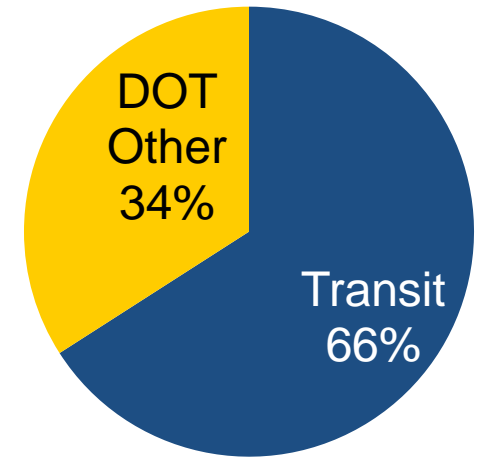
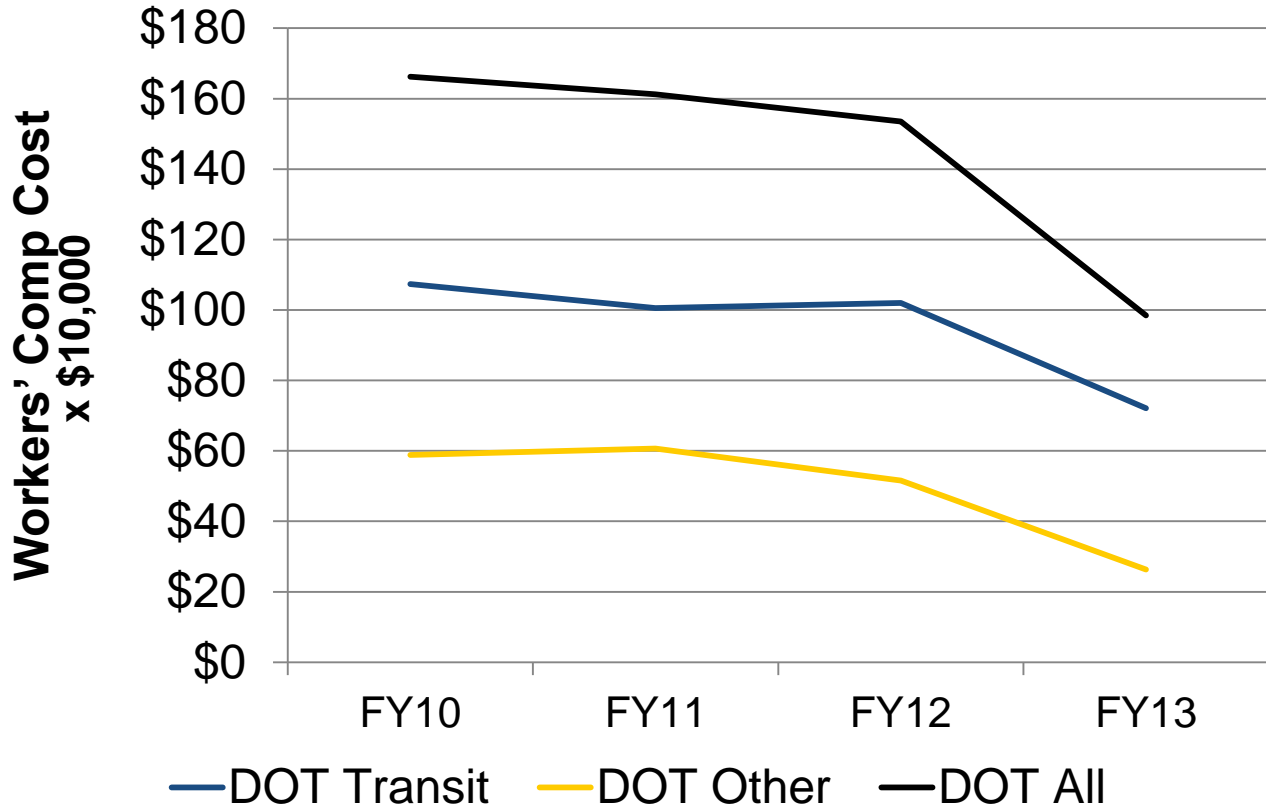
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# DOT – Total WC Costs Incurred in Fiscal Year



Incurred Costs have decreased 41% from FY10 to FY13



Source: Risk Management Quarterly Reports. For Claims Occurring during FY



## DOT - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Motor Vehicle	162	29%	\$1,927,153	39%
Other	123	22%	\$683,796	14%
Object Being Lifted or Handled	40	7%	\$415,666	8%
Falling or Flying Object	5	1%	\$367,637	7%
Twisting	8	1%	\$307,542	6%
On Ice or Snow	5	1%	\$182,275	4%
NOC-Fall, Slip, or Trip Injury	9	2%	\$123,554	2%
NOC-Strain or Injury By	17	3%	\$119,338	2%
Pushing or Pulling	4	1%	\$105,102	2%
On Same Level	24	4%	\$92,544	2%

A plurality of all accidents were caused by motor vehicles



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT Transit - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Motor Vehicle	136	40%	\$1,712,948	53%
Other	62	18%	\$437,447	14%
Twisting	7	2%	\$261,360	8%
Object Being Lifted or Handled	17	5%	\$192,190	6%
NOC-Strain or Injury By	12	4%	\$94,446	3%
On Ice or Snow	4	1%	\$83,534	3%
NOC-Struck or Injured By	5	1%	\$67,598	2%
Pushing or Pulling	1	0.3%	\$55,596	2%
Stationary Object	7	2%	\$51,741	2%
Repetitive Motion Carpal Tunnel	1	0.3%	\$45,800	1%

A majority of incurred costs are the result of motor vehicle accidents

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013





## DOT - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	224	40%	\$2,121,481	43%
Sprain	68	12%	\$1,202,739	24%
Multiple Physical Injuries	12	2%	\$335,906	7%
Other	27	5%	\$332,675	7%
Contusion	61	11%	\$265,626	5%
Fracture	9	2%	\$177,494	4%
Laceration	55	10%	\$128,350	3%
Inflammation	18	3%	\$117,155	2%
No Physical Injury	17	3%	\$98,822	2%
Carpal Tunnel Syndrome	1	0.2%	\$45,800	1%

Strains and sprains made up 52% of new injuries and 67% of the total cost



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

## DOT Transit - Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	147	44%	\$1,523,729	47%
Sprain	41	12%	\$672,867	21%
Multiple Physical Injuries	8	2%	\$274,044	8%
Contusion	34	10%	\$146,051	5%
Other	17	5%	\$138,620	4%
Inflammation	10	3%	\$99,532	3%
No Physical Injury	13	4%	\$98,704	3%
Fracture	5	1%	\$78,613	2%
Carpal Tunnel Syndrome	1	0.3%	\$45,800	1%
Laceration	25	7%	\$43,512	1%

64% of all DOT strain and sprain injuries came from Transit



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT - Top Ten Body Parts Injured from FY11-FY13

Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Lower Back Area	104	19%	\$1,144,828	23%
Shoulder(s)	48	9%	\$726,313	15%
Multiple Body Parts	32	6%	\$456,445	9%
Knee	48	9%	\$372,666	7%
Lumbar and/or Sacral Vertebrae	3	1%	\$352,538	7%
Soft Tissue-Neck	27	5%	\$303,015	6%
Other	11	2%	\$268,802	5%
Ankle	19	3%	\$144,106	3%
Upper Leg	22	4%	\$141,943	3%
No Physical Injury	11	2%	\$135,562	3%

Lower back injuries have been a focus of the new wellness outreach program



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT Transit - Ten Body Parts Injured from FY11-FY13

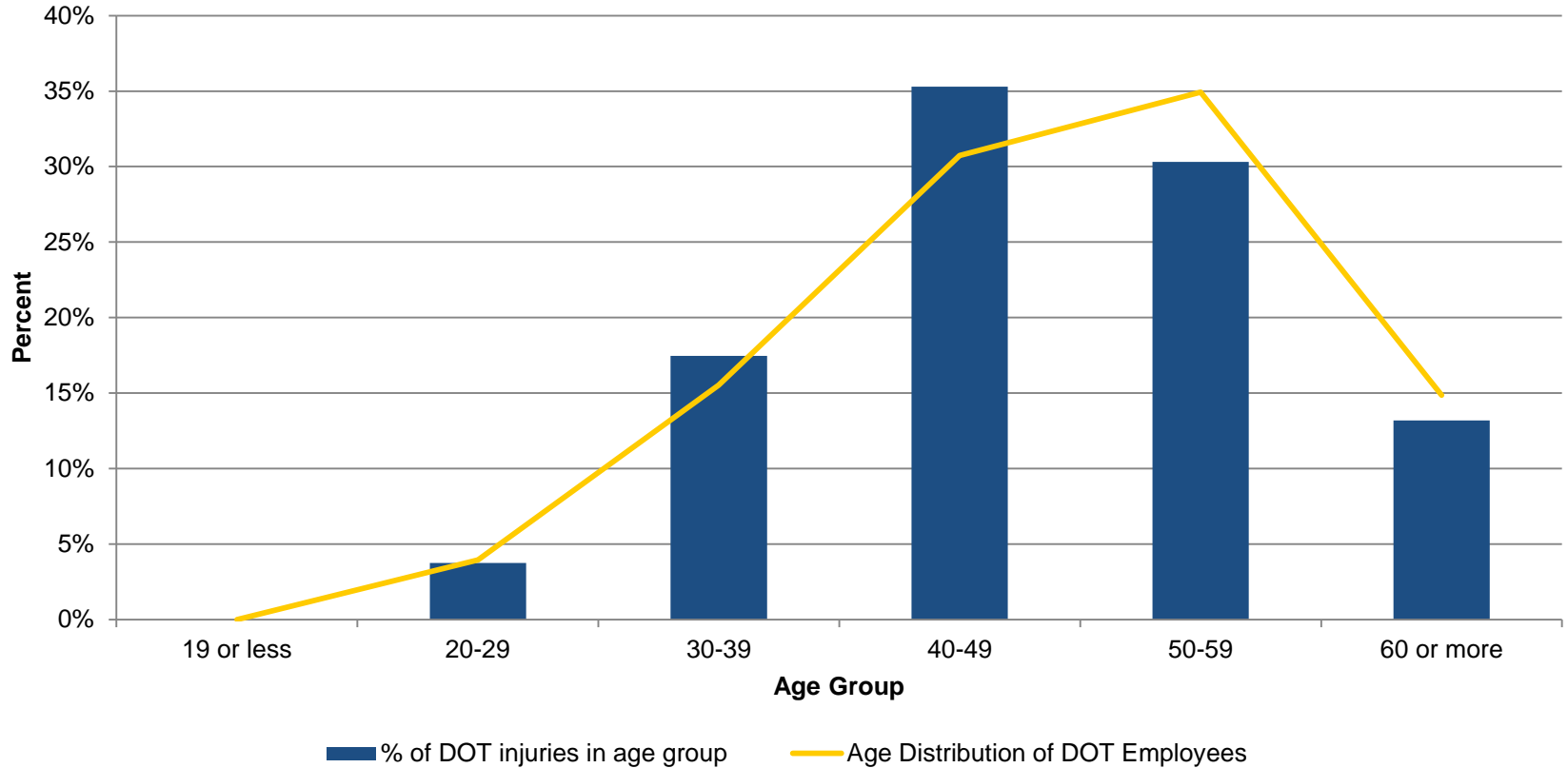
Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Lower Back Area	71	21%	\$819,382	25%
Shoulder(s)	31	9%	\$497,098	15%
Multiple Body Parts	21	6%	\$383,392	12%
Soft Tissue-Neck	20	6%	\$298,731	9%
Other	9	3%	\$175,537	5%
No Physical Injury	10	3%	\$135,444	4%
Ankle	11	3%	\$117,827	4%
Knee	20	6%	\$95,101	3%
Wrist	6	2%	\$83,481	3%
Upper Back Area	8	2%	\$81,663	3%

68% of all lower back area injuries in DOT were from Transit



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT - Injuries by Age from FY11-FY13

