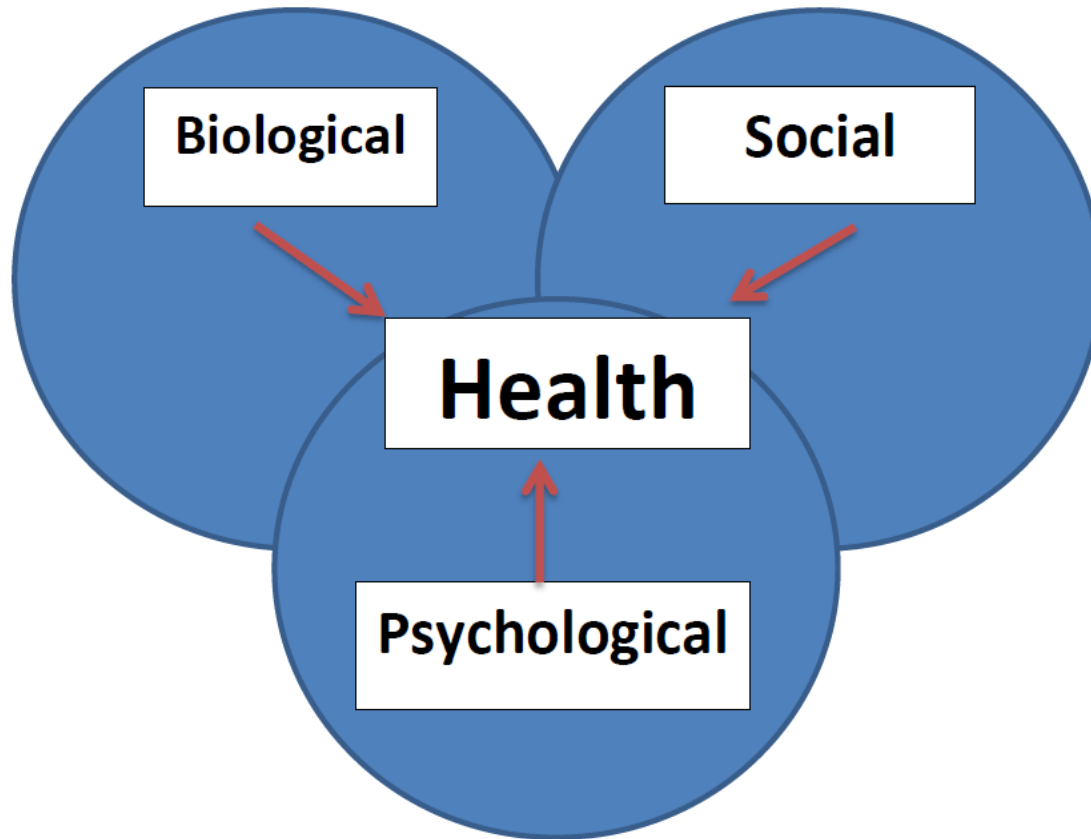


Adam Seidner MD MPH CIC
Chief Medical Officer

Beyond the BioPsychoSocial Model: The Human Systems Approach

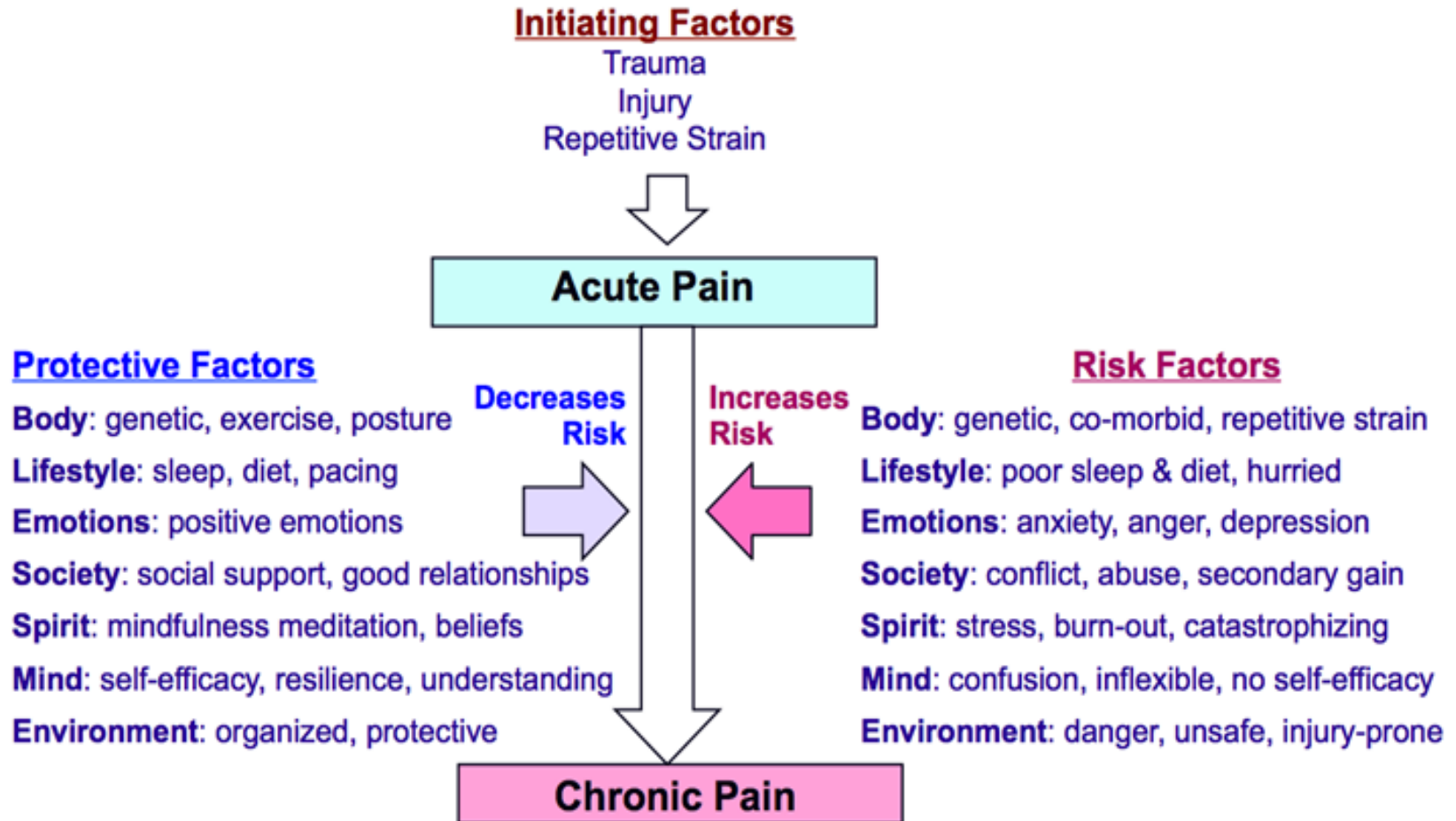


- Biopsychosocial Model
- Chronic Pain
- Human Systems Approach
 - Initiating Factors
 - Protective Features
 - Risk Factors
- Comorbidities
- Morbidity burden and IW complexity
- Etiology models for understanding and managing co-morbidities
- Prevention



- New paradigm
- Understand the whole patient
