

Indiana State University

2004 - 2005 Administrative Annual Report

Workers Compensation

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

- We have only one open case with case management at this time and this is the least since I have been doing Work Comp. Two Cases are in the trial state at this time and one case will start in pretrials.
- Expenses have been kept to a minimum in regards to most work comp cases due to being able to use the Student Health Center on campus as the first provider if injury is minor.
- Working with Facilities Management on providing Restricted Duty work for injured employees has been an asset to the Work Comp program. Other universities have consulted with us regarding this aspect of our program.
- We continue to work with Facilities Management to report potential problems that could cause injuries not only to employees, but students or visitors on campus.
- We continue efforts to keep lines of communication open between the injured employee, supervisor, and Work Comp manager. By being aware of what is going on with the case, we can be assured that the employee is getting the medical care needed, and that the manager knows what is happening in regards to restrictions, appointments, etc.
- Fewer medical bills have been sent for bill review due to the fact that we have worked with medical providers for discounted rates. Random checks on Work Comp bills prove that our provider discounts are greater than sending our bills for bill review.
- We have faced a challenge last year with the Space Utilization program. With the repairs and restoration to Stalker Hall, we have had to find space to move the employees and classrooms that have been in that building. Now we hope to use these spaces to empty University Hall, but storage space is still a big problem in University Hall.

Action Steps

In light of the new [strategic direction](#) of the University can you modify your action steps or develop new action steps that will aid in the implementation of the University's Strategic Indicators?

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year? What changes did you make based on those assessments?

- Work Comp is assessed by how quickly we can get an injured employee to Maximum Medical Improvement and back to work. This can be accomplished by communication between the injured employee, supervisor, and medical personnel. We do have standards from Worker's Compensation Board and OSHA that we must follow. With our restricted duty program, ISU is able to bring employees back to work without lost work days.
- Cost savings—By working with medical providers for discounted rates, we were able to avoid having to send medical bills for review purposes. This not only saves us time in getting bills paid more quickly, but avoids some questioning

by medical providers as to why we did not pay the full amount billed. We also worked with a local pharmacy for discounted rates. But more importantly for our Work Comp employee, they have no out of pocket expense since the pharmacy bills us directly.

Future Goals

Future Goals

Please describe the progress you have made on these action steps.

Our goal is to make sure that the campus is safe for the student as well as the employee or visitor. If we notice something on campus that could be a safety hazard, we will work with Facilities Management to see that the problem is corrected. We want to make the campus safe so that we avoid accidents if possible. We cover student workers injured on the job. In what dealings we might have with a student on a personal level, we try to treat them courteously, answer questions that they may have, to help them see that we are interested in them as a person and want to make their university experience pleasant. Also by keeping employees health and happy, it will help the employee work toward keeping the students health and happy. Regarding space utilization, we strive to see that what space is available is used for the benefit of the students as well as the employees. Atmosphere is important to learning. We will strive to make sure that space is used in the best possible way for everyone involved.