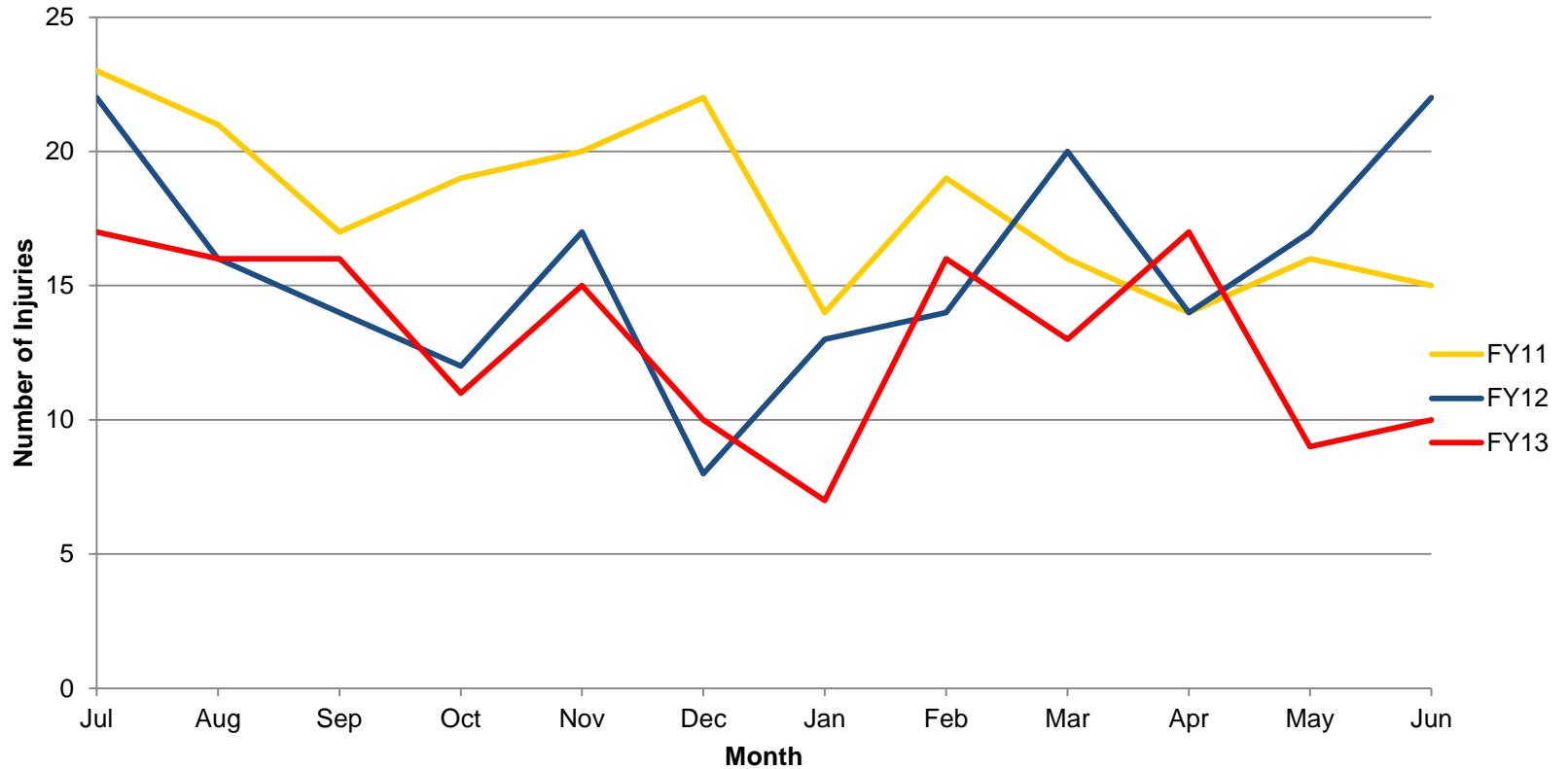


No age group disproportionately represents the number of injury claims



Sources: Risk Management Claim Detail Report. Claim status as of 10/01/2013  
ERP PMR Assignment Module. Demographics as of 06/30/2013

# DOT - Injuries by Month

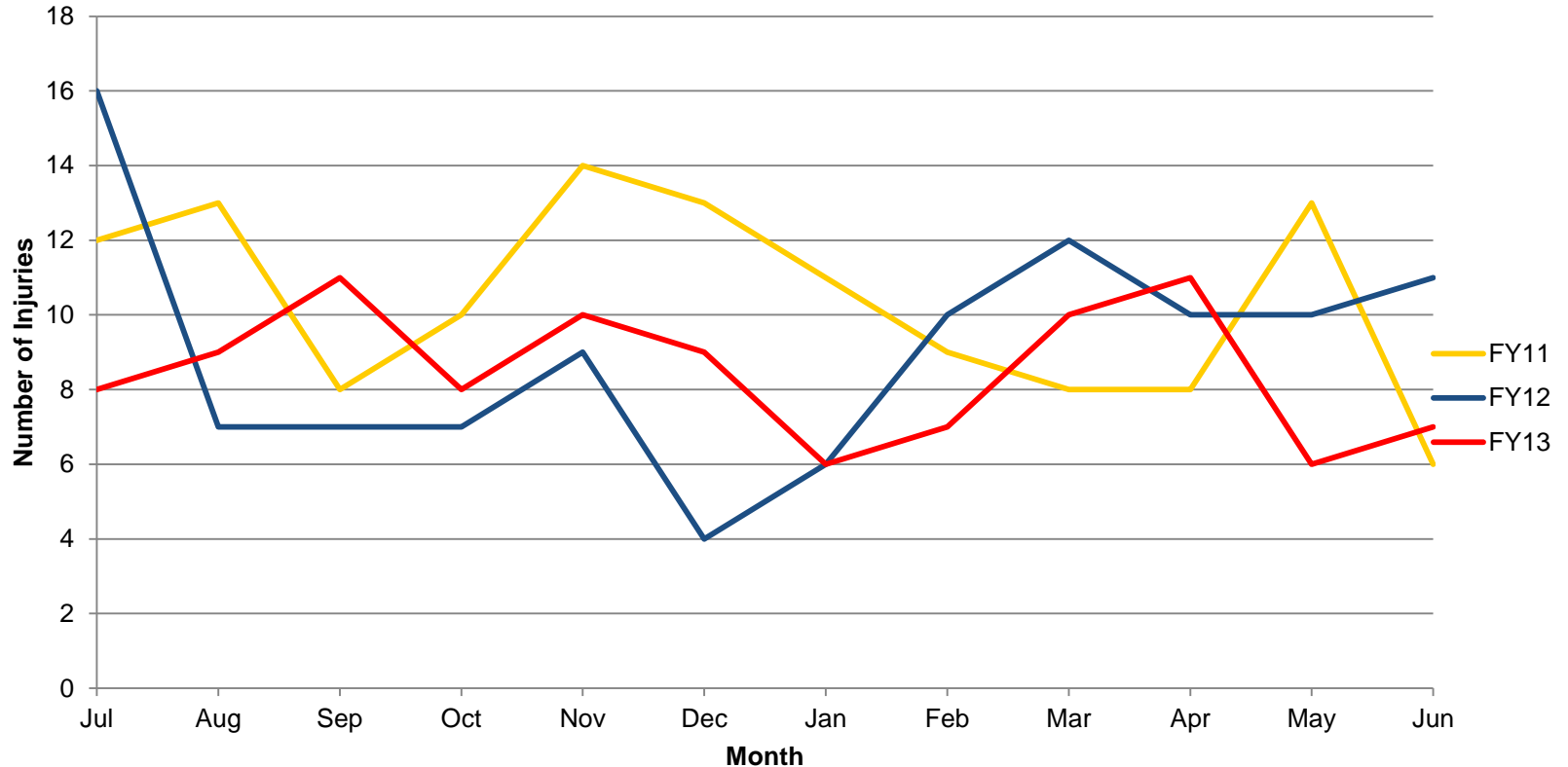


There was not a discernible pattern across the three fiscal years



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT Transit - Injuries by Month

