



WORKER'S COMPENSATION PROGRAM

Presented by:
Injury Compensation Program Administrator
Red River Army Depot

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Mission Sectors



MLRS



MRAP



BFVS



HMMWV



HEMTT



SEE

- Army's Premier Industrial Facility for BFVS, MLRS, HEMTT, and Tactical Wheeled Vehicles
- Only DOD Capability for Track and Road Wheel Remanufacture
- Only DOD Capability for PATRIOT and HAWK Missile Recertification
- Garrison Support for Strategic Partners



PATRIOT/HAWK



ROADWHEELS



TRACK



AMMO



DDRT



Other Activities

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In the Beginning...

- COL Evans challenged the Workers' Comp Office
- The Workers' Comp Office planned a Lean Six Sigma Rapid Improvement Event (RIE)
- The RIE Team Set goals
- **Focus of Event: Return PR claimants to work & save \$1M in cost avoidance within 1 year**
- Implemented the RIE actions in May 2007

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What is Lean

- A process used to develop standard work
- To reduce lead time
- Establish performance metrics
- Allowing product to be produced in a timely manner, one piece flow, standard operating procedures, allowing more productivity time
- Lean is reaching for the stars thinking about a futuristic process outside the box where anything is possible No limits

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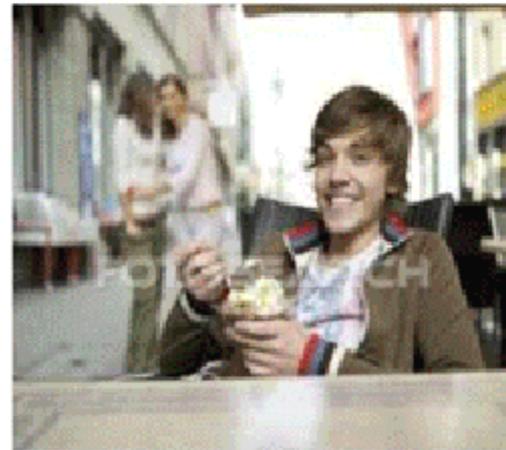
Process Prior to Lean Event



Product lacks:
Quality
Cost
Delivery



Process After Lean





Rapid Improvement Event Action Plan

- Target PR rolls only
- Begin with youngest to oldest
- Check for current medical/PR
- Require yearly medical
- If no current medical ask CE to schedule Secop
- Evaluate secop for possible job offer
- Move to next step in process/job offer/IME
- To reduce cost & increase productivity

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Rapid Improvement Event Results



Created a Standard of Work Process

- SOP for Long Term Rolls
- SOP Buy Back Leave

28 Pre-Approved OA spaces

- Saved time from a scheduled PMRC meeting

GS-0303-04 Clerk Job Description

- Job description fit 100% of all restrictions
- Saved time from reengineering old job description/gets claimant back to work quicker

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Lean Event Successes

BEFORE

- 28 PR Claimants
- Compensation Cost: \$2.3M
- Timeliness of Claims: 79%
- #16 on DoD Top 40 List

AFTER

- 1 PR Claimant
- Compensation cost: \$1.75M
- Timeliness of Claims: 96%
- Off Top 40 List, and first federal agency to win *Theodore Roosevelt Award*

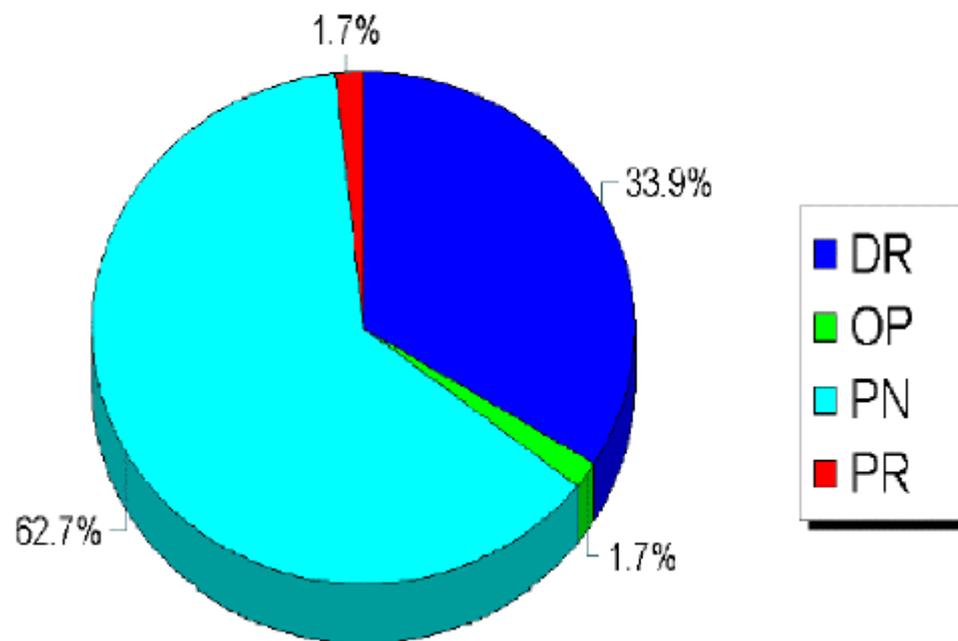
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FY 2009 Compensation Roll Status