- Every patient is complex
- Self responsibility
- Education and training
- Long-term change
- Strong provider-patient partnerships
- Personal motivation
- Social Support

Human Systems Approach



Protective Features



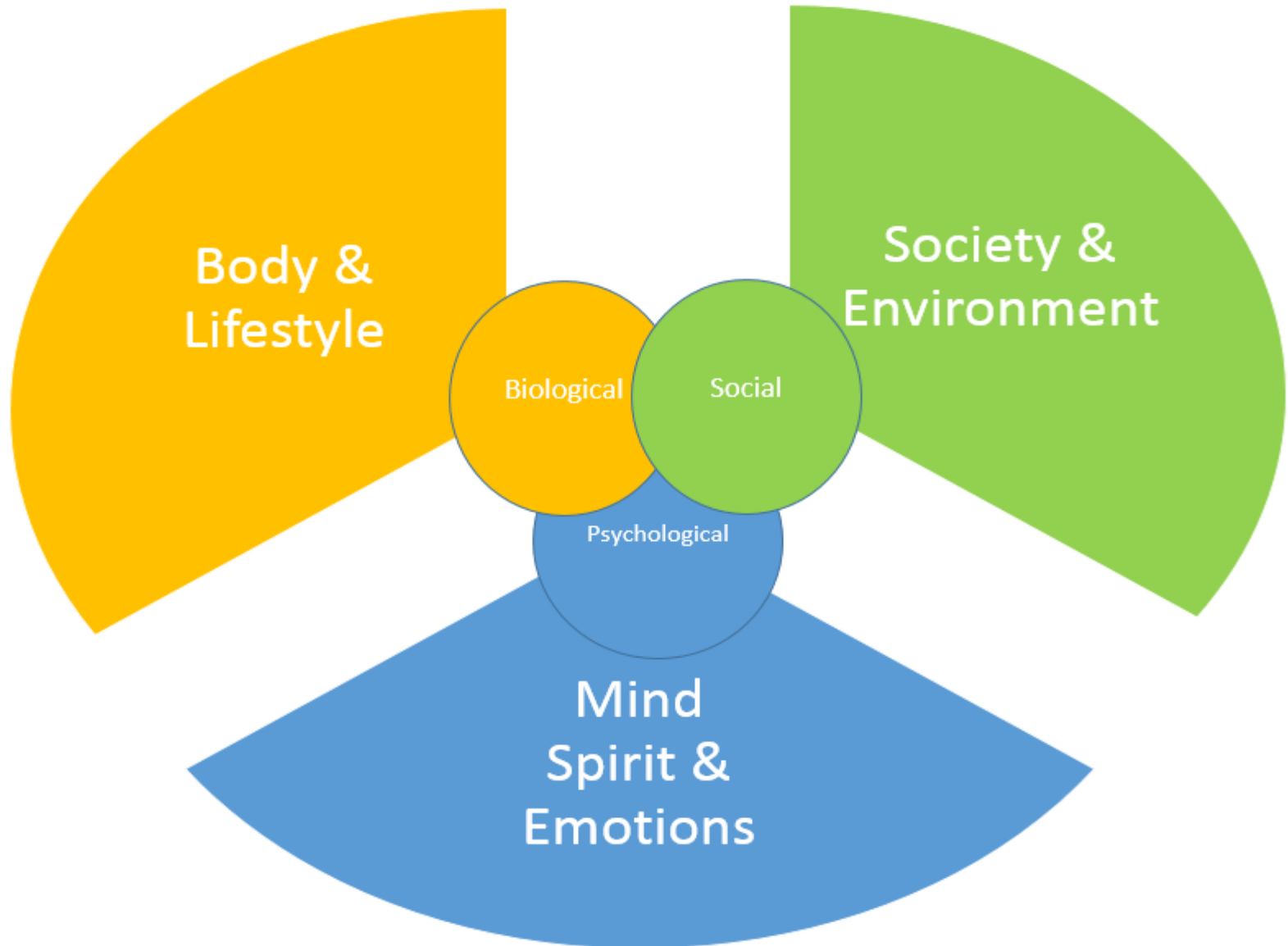
- Body: exercise, posture, health
- Lifestyle: good sleep, diet, balance
- Emotions: joy, happiness, calm
- Society: social support, relationship
- Spirit: purpose, direction, passion
- Mind: optimism, self-efficacy, honesty
- Environment: organized, clean, safe