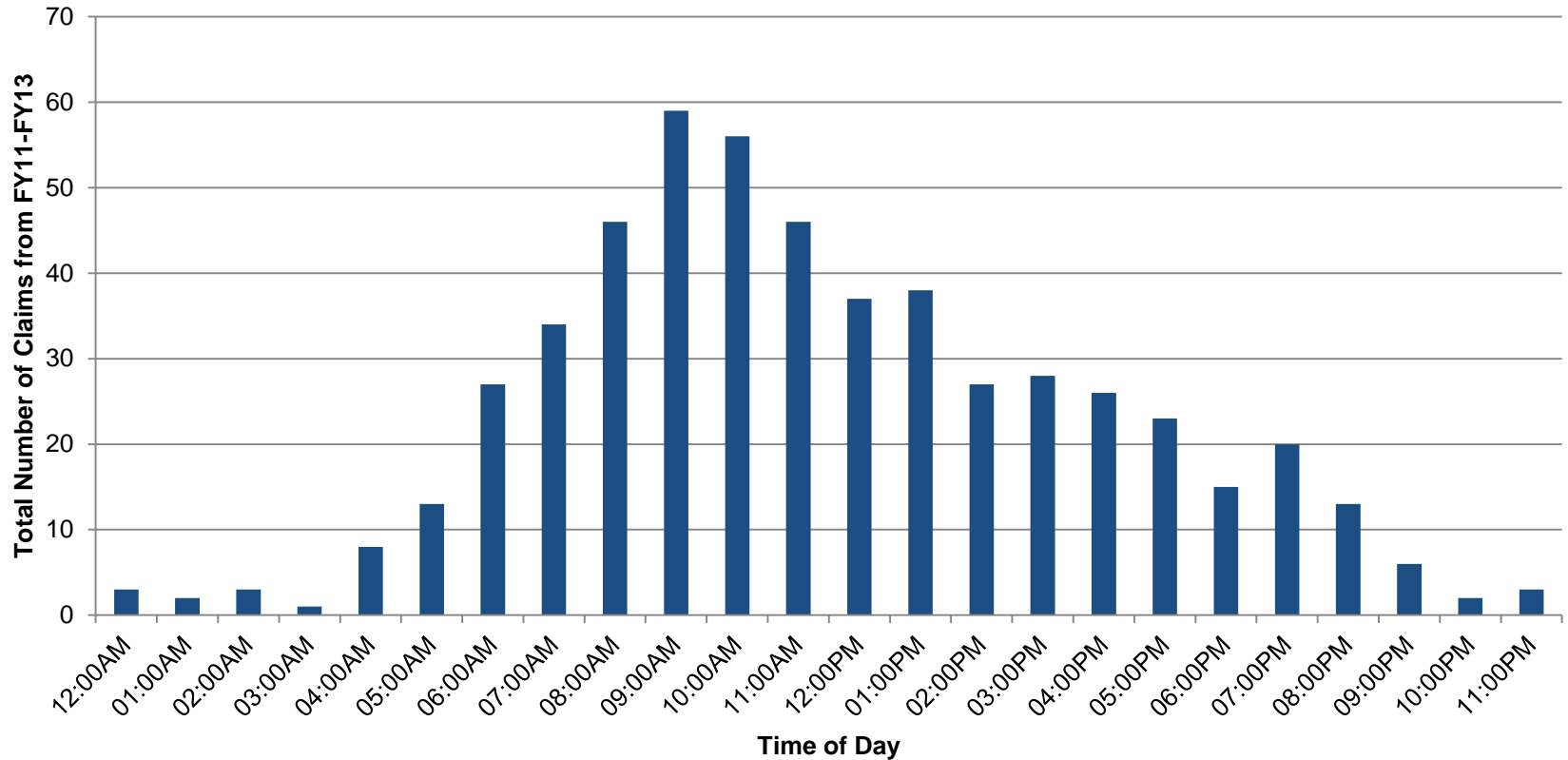


While a distinct pattern does not exist across all three years, there are noticeable peaks in every year. FY12 saw the largest peak in July with 16 reported injuries.



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DOT - Injuries by Time of Day



45% of all injury claims in FY11, FY12, and FY13 occurred between 7:00AM-11:59AM

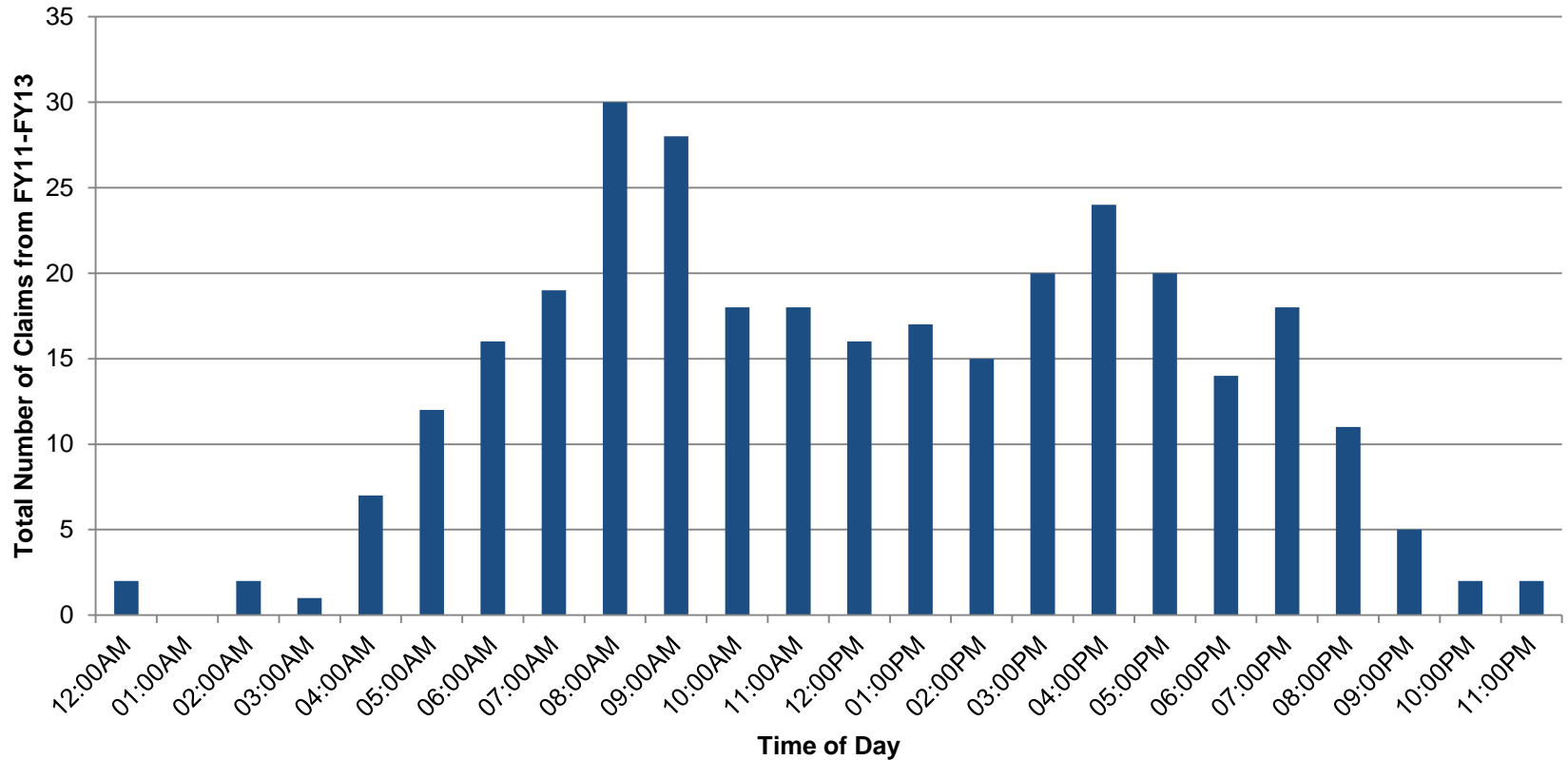


Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013





# DOT Transit - Injuries by Time of Day



Injuries in Transit over the three year period peaked around the morning and afternoon commute. 50% of all accidents occurred from 5AM to 12:59PM



