



BREAKING BAD

**5 Habits the Work Comp
Industry Needs to Ditch**

BREAKING BAD

5 Habits the Work Comp Industry Needs to Ditch

PICTURE THIS: You are managing a workers' compensation claim, and everything seems to be stuck in the same old rut. Endless paperwork and a frustratingly slow process that leaves everyone feeling exasperated. But what if we told you that this doesn't have to be the norm? What if there was a way to transform the industry from the inside out?

Buckle up because we're diving into the five bad habits that are holding the workers' compensation industry back and how breaking them can lead to a brighter, more efficient future.

1. The "Scarcity" Syndrome

One of the most pervasive issues in the workers' compensation industry is the scarcity mindset. This mindset focuses on limiting resources and cutting corners, leading to a short-term, cost-cutting approach. While it might save a few bucks today, it's a recipe for higher costs and poorer outcomes in the long run.

Transformation Tip: Shift to an abundance mindset. Think about the long-term benefits, not just the immediate costs. Investing more time and resources upfront can often lead to significant savings and better outcomes down the road.

2. Understanding Compensability - Beyond the Basics

In a rush to close claims quickly, there can be a tendency to prioritize cost-saving measures over compassionate care. This can prolong recovery and increase long-term costs. Early intervention with compassionate support can lead to less litigation and decreased confusion for injured workers.

Transformation Tip: Embrace a holistic approach to the care of those you serve. This comprehensive care approach can lead to faster recovery times and more satisfied injured workers. After all, we are in the business of improving human lives.

3. Cost Over Compassion

Many claims professionals may have a narrowed view of compensability, focusing on the physical aspects of an injury. This can cause us to neglect the psychological and emotional components of the claim, which are often just as crucial.

Transformation Tip: Adopt a patient-centric approach. Investing in comprehensive, compassionate care, can lead to quicker recoveries, swifter return-to-work, and lower overall costs. Remember, a little compassion goes a long way.

CONTINUED



4. The Transparency Gap

In a rush to close claims quickly, there can be a tendency to prioritize cost-saving measures over compassionate care. This can prolong recovery and increase long-term costs. Early intervention with compassionate support can lead to less litigation and decreased confusion for injured workers.

Transformation Tip: Tear down the transparency barriers and own your voice. Constantly ask “why?” and dig deeper into your program. Open communication and clear information-sharing can build trust and improve the efficiency of the claims process. Comparative analyses can also help demonstrate the benefits of a transparent approach.

5. Data Access - Who Holds the Keys?

In many cases, the data related to claims and their outcomes are often not easily accessible by the payers, leading to losses in control and adaptability, as well as a disconnect between participating parties.

Transformation Tip: Advocate for data access. Employers should have complete visibility of their data to make informed decisions and improve their processes. This shift can lead to better outcomes and a more collaborative relationship with your vendors.

The Takeaway

Transformation in the workers’ compensation industry starts with changing mindsets. It is about breaking free from the “same ole, same old” and embracing innovative approaches that prioritize long-term benefits over short-term gains. By investing in comprehensive care, fostering transparency, and advocating for data, we can create a more efficient, compassionate, and effective system.

This is not just a dream — it is a possibility if we commit to breaking these bad habits. So, let’s roll up our sleeves and transform this industry. The future is in our hands.

ABOUT EK HEALTH SERVICES

EK Health Services Inc. is a leading national workers’ compensation managed care organization. EK Health restores quality of life for injured workers through innovative, cost-effective solutions, while providing client services with high-touch experiences, customizable solutions, lower costs, and proven results. Our holistic approach integrates the best people, processes, and technology to facilitate the best medical treatment available for return-to-work possibilities.

Learn more about EK Health’s solutions at www.ekhealth.com.

EK
Health

