



## Improving Workers' Compensation Outcomes through Injured Worker Engagement

Bardavon coaches serve both as an information source to the injured worker and as communication liaisons to the key stakeholders.

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We often hear the phrase “perception is reality.” While its truth can vary by situation, in the context of workers’ compensation, this saying is particularly relevant. It underscores how communication between key stakeholders can impact the length and cost of injury claims and highlights the need for proactive measures to prevent or identify negative perceptions by injured workers.<sup>2,3,4</sup>

A 2016 study demonstrated that higher cost claims were associated with injured workers’ depressed mood, pain catastrophization, and poor recovery expectations. Surprisingly, this same study revealed injury severity and self-reported pain levels were not associated with claim rate of incurrence, duration or costs.<sup>1</sup> Research has also shown that injured workers often feel confused about what is perceived as an overly complicated workers’ compensation system.<sup>2</sup>

Understanding the influences of injured worker perception on treatment outcome and ultimately claims cost, Bardavon has launched an initiative to increase the engagement of individuals undergoing physical or occupational therapy. The Recovery+ program allows Bardavon’s health coaches to directly engage employees through text messaging.



In addition to direct texting, an easily conducted form of communication for injured workers, Recovery+ deploys surveys that help the coaches identify potential negative perceptions and react to feedback in near real-time. In its first six months, Recovery+ has seen over 50% of invited injured workers use the texting platform to communicate with their coach. This information has allowed Bardavon to bridge any potential gaps between the patient, provider, adjuster, or case manager. The results of our injured worker customer satisfaction surveys in the first two quarters of 2024 showed users returned a median user satisfaction score of 9 out of 10 when rating the following categories:

- Overall Recovery+ program
- Booking an appointment
- Satisfaction with their health coach

User satisfaction with the Bardavon network physical therapist was 10 out of 10. **Some voluntary feedback from injured workers participating in Recovery+ indicated the following:**

**“Thank you for taking care of my needs and making the recovery process easier.”**

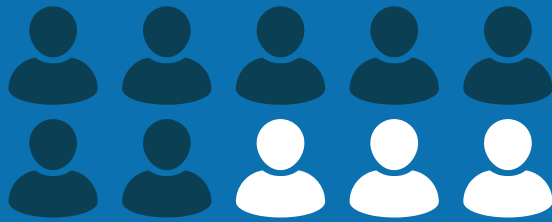
**“Very happy with the complete process.”**

**“The process has been made very easy.”**

**“I appreciate the concern that has been shown to me, and all the time and work that has been given to my recovery.”**

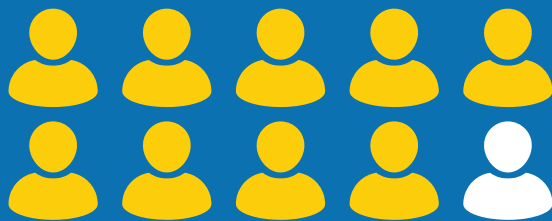
**“Everyone has been very helpful.”**

## WHAT INJURED WORKERS ARE SAYING:



7/10 feel employer cares about recovery

7/10 feel confident about their road to recovery



9/10 experienced ease of scheduling

9/10 rating of their Recovery Coach


9/10 would recommend Recovery+



10/10 rating of their therapy provider

As expected, there are still injured workers expressing frustration surrounding the gaps in education and communication related to the workers compensation system. In these occurrences, Bardavon coaches serve both as an informational source to the injured worker and as communication liaisons to key stakeholders, such as nurse case managers, adjusters, and health care providers.

In addition to text communication and surveys, the Recovery+ program includes content that educates the injured worker on basic workers' compensation processes and the roles of various stakeholders. These include the benefits of therapy, punctual attendance, non-pharmaceutical pain management, and how Bardavon health coaches can assist with the recovery process.

This feedback indicates the influence of Bardavon's Recovery+ program on injured worker's perception during the recovery process. Bardavon has already influenced patient recovery through documentation and data analytics. Being able to make communication easier and proactively intervene with any identified concerns that may impact their rehabilitation or return to work will give the injured worker an experience unique to any other PT/OT Network and work synergistically with existing nurse-led case management to create positive outcomes for workers and clients. As research shows, where the mind goes, the body will follow. Bardavon's judicious utilization of technology keeps injured workers' perception looking up while driving claims costs down. 

### References

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- <sup>2</sup> Kosny A, MacEachen E, Ferrier S, Chambers L. (2,3The role of health care providers in long term and complicated workers' compensation claims. *Journal of Occupational Rehabilitation* 2011 Dec; 21(4): 582-90.
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