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# Agenda

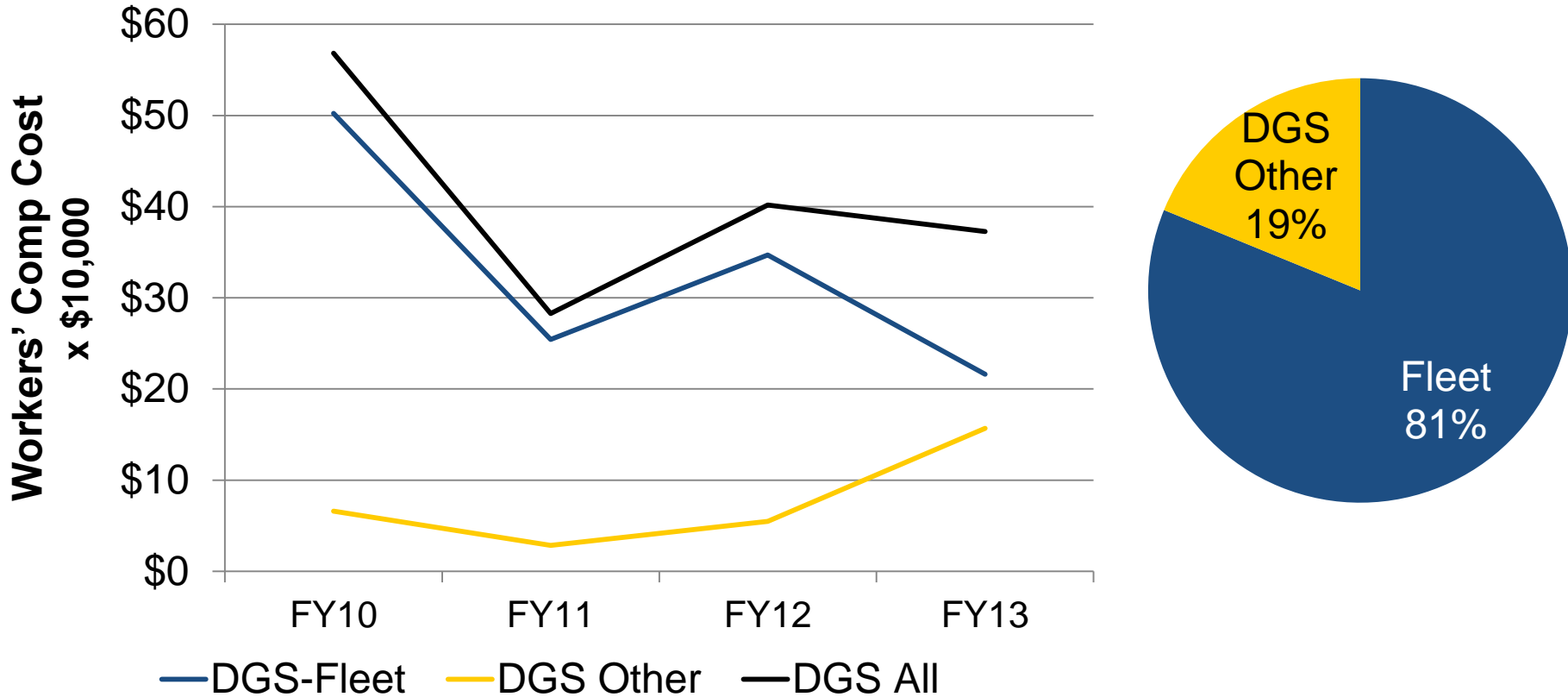
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# DGS – Total WC Costs Incurred in Fiscal Year



Incurred costs have decreased 34% from FY10 to FY13



Source: Risk Management Quarterly Reports. For Claims Occurring during FY



## DGS - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Motor Vehicle	27	13%	\$359,866	29%
Object Being Lifted or Handled	32	16%	\$254,302	20%
Other	48	24%	\$204,151	16%
On Same Level	3	1%	\$88,498	7%
Twisting	5	2%	\$54,017	4%
Pushing or Pulling	3	1%	\$43,765	4%
NOC-Strain or Injury By	9	4%	\$39,751	3%
From Different Level (Elevation)	4	2%	\$36,830	3%
NOC-Cut, Puncture, Scrape— Injured By	6	3%	\$36,276	3%
Moving Part of Machine	1	0.5%	\$34,163	3%

A plurality of injuries were caused by motor vehicles



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

## DGS Fleet - Top Ten Injury Sources from FY11-FY13

Injury Source	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Motor Vehicle	24	14%	\$358,292	36%
Object Being Lifted or Handled	25	15%	\$232,952	23%
Other	41	24%	\$180,269	18%
Twisting	4	2%	\$48,887	5%
Pushing or Pulling	3	2%	\$43,765	4%
NOC-Strain or Injury By	7	4%	\$39,581	4%
From Different Level (Elevation)	3	2%	\$36,450	4%
Stationary Object	12	7%	\$29,379	3%
From Ladder or Scaffolding	2	1%	\$18,356	2%
Machine or Machinery	12	7%	\$5,462	1%

A plurality of injuries were caused by motor vehicles

Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## DGS - Top Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	74	37%	\$763,462	61%
Contusion	36	18%	\$149,760	12%
Sprain	14	7%	\$145,723	12%
Laceration	34	17%	\$99,699	8%
Inflammation	12	6%	\$38,574	3%
Other	5	2%	\$24,958	2%
Fracture	4	2%	\$10,310	1%
Crushing	5	2%	\$5,063	0.4%
Foreign Body	6	3%	\$2,745	0.2%
Burn	3	1%	\$2,375	0.2%

The majority of incurred costs for new claims in FY11-FY13 are caused by strains



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

## DGS Fleet - Ten Nature of Injury from FY11-FY13

Nature of Injury	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Strain	61	36%	651,608	65%
Sprain	11	7%	138,379	14%
Contusion	32	19%	132,621	13%
Inflammation	11	7%	30,874	3%
Other	5	3%	24,958	2%
Laceration	27	16%	13,614	1%
Fracture	2	1%	9,042	0.9%
Foreign Body	5	3%	2,745	0.3%
Burn	3	2%	2,375	0.2%
Concussion	1	1%	1,088	0.1%

The majority of incurred costs for new claims in FY11-FY13 are caused by strains



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DGS - Top Ten Body Parts Injured from FY11-FY13

Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Shoulder(s)	25	12%	\$560,192	45%
Knee	20	10%	\$111,904	9%
Hand	13	6%	\$90,947	7%
Upper Arm	4	2%	\$87,824	7%
Lower Back Area	21	10%	\$80,477	6%
Wrist	7	3%	\$69,068	6%
Finger(s)	31	15%	\$55,158	4%
Other	1	0.5%	\$39,324	3%
Facial Bones	10	5%	\$36,900	3%
Multiple Body Parts	3	1%	\$24,658	2%

