

June  
2018  
Issue 96

# Trust Intelligence

A Newsletter published by the Workers' Compensation Trust

## Inside This Issue

Trust Recognized in National Web blog as "Best In Class" for Workers' Compensation Coverage.



## 41 Members Share in \$350,000 Safety Grant

## Index

- 2 National Recognition for Trust
- 2 Safety Grant Winners
- 2 SIF Rate Decrease
- 3 Annual CNA Hall of Fame Winners
- 3 2017 Safety Grant Spotlight
- 4 June is National Safety Month
- 4 OSHA Corner
- 5 Trust TeleCare Update
- 5 31 Graduates from Claims Academy
- 5 Changes at the WCC
- 6 TeamSTEPPS Update
- 6 2017 Safety Grant Spotlight
- 7 The Medical Corner
- 8 Education Programs

When we introduced our Safety Grant program last year, one of the major goals was to inspire Trust members to become proactive in identifying specific causes of workplace injuries in their business and then propose solutions to help control and/or eliminate those threats. We're happy to report that goal was achieved and last year's Safety Grant investment of \$250,000 was put to good use by 29 Trust members who have implemented successful measures to aid in loss prevention.

The program was so successful we increased the Safety Grant award to \$350,000 for the 2018 year in an effort to assist more members with pressing safety concerns. This year's entries totaled 108, a 28% increase over last year's total of 83 and certainly making the job of the selection committee even more difficult.

While the maximum award available to any one member is \$15,000, the total requested amount from all entries was over \$1.46 million. 41 grant recipients were selected which is a 41% increase in recipients over last year. The average grant award was over \$8,500.

## Win/Win/Win Program

Every Trust member wins with this program. The members receiving grant funding win by implementing programs to help lower loss results and premiums. The Trust wins by investing into well thought-out loss prevention measures specific to individual businesses who will reap the benefits of lower losses now and into the future. All Trust members win when Trust losses are lowered as this results in higher premium returns and lower premium costs.

Diane Ritucci, Trust President & CEO stated; "We're delighted with the Safety Grant program's success and the positive impact it is having on loss prevention. I would like to personally thank all members who submitted entries. There were many great ideas and the selection process was challenging. We remain steadfast in our commitment to truly serving our members and this program is just one of many examples of what makes the Trust a unique and proud partner with Connecticut's healthcare, social and human service providers."

Winning entries covered a wide spectrum such as patient handling equipment, security doors, security items, safety mats, GPS fleet monitoring devices, driving simulators, lifting devices, professional training, sand spreaders, stretcher loading devices and much more.

# Trust and Our Own Brian Downs Recently Recognized By National Consulting Firm

Joseph Paduda, Principal of Health Strategy Associates, a national consulting firm specializing in managed care for workers' compensation and cost containment within the health care industry, recently recognized the Trust in his April 3rd blog post. In the post, Mr. Paduda applauded the outstanding efforts of the Trust with its ongoing investment to its members in customer outreach and education, new product and service innovation, the benefits of a well refined proprietary provider network, and its forward thinking for ways to provide a "best in class" service to its members and their injured workers.



Joseph Paduda, Principal Health Strategy Associates

Mr. Paduda goes on to say the Trust "may be the best-run payer in the nation; with very strong financial results, results which would be the envy of any paper, big or small, a complete and total focus on claims handling excellence, and provider relationships that are the core to the Trust's success. Those financial results are driven by management's single-minded focus on its customers and patients. Everything revolves around what's best for policyholders and patients; preventing injuries and illnesses, and delivering the best possible medical care to patients drives the company....It competes in a market that's home to many other payers, ranging from the Hartford and the Travelers to Sedgwick and other trusts. It serves a market - healthcare- with high frequency and occasionally high severity. Yet despite these challenges, the Trust is nimble, focused and innovative... invests heavily in customer outreach, product innovation, network refinement and staff education.

The full article can be viewed at [www.healthstrategyassoc.com](http://www.healthstrategyassoc.com).