Risk Factors

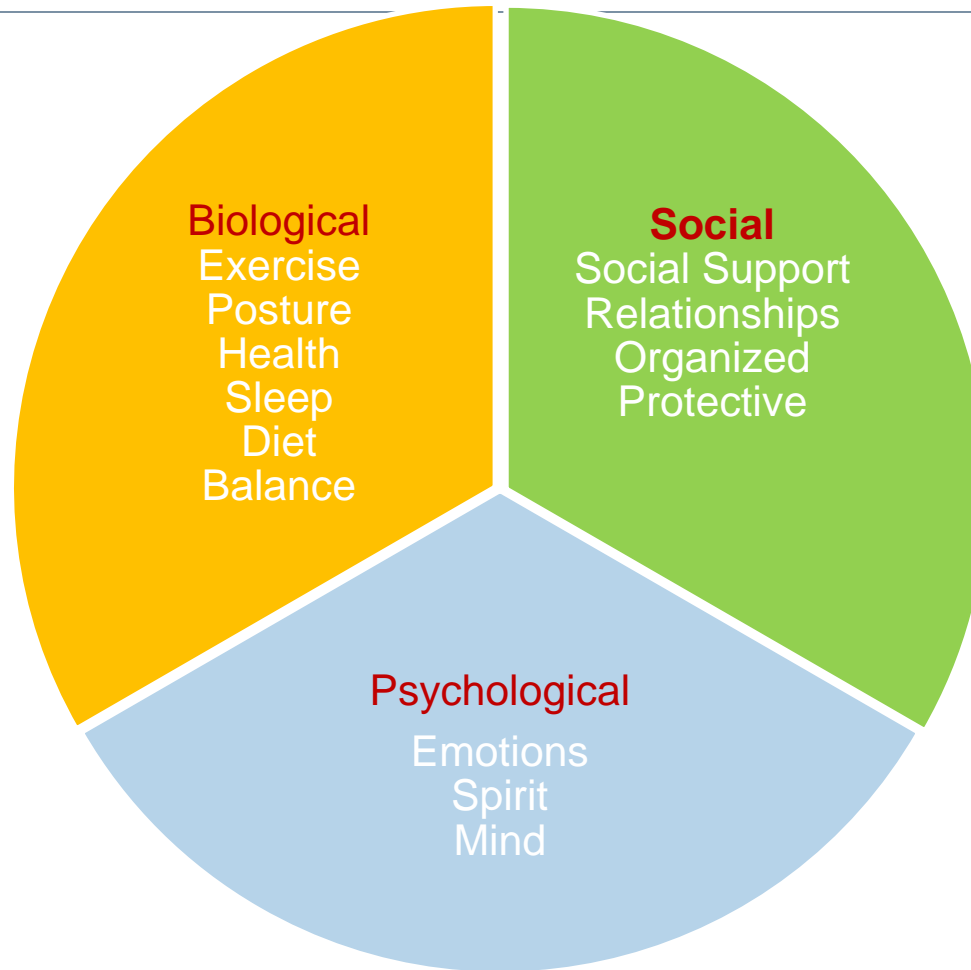


- Body: low fitness, co-morbidities
- Lifestyle: poor sleep, diet, strain
- Emotions: anxiety, anger, depression
- Society: stress, abuse, secondary gain
- Spirit: burnout, lost, no purpose
- Mind: unrealistic expectation, confusion
- Environment: chaotic, injury prone