Hand and finger injuries are more prominent in DGS than other departments



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



## DGS-Fleet Ten Body Parts Injured from FY11-FY13

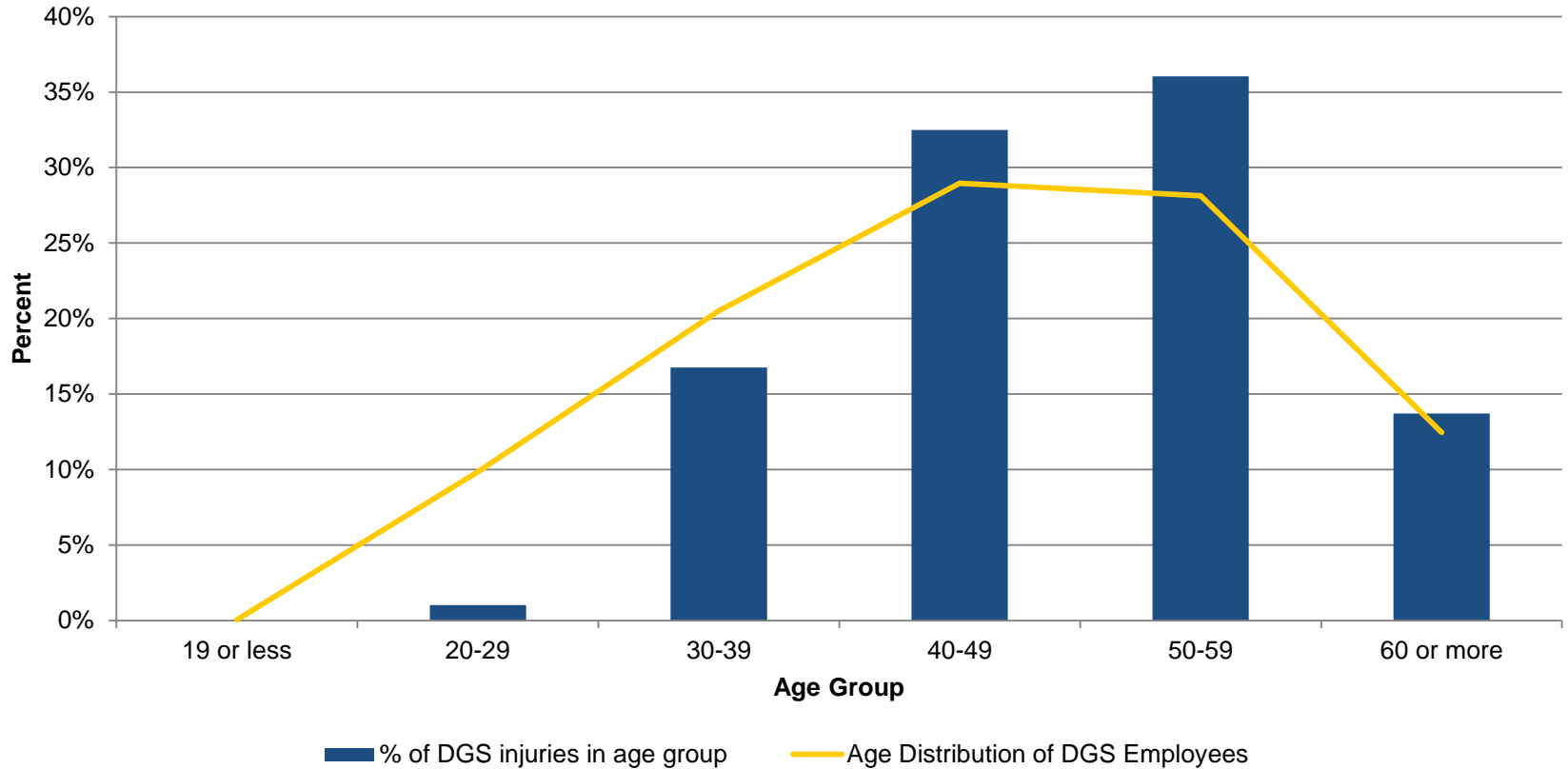
Body Part	Total Injuries	% of All Injuries	Total Incurred as of 10/01/13	% of Total Incurred Cost
Shoulder(s)	23	14%	\$558,986	55%
Knee	18	11%	\$111,904	11%
Lower Back Area	19	11%	\$80,162	8%
Wrist	5	3%	\$52,066	5%
Other	1	1%	\$39,324	4%
Hand	10	6%	\$38,125	4%
Finger(s)	27	16%	\$35,160	3%
Multiple Body Parts	2	1%	\$24,650	2%
Chest	2	1%	\$21,231	2%
Thumb	6	4%	\$18,231	2%

Shoulder injuries encompassed 14% of injuries, but a majority of incurred costs



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DGS - Injuries by Age from FY11-FY13

