

# WHAT WORKS

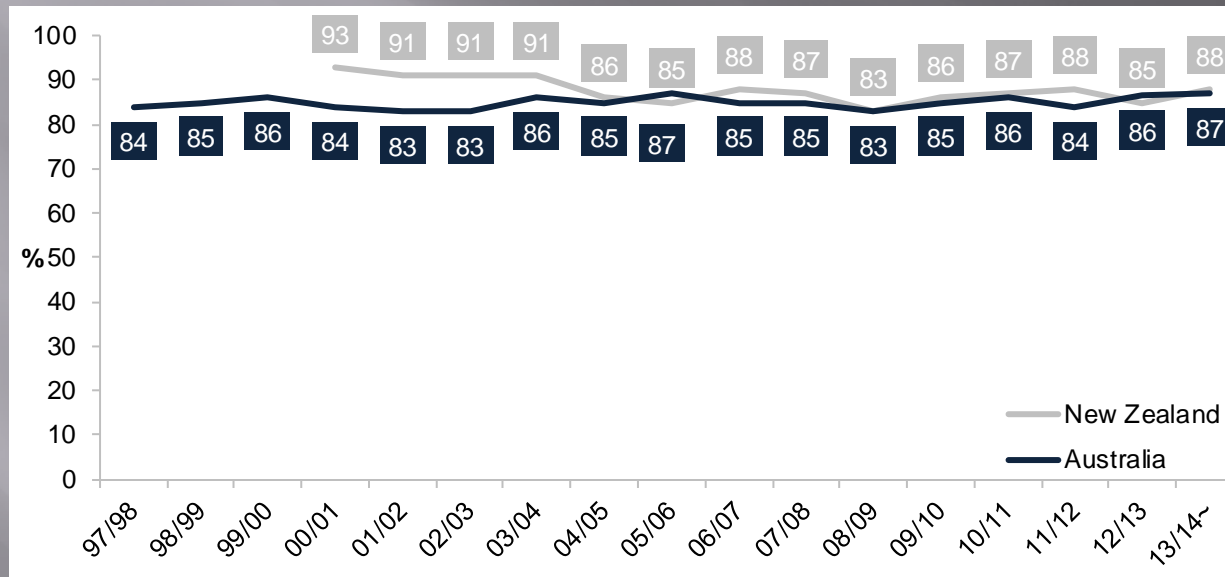
Lessons from overseas

# There's so much in the U.S. we *don't* want to copy...

- High costs
- Highly litigious system
- Inadequate benefits and rehabilitation

# Change is needed here too

RTW rates – 1997 - 2014



Source: Safe Work Australia, (2014), Return to Work Survey, 2013/14  
Summary Research Report (Australia and New Zealand)

# There are important lessons from the U.S.



*But you need to  
know where to  
look*



71,000 sq. km, 180,500 people (2000)

About 550 accidents a year in agriculture, mining, construction, emergency services, and government

# Their new law was very successful





# HOW?

- ▣ Rewrote their law to incorporate generally held societal values
  - Ka
  - N'a y'llegh
- ▣ Provided the best available medical care *quickly*
- ▣ Person-to-person contact
- ▣ Sophisticated multi-level mediation program to avoid litigation



# Lessons learned

- ▣ People recover better when the treating system's values and theirs are aligned.
- ▣ “Front-end” loading of medical treatment works
- ▣ We are in the people business
- ▣ Keeping the lawyers away allows people to focus on recovery – and you can do it by reducing the need for a “guide”



# They called me back in 2009

- ▣ Embarrassing premium surplus
- ▣ Wanted a rational approach to increasing benefits
- ▣ Wanted to stay up to date with changing medical and psychological practices
- ▣ Wanted more emphasis on safety



# Major new features (they kept all the good stuff )

- ▣ Disability valuation based upon latest available research
  - People recover better with an understanding of why the benefit structure is the way it is
- ▣ Psychological services on demand, but psychological injury claims allowed only upon objective evidence
  - Allowing free access to psychological services, but objective proof for psychological trauma, avoids medicalization

