



**THE MANY STRUGGLES
OF GETTING EMPLOYEES
BACK TO WORK**

WHO IS LUBRIZOL AND WHAT DO WE DO?

- **We are a specialty chemical company with over 4000 USA employees. (we also have sites outside of the US). Our domestic manufacturing plants are located throughout the United States. We have 3 plants in Ohio—Avon Lake, Bowling Green and Painesville. Our corporate headquarters are located in Wickliffe. We have research and development sites in Brecksville and Wickliffe.**
- **We are a supplier of specialty chemicals for the transportation, industrial and consumer markets. (transportation additives, personal care products, pharmaceuticals, plastic and coatings in the form of additives.)**
- **In 2011 we were purchased by Warren Buffet and are now part of the Berkshire Hathaway group.**

SO FIRST, LET' S TALK ABOUT WORK...

- For most employees work means being better off in terms of money, well-being and self-esteem.
- Based on the most extensive study of longevity ever conducted, the *Longevity Project* (Howard Friedman and Leslie Martin, PHDs) determined what really impacts our lifespan.
- And guess what? One of the factors that contributed to a long life span was....work!
- You always hear advice to take it easy and not work so hard, but that turned out to be very wrong. Hard work is not a health problem—it is a good thing.



THINK ABOUT YOUR OWN CASES

- What are the odds that your employee will come back to work after a 6 month medical leave? And what about the employee who has been off for more than a year...he or she will probably never be back.
- One of the reasons employees fail to return soon or ever is because they get in the disability mind set--staying home and watching TV is pretty darn easy and as long as they can live on their reduced wages, life is good.
- Plus we all have to deal with the entitlement mindset. You see their commercials on TV and on the highways:
 - “We’ ll get you the compensation you deserve...”
 - “Have you been injured on the job...”
 - “I’ ll make them pay..”

DOESN' T MAKE OUR JOBS ANY EASIER, DOES IT? SO, WHAT DOES LUBRIZOL DO TO HELP AVOID THESE ISSUES IN THE FIRST PLACE?

- **We help and encourage our employees to be healthy through our Lubrizol *Essentials* wellness program, which includes (all free of charge to our employees):**
 - **Weight management through No Diet Weight Solution**
 - **Tobacco Cessation through Smokeless (American Institute of Preventive Medicine)**
 - **Onsite Fitness Centers at almost all U.S. major locations.**
 - **Onsite health coaching through Wellness Coaches U.S.A. (Available at our Ohio sites, and will launch soon in other states. Once the coaches are in place in Kentucky and Texas, approximately 83% of our U.S. population will have access to an onsite coach).**
- **We communicate, actively practice and audit our comprehensive safety policies.**

Let's take a look at obstacles that Lubrizol has in returning employees to work and what we do to try to overcome them.

OBSTACLES

- **Our disability benefits are extremely rich. We pay 100% salary continuation for 6 months (1040 hours) for both occupational and non-occupational claims. (This benefit has been in place forever.)**
- **Employee loyalty to the company has changed over the years.**

Doesn't give an employee a lot of incentive to return to work, does it?

RESOLUTIONS

- **As lost productivity is the biggest cost to employers, we try to get our employees back to work as soon as possible**
- **We have a fully integrated disability program.**
- **We do not treat or administer our Workers Comp injuries any different than our employees who are on medical leave.**
- **We are self- insured and self-administered.**
- **All disability payments are paid through our payroll department.**

DIAGNOSES

- **Our most frequent diagnoses are:**
 - **Musculoskeletal Issues**
 - **Pain**
- **Our most difficult to manage:**
 - **Pain**
 - **If only there were a test for pain...**



According to the Social Security Administration, 1 in 4 of today's 20 year olds will become disabled before they retire. The US Census Bureau reports that 12% of the current total American population is classified as disabled. And more than 50% of those disabled individuals are in their working years.

SO WHAT ARE OUR SPECIFIC SOLUTIONS?

