

Worker Assessment and Rehabilitation Center

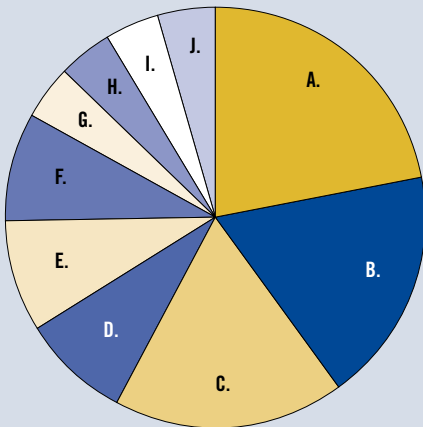
Annual Report 2010



Types of Injuries

Injuries	Percentage of Workers	Avg. Length of Stay
Back Injuries: Non-Surgical	13%	14.7 days
Surgical	4%	28 days
Shoulder Injuries: Non-Surgical	4%	14 days
Surgical	58%	19 days
Other Upper Extremities	8%	20 days
Lower Extremities	8%	19 days
Cervical	4%	6 days

Occupations Served



A. Construction Trades	21%
B. Freight and Mail Handling	17%
C. Other Skilled Trades	17%
D. Production/Manufacturing	8%
E. Healthcare Assistants	8%
F. Clerical	8%
G. Driving/Delivery	4%
H. Maintenance/Custodial	4%
I. Mechanical Repair/Installation	4%
J. Professional	4%

Work Hardening Program Admission Criteria

Workers who participate in Froedtert Health Community Memorial Hospital's Work Hardening program are:

- unable to perform job duties or pursue vocational goals due to physical and/or psychological limitations
- committed to complying with program guidelines to achieve return-to-work or pursue other vocational goals
- medically able to participate in and benefit from the program

Services Relocate in 2010

The Worker Assessment and Rehabilitation Center relocated to a new facility in December 2010. The new clinic is located within Community Memorial Medical Commons, near Appleton Avenue and Good Hope Road in Menomonee Falls. The state-of-the-art clinic features a 2,600 square-foot job simulation gym and offers the same wide scope of programs and services including the Work Hardening program, acute work injury rehabilitation, pain program, hand therapy, occupational therapy and functional capacity evaluations.

The move allows us to bring all of the expertise and technology we have always provided to a new, state-of-the-art facility that will allow us to improve our service to the community.

Caseload Characteristics

From January 2010 to December 2010, 24 of the 137 workers served by the Worker Assessment and Rehabilitation Center (WARC) were treated in the Work Hardening program. Males accounted for 71 percent of the participants. The average age of workers was 46.4 years. The chart at left indicates the breakdown of the types of injuries.

Occupations Served

Of those participating in the Work Hardening program in 2010, the largest number were from construction trades, freight/mail handling, and other skilled trades. These areas represented 21 percent, 17 percent, and 17 percent respectively. The largest increase was seen in the area of other skilled trades, which rose 14 percent from three percent in 2009 followed by clerical, which rose eight percent from 0 in 2009. The largest decline was in construction trades, dropping to 21 percent from 37 percent in 2009.

Physical Demands Strength Rating (PDSR)

One hundred percent of the Work Hardening participants had jobs within the Medium to Very Heavy physical demands classification, based upon Department of Labor definitions. Workers in these jobs are required to lift up to 50 pounds occasionally.

Fifty-eight percent of the participants entered the program functioning within the Sedentary to Light PDSR and 88 percent of participants progressed to Medium to Very Heavy PDSR by discharge from the program.

Absence From Work Prior To Work Hardening

Early referral for Work Hardening positively impacts return to work (RTW) outcomes. The percent of workers being referred to the program at six months or less after the date of injury decreased from 50 percent in 2009 to 42 percent in 2010.

During 2010 the number of workers who were off of work for less than six months remained the same for the last three years (70 percent in 2008, 2009 and 2010).

This is a negative trend that has increased substantially since 1999 when only 2.1 percent were off of work for more than six months.

Achieving RTW outcomes will become more challenging if these trends continue. Vocational and industry research indicates that a worker's return to work potential decreases by approximately 50 percent after six months off of work. However, we did exceed our goal of 80 percent with 100 percent of workers returning to work or referred for vocational rehabilitation.

Functional Improvements Remains High

The average improvements for program participants met or exceeded goals set by WARC staff in all categories: dynamic lifting, self management/coping ability, application of body mechanics and knowledge of injury prevention information/techniques. See list at right.

