

PROJECTING INJURY OUTCOMES BASED ON “**PRE-INCIDENT**”
WORKPLACE ENVIRONMENTS

Pre-Incident/injury Environment	Post-Incident/injury Environment	Possible Outcomes	Outcome Percentages	Where \$100 Goes
Tension in Work Place	Incident (catalyst)	Resolution	80%	\$ 20
		Passive/Aggressive	16%	16
		Anger	4%	<u>64</u>
				\$100
	Support	Resolution	85%	\$ 21
		Passive/Aggressive	12%	12
		Anger	3%	<u>48</u>
			\$ 81	
Support in Work Place	Incident (catalyst)	Resolution	90%	\$ 22
		Passive/Aggressive	8%	8
		Anger	2%	<u>22</u>
				\$ 62
	Support	Resolution	95%	\$ 23
		Passive/Aggressive	4%	4
		Resolution	1%	<u>16</u>
			<u>\$ 43</u>	

“Anger” is defined as workers actively delaying recovery. “Passive/Aggressive” involves workers with fears of re-injury or a little less motivation to recover on their own, and “Resolution” as those who recover quickly regardless of outside influences.

Our experience has been that pre- and post injury relationships with employers have a greater impact on outcomes than the relationship/treatment workers receive from medical providers. This concept holds true for on or off the job injuries, “phantom” sick days, workload changes, etc. Costs can drop by up to 55% in two to three years in a “Support combined with Support” environment, with approximately a ten to fifteen percent cost factor.

Estimated Costs = \$10 per \$100 in claims Return on Investment = 47%