

# Stress Management in Workers' Comp

Reduce Costs and Improve Return-to-Work  
with a Holistic Approach



## Stress: The health epidemic of the 21<sup>st</sup> century

The term "stress" covers a huge range of phenomena from mild irritation to the severe problems that might result in a real breakdown. Stress can manifest itself physically, emotionally, cognitively, and behaviorally. Many studies have found that stress often has less to do with the event or the situation than with our perception of the meaning of the event or situation.

### Behavioral health conditions drive medical costs\*



**50%**

of Americans self-report that they struggle with life



**Over 30%**

of Americans categorize their stress level as extreme



Stress affects productivity & drives up health care costs by

**46%**



People with high use of medical services have **4X** the prevalence of depression & anxiety



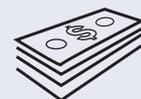
**Up to 80%**

of medical illnesses have a stress-related component



Cost of depression: **\$51 billion** a year in absenteeism

**\$26 billion** in direct cost



## When it comes to stress...reality is perception

When we think about stress related to injured workers it begs the question, "Is it the injury or their perception that is the barrier to recovery?" How we change the injured worker's perceptions is a major key to stress management and recovery.

When an injury occurs, it is important to understand how the injured workers' stress level and their perceptions of their injury can complicate recovery. Incorporating stress management, prevention measures, and wellness initiatives into risk management programs makes good business sense.

\* Gallup-Healthways Well-being Index 2010, Journal of Occupational Environmental Medicine  
Healthy People, "Mental Health and Mental Disorders" (chapter 18), NIH and SAMHSA, January 2013  
Mental Illness: Facts and Numbers, National Alliance on Mental Illness, October 2013

# Coventry's health coaching and cognitive behavioral tools help manage stress, overall health, and foster recovery following an injury

Coventry's case managers take a holistic view of the individual, evaluating all physical, psychosocial, and emotional factors that may impact recovery. They coach the individual to be a better health care consumer and to take personal responsibility for his or her own overall health. Our goal is to help injured workers recognize, manage, and overcome stress and other barriers that prevent them from moving forward.

## Healthwise® Coach and Healthwise® Communicate

- Provides case managers with access to over 7,300 health topics to support employee education and engagement
- Materials available for print or email
- Includes videos and virtual coaching programs
- Decision aids designed to help people make informed decisions



Nurse Outreach



Coach



Educate

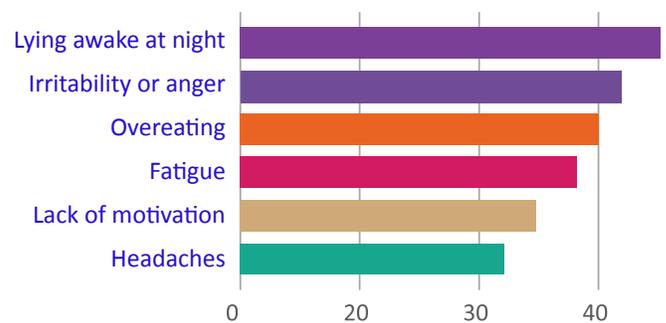


Engage



Optimal Recovery & RTW

### Stress affects work productivity...



...and drives health care costs up 46%

Gallup-Healthways Well-being Index 2010, Journal of Occupational Environmental Medicine

## LASER training and protocol

Coventry's proprietary LASER training focuses on recognizing and removing an injured worker's behavioral barriers to recovery and return to productive function and work.

- Equips case managers with enhanced tools to identify often intractable stumbling blocks to recovery and return-to-work earlier in the process
- Focuses on identifying an individual's conflicting motivations through validated cognitive behavioral and motivational interviewing techniques
- Provides coaching and support mechanisms to help improve an injured worker's outlook and optimism about recovery

### LASER

**L**ocating resistance  
**A**ctive listening  
**S**elective reinforcement  
**E**mpowering change  
**R**emoving barriers



Coventry Workers' Comp Services  
@CoventryWC

Nurse Triage | Case Management

Utilization Review | Networks

Independent Medical Exams | Pharmacy

DME & Ancillary Services | Bill Review

**coventry**<sup>SM</sup>

returning people  
to work, to play, to life

Contact us today to discuss how we can return your injured workers to work, to play, to life:  
info@cvtv.com or 800-790-8662.