Return-To-Work Outcomes High

Twenty-four workers completed the Work Hardening program in 2010. Of those workers, 86 percent returned to work upon discharge, four percent required further medical management and eight percent were given information for vocational rehabilitation/job placement assistance in the event the employer would be unable to accommodate return to work upon end of healing. Additional details are on the chart at right.

Job Retention Follow-Up

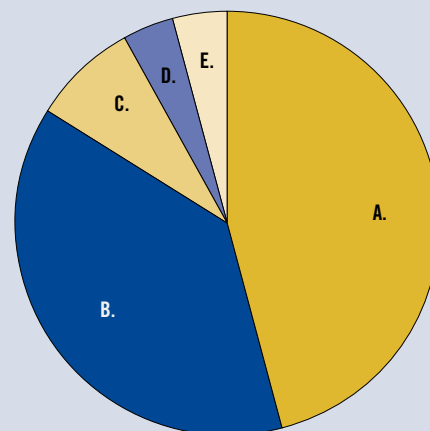
Work status follow-up information is available for nine workers, seven of whom returned to work at discharge. Of these seven workers, 100 percent were employed at 60 day follow-up, exceeding our goal of 80 percent job retention. Of two unemployed workers, one was anticipating being called back to work in two weeks from date of 60 day follow up contact. The other worker was waiting to hear from employer regarding accommodations for restrictions. The program demonstrated overall favorable results as we met our goal for job retention.

Follow up information was not obtained for workers referred for vocational rehabilitation or medical management at discharge.

Functional Improvements

Functional Area	Outcomes	Program Goal
Dynamic Lifting: Floor to Waist Waist to Crown	75% 79%	65% 65%
Self Management/ Coping Ability	96%	80%
Application of Body Mechanics	100%	100%
Work Behavior/ Attendance	96%	90%
Knowledge of Injury Prevention Techniques	95%	88%

Return To Work



A. Returned to Work: Same Job, Same Employer	46%
B. Returned to Work: Modified Job, Same Employer	38%
C. Referred for Vocational Services	8%
D. Returned to Work: New Job, New Employer	4%
E. Required Further Medical Management	4%

Functional Status Retention

Staff members were able to directly contact nine of the 24 participants (38 percent) for follow-up functional information. Of the nine workers contacted, nine (100 percent) said they had maintained or improved their status in coping/adjustment, pain management, strength/endurance, work tolerance, body mechanics and restrictions. This exceeds WARC's minimum goal of 80 percent status retention.

Satisfaction

Workers, their employers, insurance carriers/rehabilitation specialists and physicians are surveyed at discharge. Respondents based their answers on a five-point scale, with five being very satisfied and one being very dissatisfied. The average rating for 22 returned surveys was 4.70/5.00. Surveys were gathered from:

- 17 workers 4.70/5.00
- 2 insurance carriers 4.10/5.00
- 3 physicians 4.70/5.00

Mission Statement

The Worker Assessment and Rehabilitation Center provides quality, cost-effective rehabilitation and consultation services for workers and businesses in Waukesha, Washington, Milwaukee and Ozaukee counties.

The client focus is in serving workers whose work capacity has been affected by functional limitations resulting from injury or illness. Comprehensive coordinated work injury management services are provided by an interdisciplinary team, in the clinic or at the worksite, to maximize the worker's potential to resume employment or to pursue alternative vocational goals.

Ethics Statement

All Froedtert Health Community Memorial Hospital rehabilitation programs and personnel are committed to respecting the dignity and uniqueness of all patients/clients regardless of their religious or economic status, personal attributes, payer sources or the nature of their health problems.

All personnel will participate in efforts to deliver and continuously improve high quality care while safeguarding the confidentiality of patient/client information and utilizing their own best judgement regarding treatment options for the patient in accordance with all applicable laws and regulations.



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Community Memorial Hospital is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities for its Occupational Rehabilitation Program. This accreditation recognizes that the program focuses on helping clients return to work and optimize their work capability while meeting the needs of all stakeholders.

Community Memorial Hospital was again awarded a three-year accreditation by CARF, the Commission on Accreditation of Rehabilitation Facilities, for our Adult Inpatient Rehabilitation Program and Comprehensive Occupational Rehabilitation Program.

According to the report provided by CARF, "This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel and documentation clearly indicate an established pattern of practice excellence."

Of special note, the program was recognized for exemplary conformance to standards in the following areas:

- Extensive training of Work Hardening staff in the Mandt system.
- Exceptionally large variety of job simulation equipment in Work Hardening

This accreditation outcome represents the highest level of accreditation that can be awarded to an organization and shows Community Memorial Hospital's substantial conformance to the standards established by CARF.