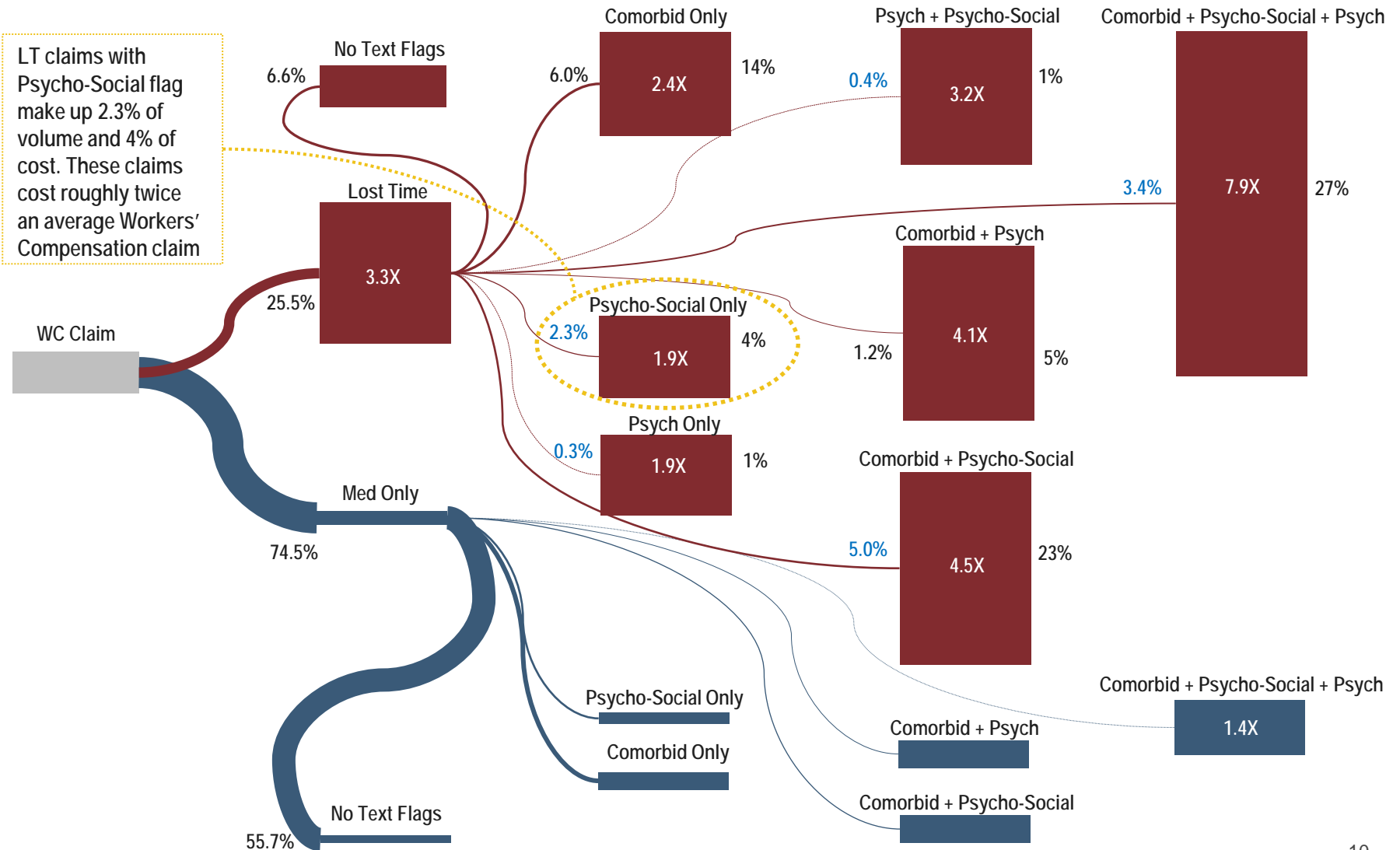
Human System Reconciled



BioPsychoSocial Human Systems Reconciliation

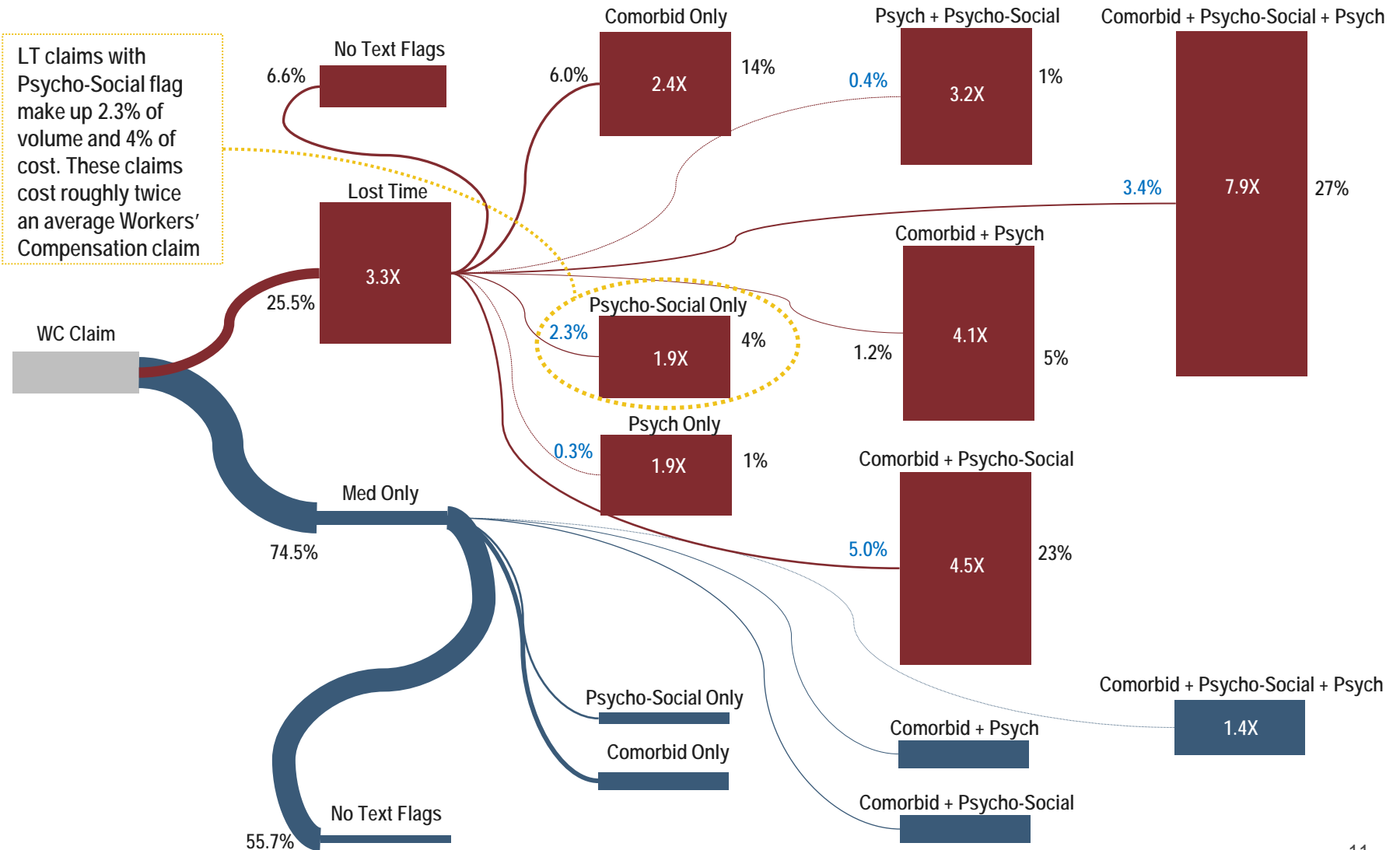


Workers' Compensation: Outcomes

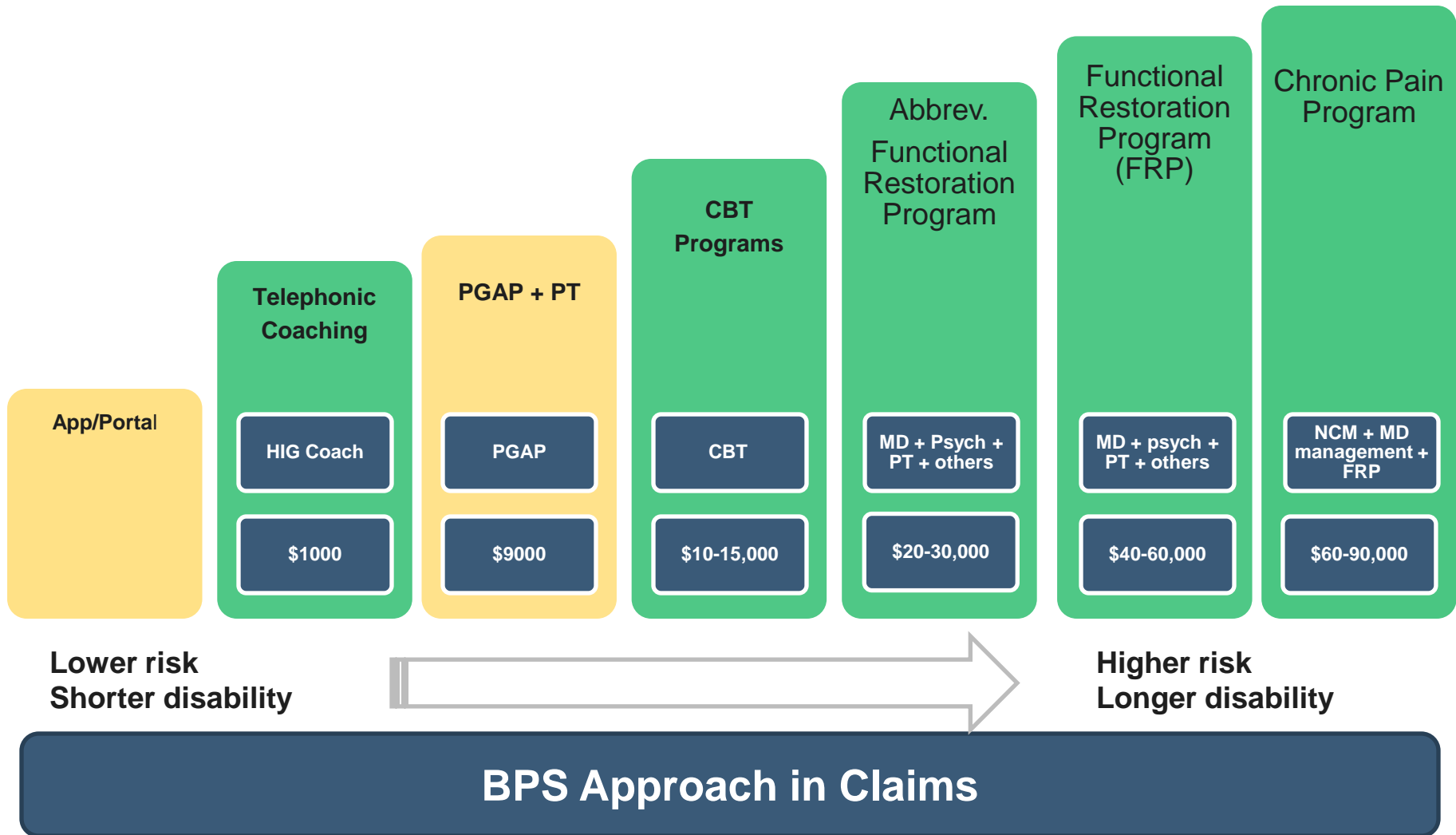


LT claims with Psycho-Social flag make up 2.3% of volume and 4% of cost. These claims cost roughly twice an average Workers' Compensation claim

Workers' Compensation: Outcomes



Biopsychosocial Intervention Continuum



iRECOVER®:

10-week voluntary telephonic coaching program to reduce delayed recovery and return employees to function by:

- Returning locus of control
- Teaching coping skills: Time management, goal setting, stress, anger, sleep issues