## 2018 Safety Grant Award Recipients

Allied Community Services	Matulaitis Nursing Home
Area Cooperative Education Services	Mystic Healthcare & Rehab Network, Inc.
ARC of Greater New Haven	Northeast Placement Services
ARC of New London	Odd Fellows Home of CT dba Fairview
ARI of Connecticut	Reliance Health
Change, Inc.	Ridgefield VNA
Chrysalis Center	Safe Futures
Community Health Resources	Seabird Enterprises
Community Mental Health Affiliates	Stamford EMS
Connecticut Renaissance	Stamford Hospital
CT In-Home Assistance	The Children's Center
Family & Children's Aid	The Mary Wade Home
Generations Family Health	United Community and Family Services
Greenwich EMS	VNA Corporations, Inc.
Help Unlimited	Waterbury Youth Services
Home Health Specialty Services	West Hartford Health & Rehab
ICES	Viability, Inc.
InterCommunity, Inc.	VNA Valley Care
Journey Found	
Learn	
Marrakech, Inc.	

## Second Injury Fund Rate Decreased

The State of Connecticut will be decreasing Second Injury Fund Assessment Rates for insured and self-insured employers. The rates will decrease from 2.75% to 2.25% for insured employers and from 3.25% to 2.75% for self-insured employers.

This is the 20th consecutive year that the fund has either reduced or maintained rates for CT businesses.

The new rates will take effect on July 1, 2018.

# Trust Proud to Sponsor 2018 ACHCA-CT Chapter CNA Hall of Fame Winners

Over the past 17 years the Connecticut Chapter of The American College of Health Care Administrators (ACHCA-CT) has conducted a special awards ceremony to recognize CNAs as everyday heroes by inducting them into their CNA Hall of Fame.

The Trust was proud to once again sponsor this year's ceremony conducted on March 15th in Wallingford.

This special event is filled with heart-warming testimonials from supervisors sharing the special qualities, traits and selfless commitment their CNAs have shown throughout many years of service. This year's ceremony was no exception as the recipients were truly appreciative of this recognition from their peers. Their humbleness and appreciation was touching to all in attendance.

Our congratulations to all the new inductees. A special congratulations to Heather Addy of Avon

Health Center and Jenelta Peart of West Hartford Health and Rehab, as both nursing homes are long term Trust members!



Heather Addy  
24 years  
Avon Health Center  
Avon, CT



Jenelta Peart  
22 years  
West Hartford Health and  
Rehabilitation Center  
West Hartford, CT

## 2017 Safety Grant Program Spotlight

### Allied Community Services, Inc.

With safety grant money provided by the Workers' Compensation Trust, Allied Community Services, Inc. was able to purchase a Gantry Lift for their bathroom used by program participants with multiple disabilities and a sit-to-stand lift to assist individuals in helping themselves move from a sit to stand position. The equipment was purchased through ProCare Medical, who provides discounts to Trust members. The devices were placed in their Day Program.

Eric Elmendorf, Vice President of Administrative Services says "Most importantly, I am very happy to report that we have had no back injuries at Allied's Pearson Way Center since the acquisition of these pieces of equipment! The staff is thrilled with the equipment. It has most certainly made a difference in the work they do."

Once the equipment was purchased and installed, staff were fully trained and a policy was developed to ensure the equipment was used. The feedback from the staff and the program participants has been extremely positive.



### Hands on Hartford

Hands on Hartford's neediest residents find food, housing and healthcare hard to come by. With funds from the Trust's safety grant, HOH was able to purchase vital safety equipment for their staff and volunteers at two sites; the HOH Center for Community and the Community Meals soup kitchen. Equipment purchased through the grant included signs, no-slip mats, a variety of carts and rolling racks and a digital floor scale with a ramp. In just three months, over 7,000 pounds of food were moved and for the first time, no one needed to lift items one bag at a time. In the past, a donation of over 300 pounds using the old scale would have taken 30-40 minutes to weigh, the physical new scale took almost no effort and cut the time by almost 50%.



Barbara Shaw, Executive Director says "Thank you again for your generous Safety Grant to Hands on Hartford. These funds have helped us to purchase a number of items that have made our workplace safer for all who work, volunteer and receive services here."