Representation by Pay Status

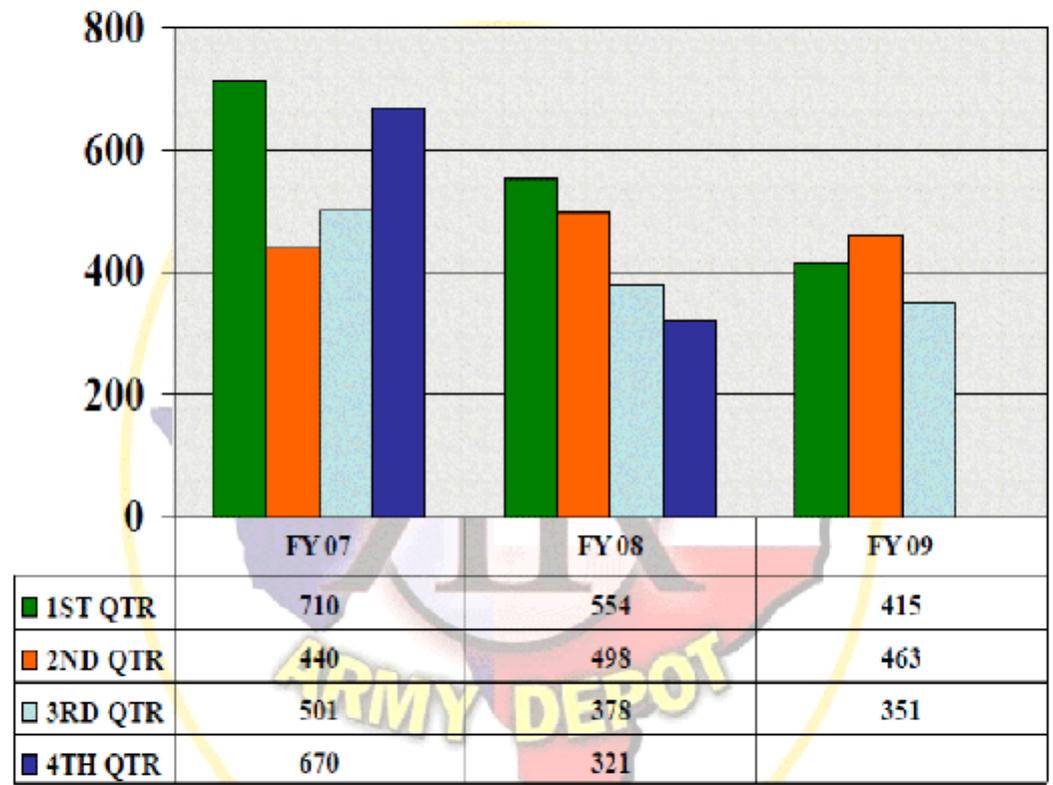
**Only 1 PR
Claimant after
18 months!**



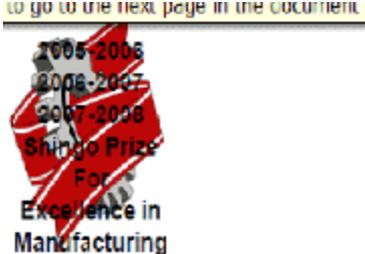
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Costs Since Lean Implementation



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Tracking PR Rolls



Develop spreadsheet to track status on all PR claimants:

1. Date medical was requested
2. Date medical was received/follow up if not received by this date(Most important do follow ups on your suspences)
3. Suspension/Termination, RTW, Retired, Death dates
4. Track lifetime Savings/ytd savings once PR returns to work
5. Maintain hard copy notebooks with all current medical/status on my desk PR,PW, PN cases
6. Check PR medical every year, PW every 2 years and PN medical every 3 years.