- Reducing psychosocial barriers: expectations, beliefs, thinking, fear, perceived injustice, passivity, coping skills

The program goals:

- Increased function
- Decreased disability duration
- Decreased medical and pharmacy utilization
- Increased employer/ claimant satisfaction

The program conclusion:

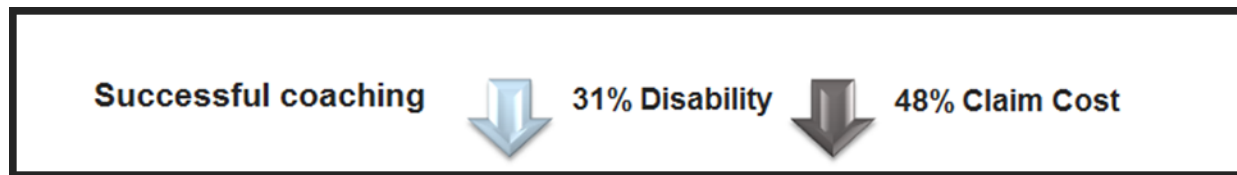
- Return to work
- Ten weeks completed
- Voluntary disenrollment
- Lack of contact
- Inconsistent participation

The program is not:

- Limited to diagnosis
- Medical management
- Vocational rehabilitation
- A return to work program
- A replacement for claim / clinical staff