# June is National Safety Month

Observed annually in June, National Safety Month focuses on reducing leading causes of injury and death at work, on the road and in homes and communities. The National Safety Council (NSC) has chosen the theme “No 1 Gets Hurt” for 2018. Each week focuses on a new safety topic that you can share with your employees to help keep them safe both at work and at home. The NSC urges employers and employees to think of at least one change that can be made to improve safety this June. Materials are free to download; we encourage our members to utilize these materials and help to create, maintain, or improve safety during National Safety Month.

Free material (provided in both English and Spanish) includes 5-minute safety talks, tip sheets, posters and checklists. Each can be used as part of a safety awareness campaign. Quick safety huddles, poster displays, checklists and safety activities can be used to help create awareness with your employees.

**Week 1: Emergency Preparedness** Treat every drill as if it is the real thing. Practice makes perfect, and “perfect” can save lives. Don’t panic, take action!

**Week 2: Wellness** The focus is on maintaining both physical and mental health so that employees are able to perform at their best.

**Week 3: Falls** The 4 A’s of Fall Prevention to keep safe include: ASK yourself before beginning your work about protections from falls, Be AWARE, ADDRESS the hazard, ALWAYS keep safety top of mind.

**Week 4: Driving** Take your vehicle’s safety seriously. This includes your personal vehicle, rental vehicle or agency vehicle. For the majority of people, the most dangerous part of the day is the drive to and from work.

**This June, take 1 step to ensure no one gets hurt.**

- Week 1  Create a home emergency plan
- Week 2  Get at least 7 hours of sleep
- Week 3  Watch out for tripping dangers
- Week 4  Always wear a seat belt

Visit [nsc.org/nsm](http://nsc.org/nsm) for safety materials.  
#No1GetsHurt



## Safe + Sound Week is August 13 - 19

OSHA in partnership with several organizations including NIOSH (National Institute for Occupational Safety and Health), ASSE (American Society of Safety Engineers), and the National Safety Council, has created a nationwide event to raise awareness and understanding of the value of safety and health programs that include management leadership, worker participation, and a systematic approach to finding and fixing hazards in workplaces.

Safe workplaces are sound businesses. Successful safety and health programs can proactively identify and manage workplace hazards before they cause injury or illness, improving sustainability and the bottom line. Participating in Safe + Sound Week can help get your program started or energize an existing one.

All employers are encouraged to participate; organizations of any size or in any industry looking for an opportunity to show their commitment to safety to workers, customers, and the public.

Participating in Safe + Sound Week is easy. To get started, select the activities you would like to do at your workplace. Some organizations might want to host a public event. Examples of potential activities and tools to help you plan and promote your events are available. After you’ve completed your events, you can download a certificate and web badge to recognize your organization and your workers.

For more information on Safe + Sound Week, go to <https://www.osha.gov/safeandsoundweek/>

# Trust Transitioning All Members to Trust TeleCare

On March 29th, the Trust formally kicked off Trust TeleCare to our Top 40 First Report of Injury (FROI) producing members with a 2 hour training session in Wallingford.

Trust TeleCare is a new service offering 24/7/365 telephonic injury assessment which connects an injured worker and their supervisor to a registered nurse who is highly trained in evaluating workplace injuries. The goal of the program is to assist both the employee and the employer in determining the right level of medical care at the right time, including the ability for self-care if appropriate to do so. Members not officially enrolled in the program at this time will be automatically enrolled at the time of their renewal with program information outlined in their renewal packet. The Trust Loss Control staff will then follow up with the member to assist in rolling out the program.

If you are interested in accessing Trust TeleCare prior to your renewal, please contact your loss control consultant and they can assist you with the process.

The image is a vertical graphic with a dark purple background. At the top, it says "If you become injured at work call (866) 730-1143". Below this are three numbered steps in white boxes: 1. "Tell your supervisor you've been injured immediately" with an icon of a person sitting on the ground. 2. "Call the Trust TeleCare Line together" with an icon of a person on a phone. 3. "Get a treatment recommendation from a registered nurse" with an icon of a nurse. At the bottom, it says "TrustTeleCare (866) 730-1143" with a telephone icon and the "trust" logo.