# Some more good lessons

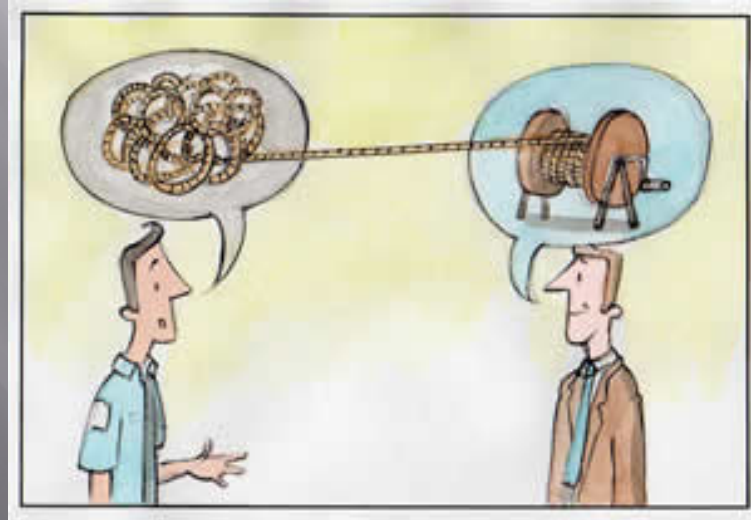
- ▣ Evidence based medicine as an automated screen for reasonable and necessary care
  - Working smarter allows time for better human contact
- ▣ Incentives aimed at RTW and safety
  - Businesses respond (a little) better to economic levers than people – and people respond best to the psychology of “reward”

# Applying it at home



- ▣ One size does not fit all
- ▣ Know what's broken before you fix it
  - Don't be afraid to try something new





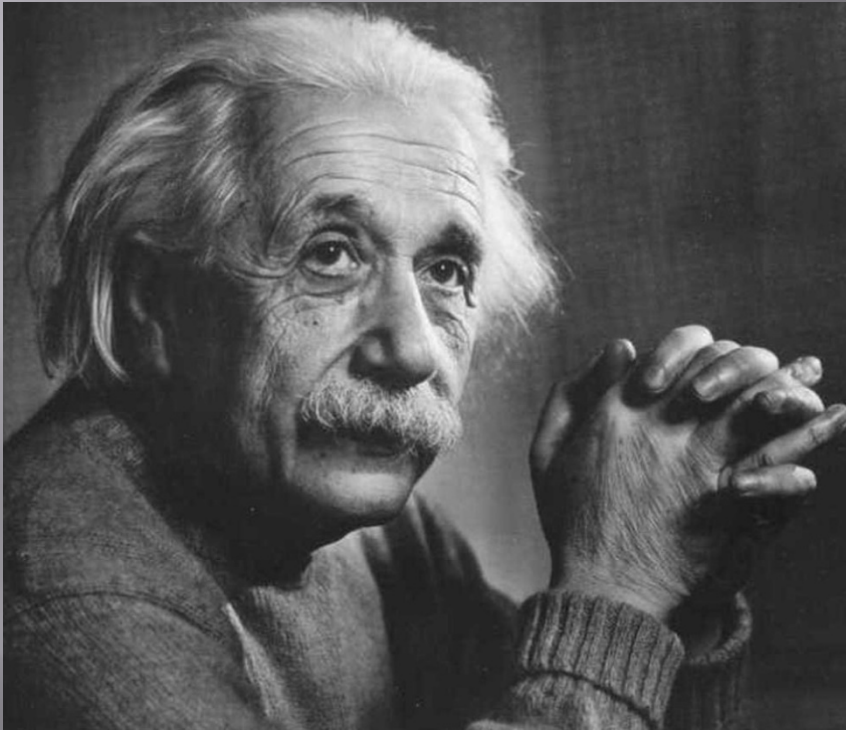
- ▣ Empower understanding
- ▣ Do the right thing (for the right reason)
- ▣ Pay attention to secondary injury



# Ya'atay

- ▣ More than just a greeting
- ▣ It's the attitude that I acknowledge and appreciate you, and realise that it's only circumstance that creates our relative positions
- ▣ The injured person is just the same as we are – just under different circumstances

# A “more modern” way of saying the same thing....



- ▣ "Any intelligent fool can make things bigger, more complex, and more violent. It takes a touch of genius -- and a lot of courage -- to move in the opposite direction."

# Questions?

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