iRECOVER Outcomes

Claim Outcomes Realized



iRECOVER Participant Satisfaction

Program Satisfaction

- 76% Very Satisfied
- 24% Satisfied

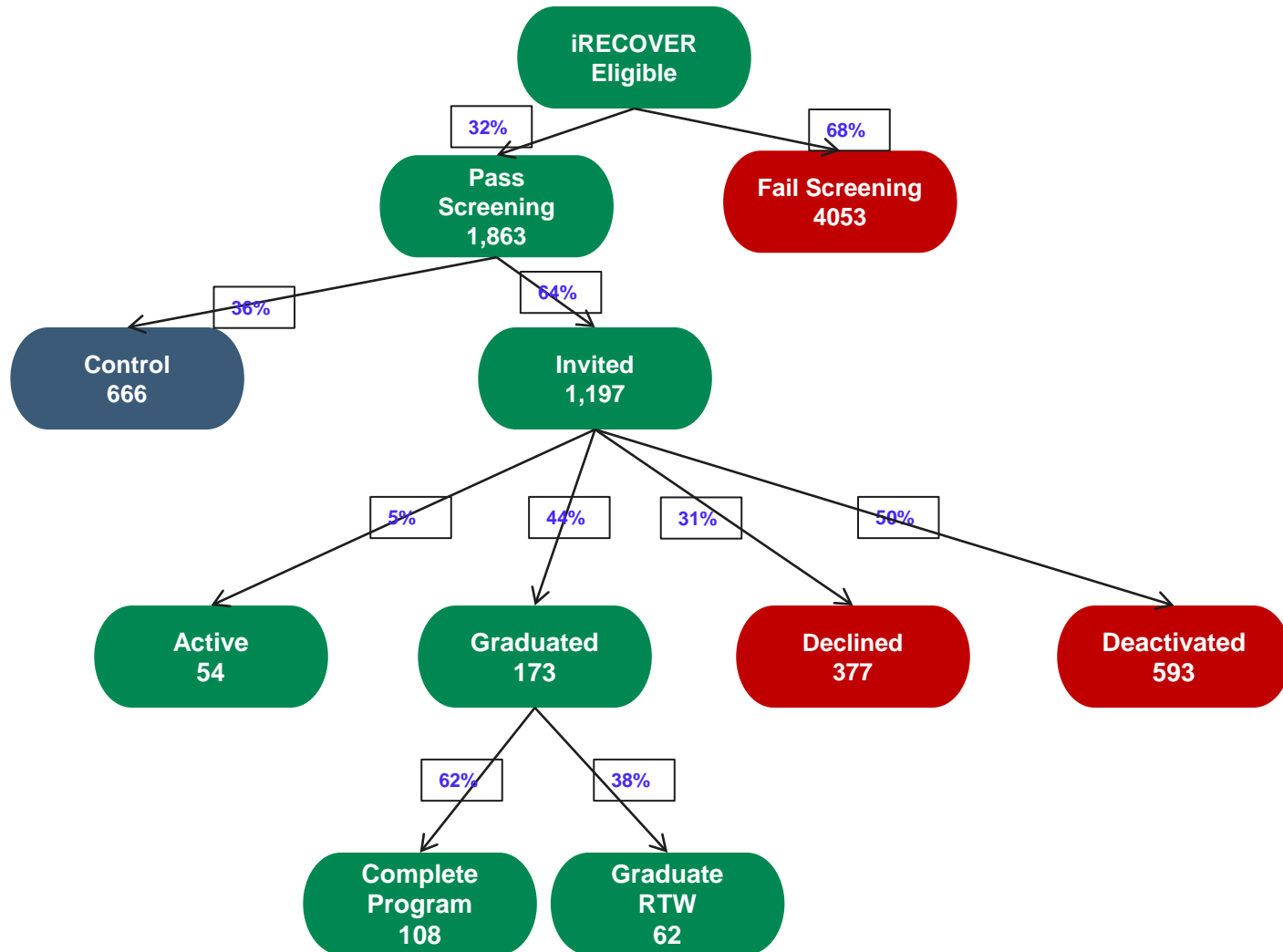
Coach Satisfaction

- 87% Very Satisfied
- 13% Satisfied

Satisfaction with Results

- 79% Very Satisfied
- 21% Satisfied

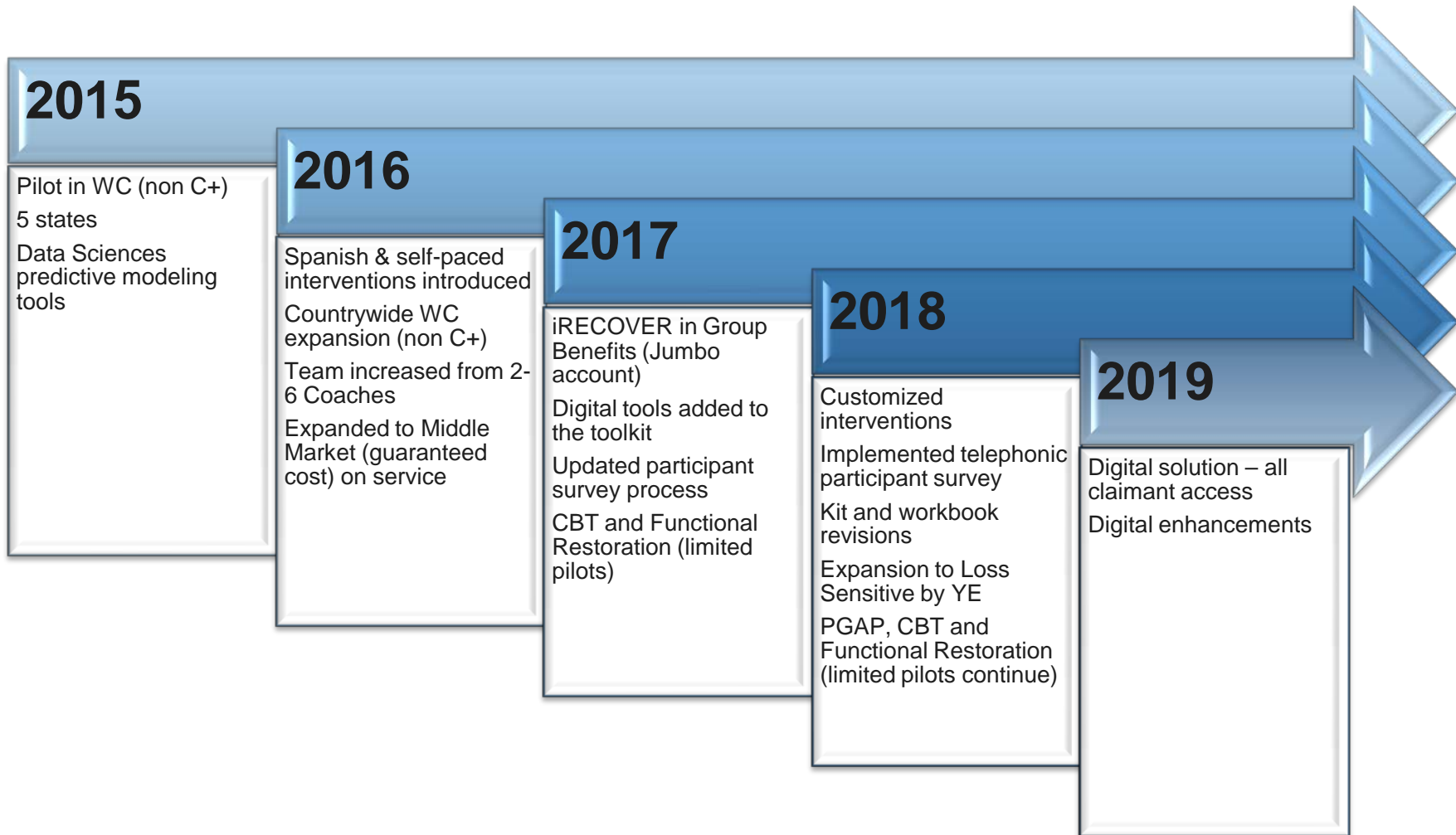
iRECOVER: WC Measurement (Spring 2018)