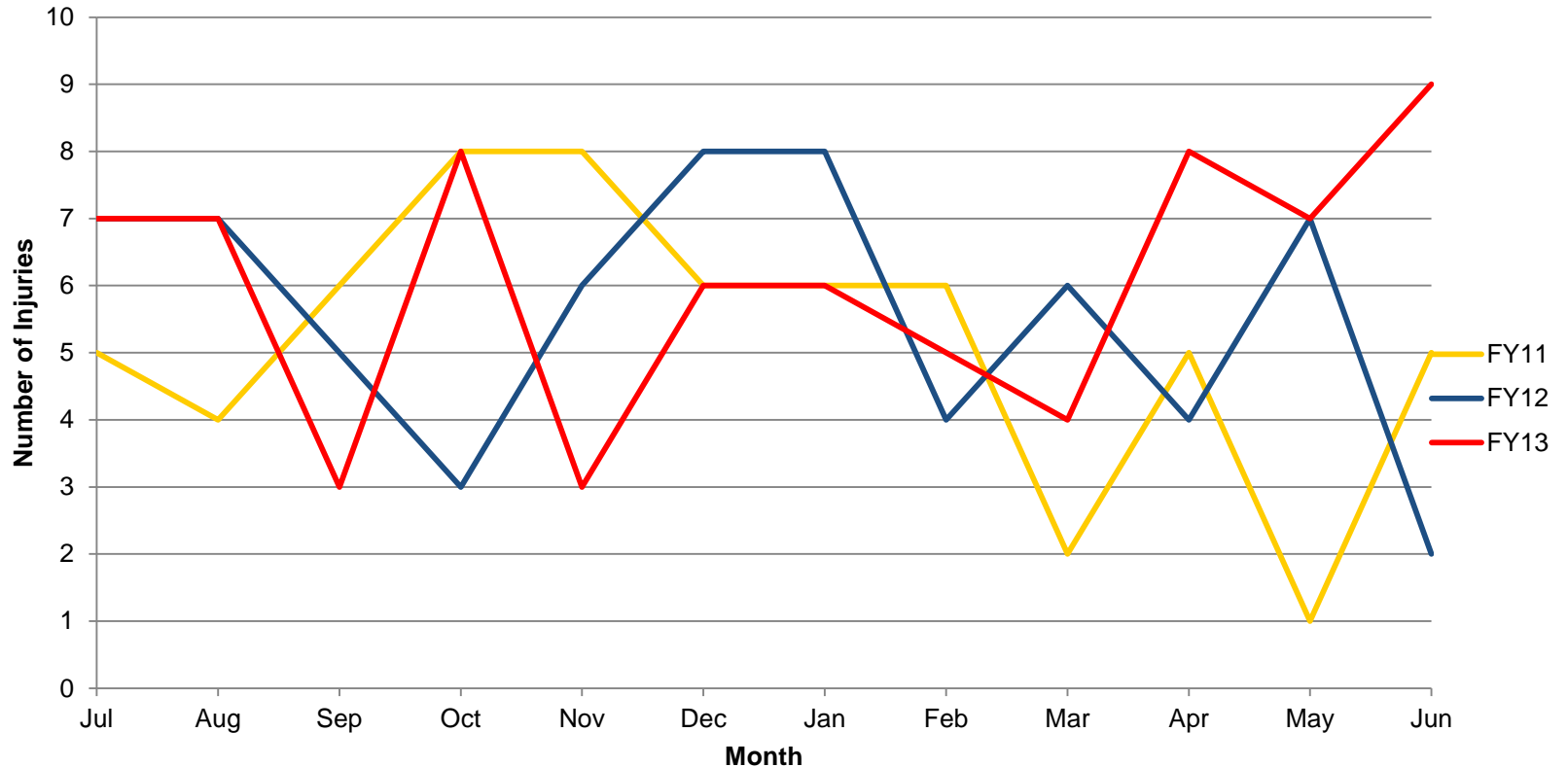


20-29 year olds make up 10% of the department, but only 1% of injury claims



Sources: Risk Management Claim Detail Report. Claim status as of 10/01/2013  
ERP PMR Assignment Module. Demographics as of 06/30/2013

# DGS - Injuries by Month

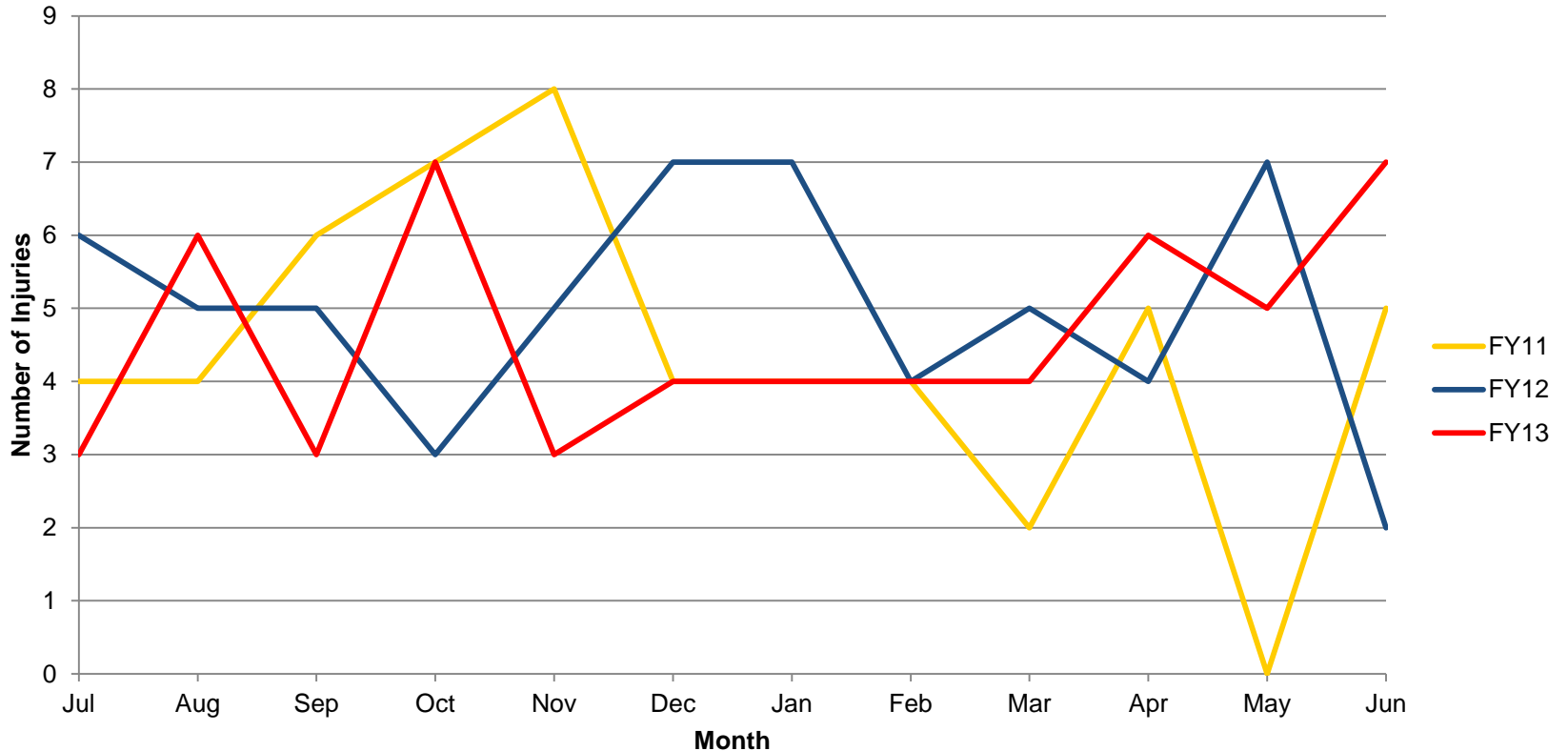


There was not a discernible pattern across the three fiscal years



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DGS Fleet - Injuries by Month