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When PR Claimants Return To Work

- Ensure the SF 50 action processes correctly
- If necessary, correct SCD to ensure no break in service
- Make sure Health and Life insurance transfer back
- *Watch for correct salary*
- Do not burdened claimant with all the above—they may already be unhappy about RTW
- On first day of RTW, go with them if uneasy about new environment
- Periodically call them and visit the claimant at worksite

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Lean Six Sigma Production Control Board



Board Purpose – Review the following metrics:

- FECA Program Costs (quarterly/chargeback year)
- Total compensation costs (quarterly/chargeback year)
- Number of accidents (monthly)
- Days/hours lost time (monthly)
- Cost avoidance per Chargeback/Fiscal Year

This allows supervisor visibility of current FECA Program stats at all times!

Personal goals for the FY:

- Reduce cost by 5% this FY
- Gainfully employ all claimants eligible for light duty
- Aggressively challenge all suspicious claims
- Train all supervisors and employees quarterly
- Hold FECA meetings quarterly

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Proactive Return to Work Efforts

- MUST HAVE Commander, Management, and Health Clinic Support
- Suspicious claims get medical from Depot's Medical Clinic
- Monitor accidents thru Medical Clinic/POC's established within Depot
- **VERY IMPORTANT:** Within first 24 hours of Injury, Contact Supervisor and ask if employee has returned to work:
 - If yes*, ask supervisor to file claim EDI as soon as possible.
 - If no*, contact employee at home as soon as possible, and locate physician and send a light duty letter with the GS-04 job description (via Fax). This saves effort, improves RTW, and reduces Lost Time. Most physicians accept the letter and are surprised the depot offers light duty work.
- Immediate RTW reduces the occurrence of costly compensation benefits, lost time, and DoD Top 40 List standing
- Once employee has RTW monitor conditions/restrictions until release to regular duty/suspense your spreadsheet
- Ask CSR for COP Availability Report/Track with Lost time for TOP 40

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RRAD FECA Working Group

Group consists of:

- Commander
- ICPA
- CPAC Director
- Depot Medical Officer
- Depot Legal counsel
- Safety Officer
- Comp Investigator

Group meets quarterly

- Analyze FECA costs/Compare cost between quarters
- Look at Injury Trends/Identify Problem areas
- Plan/develop/strategize to reduce injuries—*Be Proactive*
- Recommend Changes either ergonomic/policy/procedure/training
- Accepts suggestions for improvement to reduce FECA costs, for example:
No Eye Doctor. All eye injuries go to hospital

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Helpful Hints

- ✓ **Disability Report in Defense Portal Analysis Center (DefPAC)**
 - Check at least twice monthly—could have a new PR that you don't even have the letter from DOL on yet might can get them off
 - Chargeback:
 - Sort from lowest to highest value/errors in cost
 - Look for suspicious charges
 - Sort by date/Ask CE to close out old claims(MC/DR cases)
 - Check agency codes for accuracy/how long it takes to reverse charges
 - Analyze cost difference between qtrs
 - If medical/comp cost increased why? Surgery.?
- ✓ **Be Persistent in RTW of PR claimants/Track Progress on Spreadsheet**
- ✓ **Train New/Existing Supervisors & Workforce on Workers' Comp Quarterly**
- ✓ **Always use Electronic Data Interchange (EDI) to file claims—a lifesaver!**
- ✓ **Maximize Use of the DoD Pipeline Program—saves depot dollars first 365 days**
- ✓ **Always follow up on your RTW Suspenses**

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My Responsibility

- Manage all cases/Not DOL
- Gainfully employ injured worker ASAP
- Monitor chargeback carefully
- Challenge suspicious claims
- Assist in filing claims
- Chair FECA Working Group
- Learn to recognize red flags/20yr old h loss

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My Personal Goals for FY 2010

Each year I develop my own personal goals—

- Reduce lost days by 5%
- Gainfully employ all light duty employees ASAP
- Aggressively challenge claims
- Hold quarterly training sessions with new supervisors
- Reduce medical cost by 3%
- Empower yourself to get moving

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In the End

- ✓ You can't buy success
- ✓ Success always follows passion of your job
- ✓ Accept the things you can't always change
- ✓ Don't be afraid to take a chance

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I wish you all the very best of luck

Remember, nothing is impossible

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