Goals for iRECOVER 2.0



iRECOVER :Our History



iRECOVER: Program Feedback

WC Graduated Participant - RTW

- “I benefited from being able to talk through my frustrations/anger about my injury because my life was disrupted.”
- “I feel confident going back to work. A good part of this is due to my participation in iRECOVER.”
- “Insurance companies get a bad rap these days and the fact you’ve put this program into play is wonderful.”

Graduated Participant – Program Completion

- “This program taught me a new way to approach things in my life. It never occurred to me there would be a program or philosophy to recovery”

GB Graduated Participant – RTW

- “Great program, coaching was so helpful, encouraging and compassionate. I love the CD and writing things down helps me to keep track of all of me! My thoughts, feelings, learning experiences from the program, my food intake. Very helpful.”
- “I highly recommend this program and applaud The Hartford for initiating it.”

WB Participant – Midpoint Check-in

- “I loved the pedometer - It made me aware of how much I was moving or wasn’t moving. I think it helped me through my recovery. It’s really well done, you did a great job putting this program together. I found it very helpful. It made me cognizant of my activity and I’m going to work to continue to increase my activity.”

iRECOVER: Program Feedback

Graduated Participant – Program Completion

- **Participant stated he felt that he was back on track after working through the program.**
- Participant told me he is not a very social person so he appreciated the support of speaking with me, walking through concepts and spending time talking with him each week.

Graduated Participant – RTW

- “This program was what gave me the push to get into a different mindset; no I can’t return to my job but this made me really sit and look at my plan, what my restrictions are and what I can do.”
- She felt like she got to the light at the end of the tunnel – she stated at the beginning she thought she would never be back to normal, but she did! She stated that this program helped her get out of her slump, and she thanked me for how helpful I was to her.
- **The program made her feel like she wasn’t just a claim number to her worker’s compensation insurance and that we do care about her recovery.**

Graduated Participant – Program Completed

- "I appreciated having someone teach me the importance of sharing my goals with my friends and family and that by jotting them down it helped me commit and achieve them."
- **"The program helped me be able to open up to family and friends about my injury and what I was going through. It was also nice to be able to talk to someone without feeling judged."**

What is the Target?