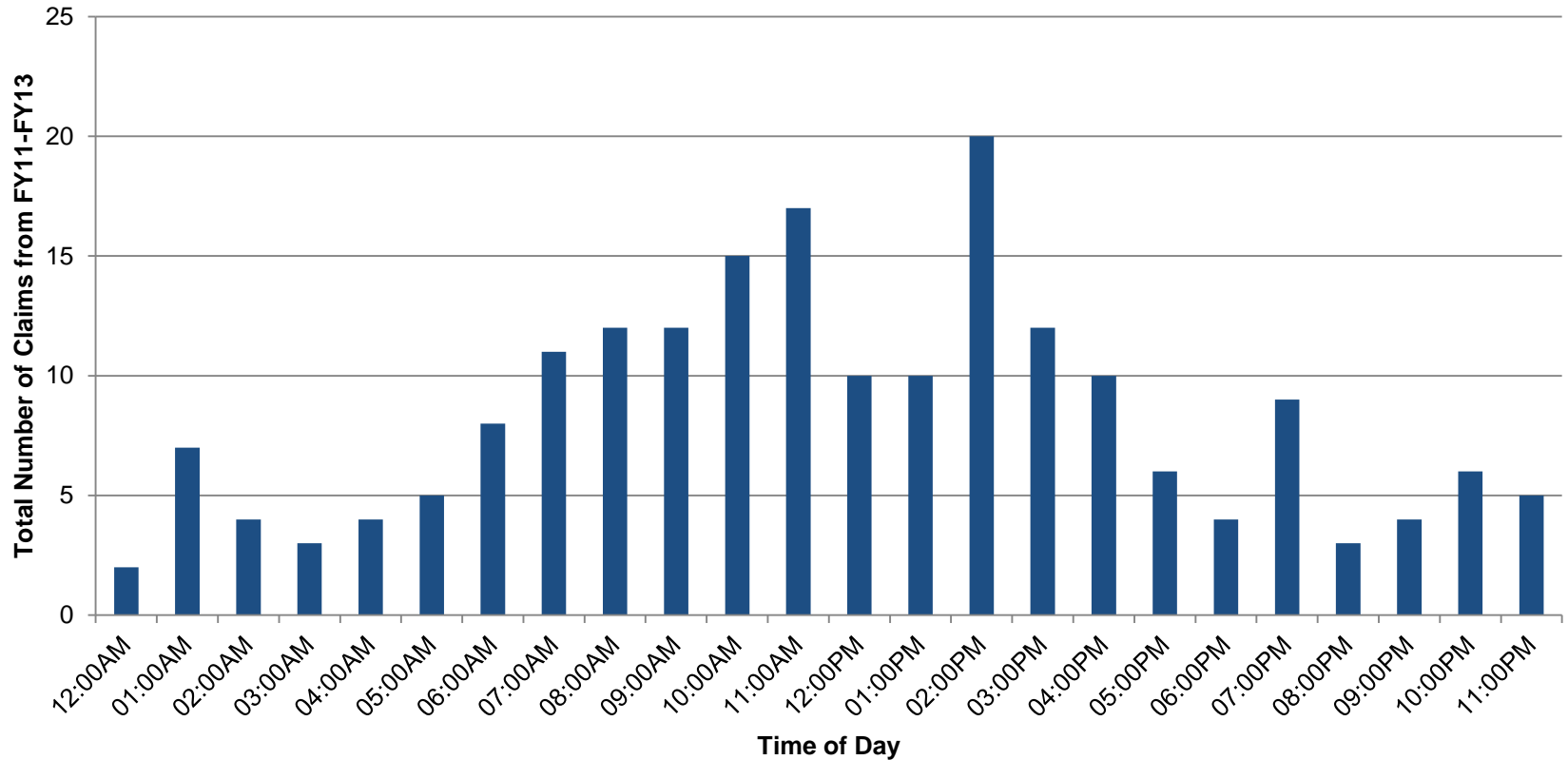


There was not a discernible pattern across the three fiscal years



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# DGS - Injuries by Time of Day



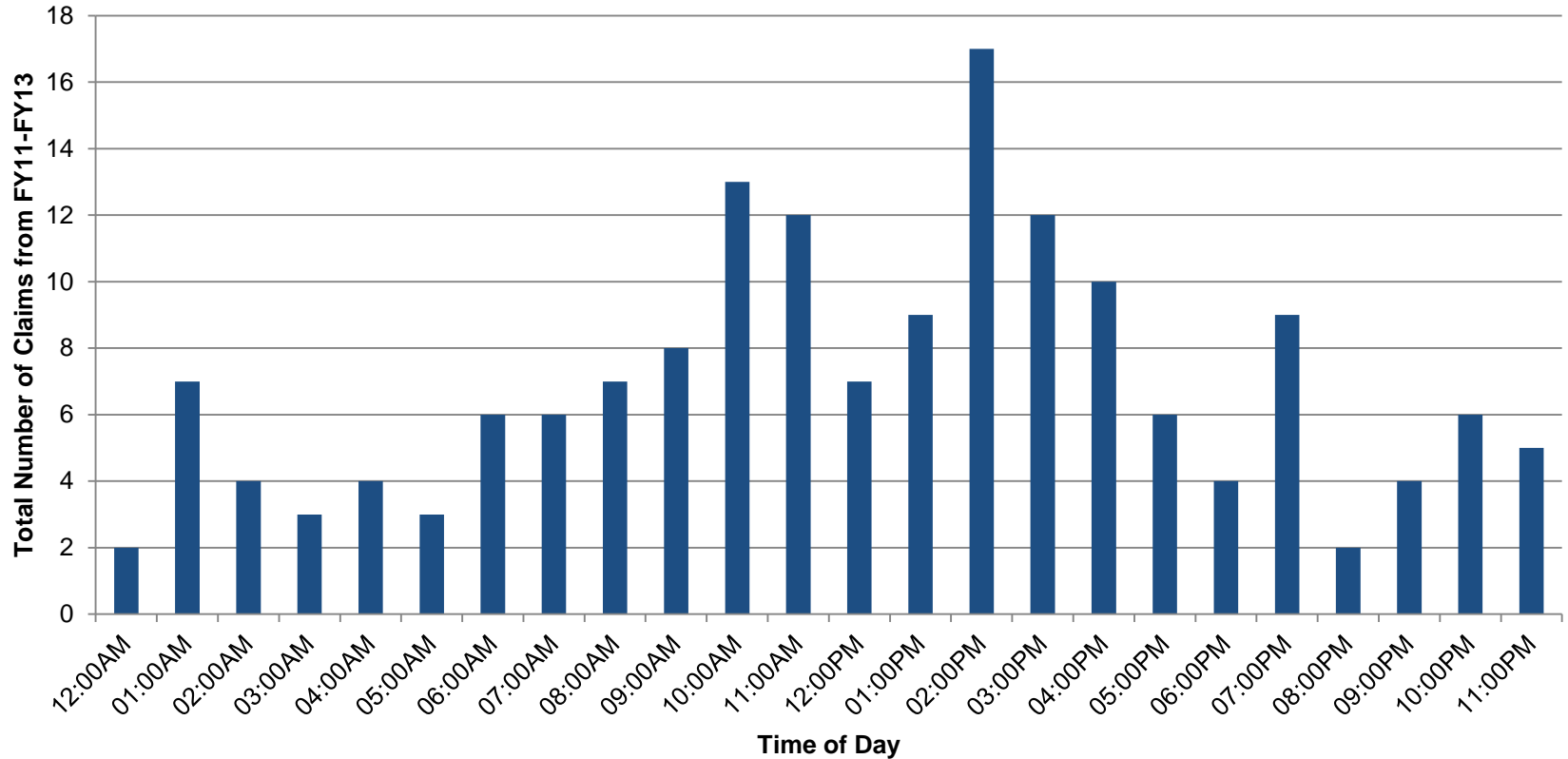
Injuries claims escalated between 5AM and 11:59AM, accounting for 40% of all injuries



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013



# DGS Fleet - Transit Injuries by Time of Day



Injury claims peak around noon, but are spread across the day fairly evenly.  
10AM-2:59PM comprise 35% of all injury claims



Source: Risk Management Claim Detail Report. Claim status as of 10/01/2013

# Wrap-Up

CountyStat would like to thank the following people for their time compiling data and information for this meeting:

- **Risk Management:**
  - Pam Schroeder
  - Lissa Bales
  - Fred Enos
- **FRS:**
  - Mike Nelson, Safety Section
  - Tony Coleman, FROMS
  - Mike Glazier, FROMS
  - Dr. Jill Captain, FROMS
- **OHR:**
  - Brenda Salas, WPM
  - Belinda Fulco



# Wrap-Up

- Follow-up items