## 31 Members Graduate from Trust Claims Academy

On two successive Wednesdays in April, the Trust hosted 31 members to its inaugural offering of Trust Academy! Taught by key professionals from the Trust with decades of experiences, this two day comprehensive course went through key topics in workers' compensation from understanding a workers' compensation policy all the way through how to evaluate the effectiveness of an organization's workers' compensation program performance and everything in between.



The course was geared to those responsible for reducing workers' compensation costs within their organization, regardless of the insurer. All 31 attendees received a Workers' Compensation Resource Workbook along with a Certificate of Completion for attending. The feedback from attendees was nothing short of outstanding and plans are already in place to offer it again in 2019. We want to thank all those who attended and the valuable feedback they gave us to build upon this important educational program.

## Changes Announced at Workers' Compensation Commission

The Workers' Compensation Commission formally announced this past April that Governor Dannel Malloy has appointed Stephen M. Morelli as the new Chairman of the Workers' Compensation Commission, replacing John A. Mastropietro who held the position for over a decade and who is now retiring.

Chairman Morelli was first appointed to the Commission back in 2012, and during the past six years has served in the agency's Hartford, New Britain, Norwich, and Waterbury District Offices.

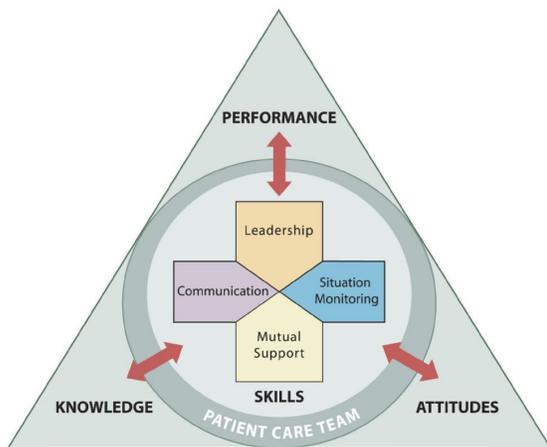
In addition, several new Commissioners have been appointed to the agency and will be hearing cases shortly within the districts. New Commissioners include Brenda D. Jannotta who will reside in the seventh district and Robert A. D'Andrea who will be assigned to the sixth district.

We wish Chairman Morelli and the new commissioners well in their new roles.

# Qualidigm Implements TeamSTEPPS in Five Connecticut Nursing Homes

Qualidigm implemented TeamSTEPPS® using a train-the-trainer model in five Connecticut nursing homes over three years, with partial funding from the Workers' Compensation Trust. TeamSTEPPS® is an evidence-based set of teamwork tools, focusing on optimizing patient outcomes by improving communication and teamwork skills among health care professionals. TeamSTEPPS® was adapted for long term care in 2012, but there are limited studies of its impact in the nursing home setting.

The five nursing home pilot was launched in January 2014 with a two day train-the-trainer course hosted at the Workers' Compensation Trust training center. Each nursing home participating in the pilot sent three to five staff members to be trained. All training materials and DVDs were provided to these nursing home trainers, who then educated the other staff members at their respective facilities within three months. Facility leadership was also encouraged to include TeamSTEPPS® training in their orientation and onboarding for new staff.



To further support the initiative, Qualidigm held monthly conference calls with the nursing homes to facilitate peer sharing and provide support. Qualidigm also organized a one-day refresher training, one year after the initial training, to reinforce TeamSTEPPS® concepts and educate new staff.

To assess if TeamSTEPPS® made an impact on the safety culture in the pilot facilities, Qualidigm collected and analyzed data pre and post intervention. Data collected included: 1) staff perceptions of the culture of safety via the Nursing Home Survey on Patient Safety Culture; 2) self-reported staff turnover; 3) 30-day readmission rates from CMS claims data; and 4) workers' compensation claims.

Out of the 12 areas measured by the Nursing Home Survey on Patient Safety Culture, improvement in aggregate scores was seen in 11 areas, including handoffs, communication openness, non-punitive readmission rates, staff turnover and workers' compensation claims.