Work System and Outcomes

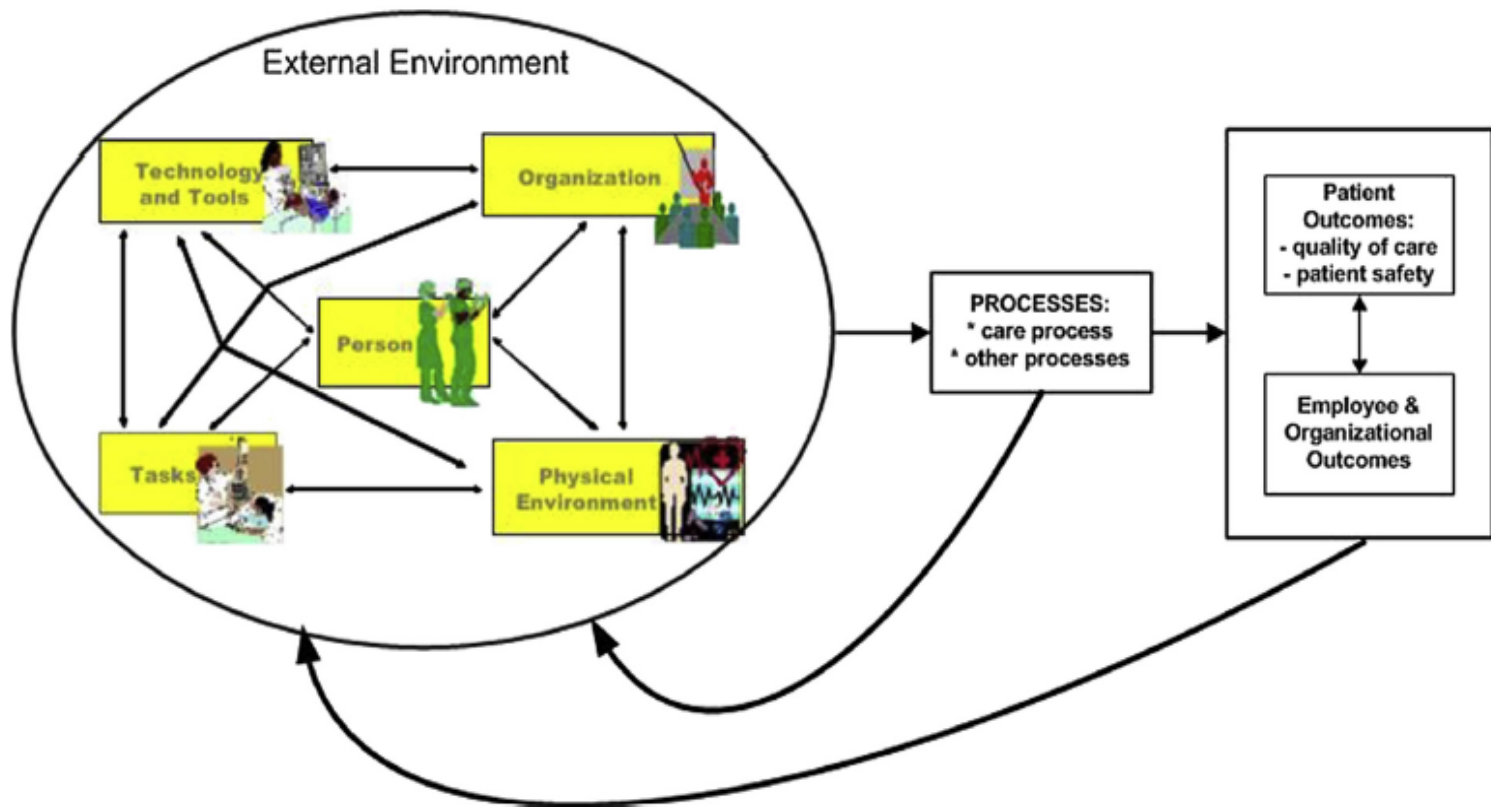
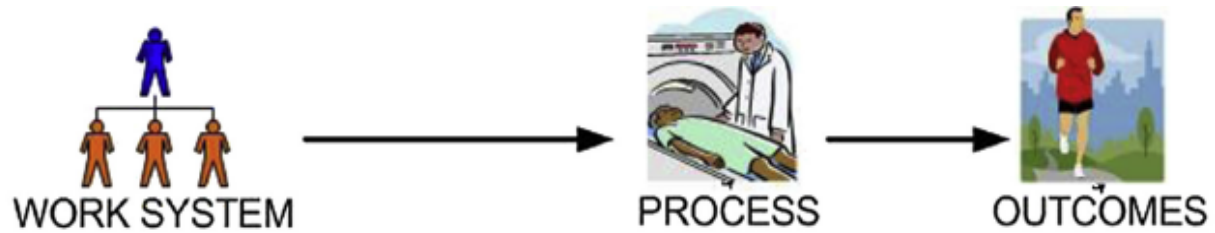
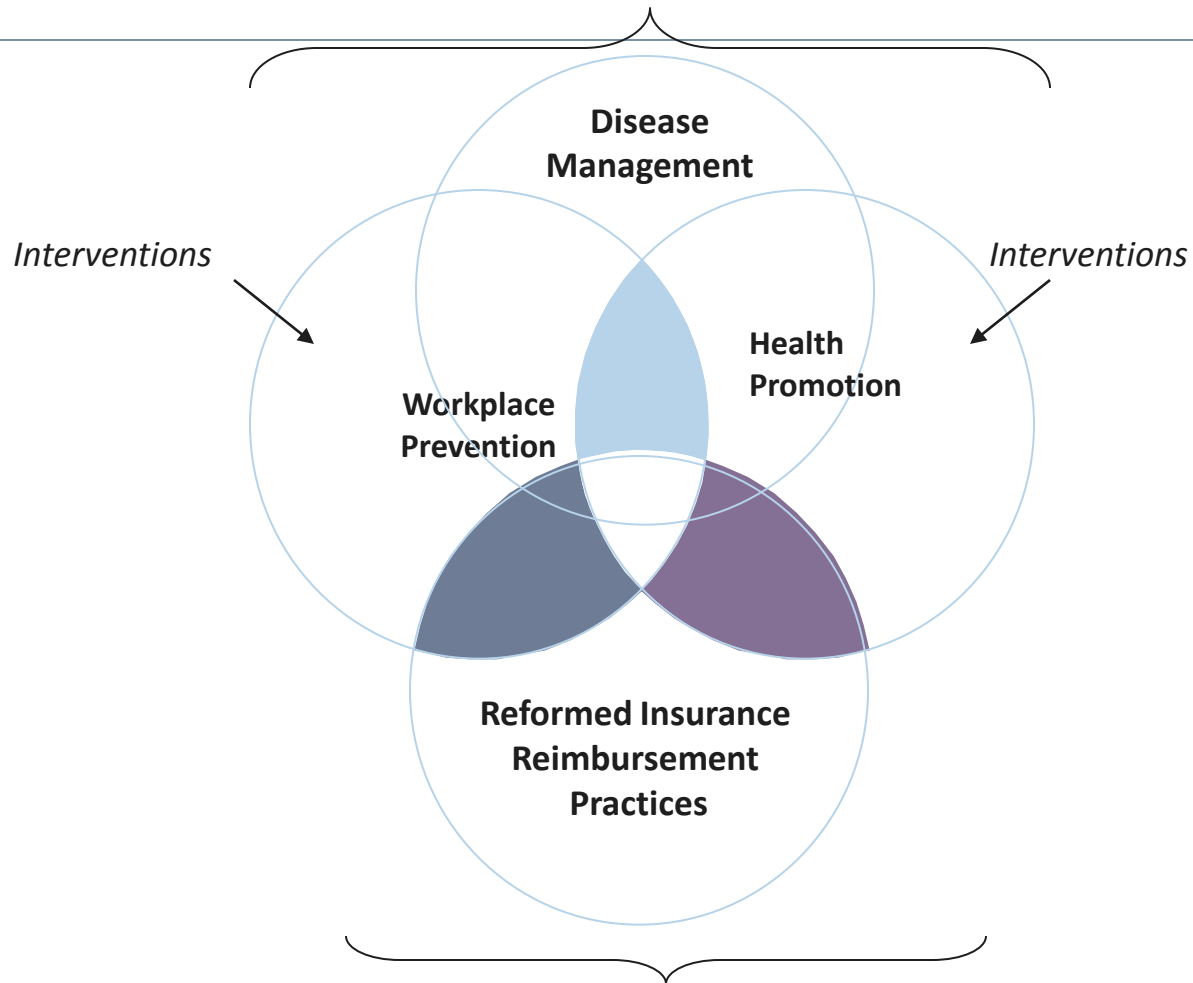


Fig. 1. The SEIPS model of work system and patient safety (Carayon et al., 2006b).

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Improved Health Outcomes



Improved Cost Effectiveness