- **Early Intervention**
- **Strong Case Management**
 - **All of our disability benefits are self-administered, so we have to step in as soon as we think it is necessary. Many of our sites do have nurses and part time doctors, but some do not. We use Presley Reed Disability Guidelines to determine when our employees should be back at work.**
 - **We use outside Nurse Case Managers for:**
 - **Short Term Disability**
 - **Long Term Disability**
 - **Workers' Comp Cases**



- We get a Nurse Case Manager involved in a case when:
 - There are multiple injuries
 - The injury involves catastrophic injury, a serious head trauma or personality changes appear after a closed head injury
 - Significant pre-existing medical problems
 - Inability of the physician to make a diagnosis
 - Bizarre symptoms
 - Missed doctor or therapy appointments
 - Frequent extensions on the return to work release date
 - Unrealistic return to work expectations
 - The employee has limited communication skills
 - Friction between the injured employee and his supervisor, co-workers or others
 - The employee believes the injury occurred because of an unsafe condition at the work site
 - The employee believes he/she is entitled to a large settlement
 - Substance abuse
 - All psychiatric conditions
 - We feel assistance is needed in getting the employee the best medical treatment available

- **Our Nurse Case Management procedure:**
 - We send the employee a letter explaining why we are assigning a case manager to work with him/her and ask them to sign a medical release in order for the nurse case manager to work with the employee and the treating doctor.
 - Lubrizol uses VocWorks for all nurse case management in the US. Psychiatric diagnoses are managed by psychologists at Behavioral Medical Interventions.
 - A VocWorks nurse case manager has been handling our cases for a number of years and she is the best of the best.
 - We try to get employees back to light duty or transitional work but this is not always an option due to the nature of our manufacturing plants.

- **Our Integrated Disability Program**
 - **When our integrated disability program began in 1996, I decided it was in our best interest to set up an in house light duty program here in Wickliffe. I had procured a large room for doing mailings and copying. It served its purpose and was successful in getting employees back to work. The chemical operators thought it was fun at first sticking labels on envelopes all day—but the novelty soon wore off and they were magically cured and asked to go back to their regular jobs. Then the whole process became a little tough to handle - either no light duty work or too many disabled employees to find light duty for. Then as Lubrizol continued to grow, they needed the space back and so I had no choice but to disband my light duty room.**
 - **But I never forgot how well that program worked. A few years ago I found out about the VocWorks program called modified duty off site (MDOS).**
 - **As of right now we are only using it on our malingering workers comp injuries . You know the ones who 6 months later are saying their tennis elbow still hurts and so they cannot come back to work.**

MODIFIED DUTY OFFSITE (MDOS)

- **General Benefits**
 - Less lost time days
 - Meaningful tasks in the community
- **Injured Worker Benefits**
 - Support during recovery
 - Reduces de-conditioning
 - “Work Mode” retained
 - Less work adjustment issues
 - Quicker recovery
 - Less transition in back to work
- **Non-profit Benefits**
 - MDOS supplies volunteers
 - Placement is strictly managed
 - Liability is on Lubrizon
 - Non-profits welcome participation

- **Pre-placement Components**
 - **Physician release**
 - **Documented restrictions**
 - **Temporary restrictions**
 - **Employer cannot accommodate restrictions**
- **Placement Components**
 - **Coordinator reviews restrictions and secures placement**
 - **Simple job description**
 - **Formal job offer letter**
 - **Placement based on restrictions, skills and availability of positions**
 - **Placement up to 90 days**
 - **The case manager is present at the first meeting, does an onsite assessment and ongoing monitoring. Attendance guidelines are discussed along with the return to work focus.**
 - **Placement is usually secured with 48 -72 hours of referral.**
 - **Vocworks has a data base of hundreds of non-profits to work with. (Red Cross, Hunger Centers, Salvation Army, Habitat for Humanity, etc.) A program is usually set up near an employee' s home to make it easier for the employee.**

ANY QUESTIONS?