The Qualidigm team concluded that, although implementing TeamSTEPPS® comes with challenges, it is an effective intervention for building a safety culture in nursing homes. The Qualidigm team also observed that engagement of senior facility leadership is critically important for successful implementation of TeamSTEPPS® in the nursing home.

## 2017 Safety Grant Program Spotlight

### Emergency Resource Management



Emergency Resource Management is committed to ensuring Volunteer services keep their ambulances staffed and on the road. Always focused on the safety of their employees, the Trust Safety Grant was used to purchase 54 Head Pro B2 EMT 1 Paramedic Helmets and NAEMT EMS Safety . B2 Helmets are the only helmet in the fire and ems industry to meet the DOT motor vehicle safety standard to protect from lateral impacts. As part of the rollout for the new equipment and to continue to promote safety awareness throughout the organization, the NAEMT's 8 hour safety course was implemented which is aimed at reducing the number and intensity of injuries incurred by EMS practitioners. The grant money was also used to train 4 employees to become NAEMT EMS Safety Instructors.

## Help for Adults 50 Years Old and Over at Risk for Shingles

According to the U.S. Centers for Disease Control and Prevention (CDC), approximately 1 out of every 3 Americans will develop shingles (also known as herpes zoster) at some point in life. Shingles occurs due to reactivation of the varicella zoster virus, the same virus that causes chicken pox. After we are infected with chicken pox, the virus remains with us in a dormant state, but can reactivate when we are older, when we have a condition that suppresses the immune system, or if we take immunosuppressive medications. In most people, shingles occurs as a self-limited and painful skin rash, but in about 10 percent of people it can lead to a longer term and very painful condition known as post-herpetic neuralgia. Immune compromised individuals may also experience a more severe reactivation of the varicella zoster virus known as disseminated shingles.

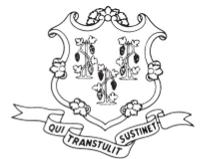
Risk of shingles increases as we age, and recommendations published by CDC's Advisory Committee on Immunization Practices (ACIP) in January of 2018 are that adults 50 years of age and older with normal immune systems should receive Recombinant Zoster Vaccine (Shingrix). The vaccine was approved by the FDA in October, 2017, and consists of two doses administered 2-6 months apart. An older Live Zoster Vaccine (Zostavax) has been recommended in the past by ACIP for adults with normal immune systems 60 years old and older. While that vaccine can still be used, recent data suggest that the newer Shingrix vaccine is more effective in preventing both shingles and post-herpetic neuralgia. A trial that enrolled more than 30,000 participants found that Shingrix was approximately 97% effective in preventing shingles among those aged 50-69 years, and approximately 91% effective among those over age 70. It prevented post-herpetic neuralgia among 91% of those over the age of 50.

In comparison, older trials showed Zostavax to be only 70% effective in preventing shingles among those aged 50-59, 64% effective among those 60-69, and 38% effective among those over the age of 70. Protection from Zostavax also appeared not to last as long as does protection from the newer Shingrix vaccine.



Among those currently in the 50-and-over age groups, past history of chicken pox is sufficiently common that screening for a history of varicella (either verbally or via laboratory serology) before vaccination for herpes zoster is not recommended. Of note, while Shingrix has been licensed for all persons 50 years and older, immune compromised persons and those on moderate to high doses of immunosuppressive therapy were excluded from the efficacy studies, and the ACIP has not yet made recommendations regarding use of Shingrix for such individuals.

### POST YOUR REVISED NOTICE TO EMPLOYEES



State of Connecticut Workers' Compensation Commission

Revised 10-01-2017

The Trust is providing the newly issued Notice to Employees that is in compliance with State law. All policy renewals will include the new posting notice. If you would like your posting notice prior to your policy renewal period, please go online to [www.wctrust.com](http://www.wctrust.com) and click on the "NOTICE TO EMPLOYEES" link under the member tab. You will get an updated Notice sent to your organization and the Trust will upload your information to the State's website so you will be in full compliance. If you have questions, call Jennifer at (203) 678-0107.

