

STANDING GUARD OVER YOUR BOTTOM LINE

Sentinel
OCCUPATIONAL SOFTWARE

TAKE CONTROL OF YOUR WORKERS' COMPENSATION COSTS



Until now, employers have had limited control over the cost of medical claims and lost time from work. Once an injury occurs, the cost of a claim is driven by factors that are difficult for employers to monitor.

Software is changing this.

Employers now have the ability to reduce their total workers' compensation cost by monitoring claims in real time and retaining the direct cost savings and insurance premiums for reinvestment elsewhere in their organization.

THE SENTINEL DIFFERENCE

- ▶ Instantly compare WC injury costs to national standards & best practices.
- ▶ Minimize excessive medical costs and lost time from work.
- ▶ Early warning system to prevent runaway claims.
- ▶ Instantly generate return to work duties within doctor recommendations.
- ▶ Manage mandatory compliance documentation within minutes.
- ▶ Get notified if employees miss medical appointments and opportunities to be returned to work.
- ▶ Identify and refer to medical providers who consistently treat within targeted costs.
- ▶ Increase employer and employee confidence in the WC process.
- ▶ Track claims at all levels of an organization or risk pool.

THE SOLUTION PART 1 Sentinel Claims Analyzer

The Sentinel Claims Analyzer gives employers the ability to monitor and mitigate workers' compensation costs by quickly identifying excessive medical costs and lost time from work. It also acts as an early warning system allowing employers to take immediate action before claims become excessive.

Employers are able to see at a glance how efficiently claims are being managed. As an informed participant in their open claims, they can see trends, ask questions, modify practices, intervene and work with their external partners towards their desired outcomes.

How it Works

The Sentinel Claims Analyzer takes a normal loss-run report and turns it into a dynamic tool. Employers received a detailed analysis showing the employers the status of their workers' compensation claims compared to ODG national guidelines for similar claims.

ODG is a division of Hearst Medical Group and has been adopted by more state regulators for state workers' compensation systems than any other guidelines. It is considered an industry standard and is used by claims managers, health-care providers, employers, insurance carriers, third-party administrators, managed care organizations and attorneys.

The Sentinel Claims Analyzer is the first software system to integrate an employer's data directly with the ODG guidelines showing employers how their actual medical costs and lost time compare to ODG national standards for similar claims. Instead of comparing each claim manually to the guidelines, the system automatically provides the information and updates it as the claim progresses. Results can be tracked at macro risk pool level and at the micro claim level.



A Typical Loss-Run Report

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
ID	First Name	Last Name	DOB	Gender	Phone	Employee Address	City	State	Zip Code	Job Position	Date of Injury	Medical Provider	DX	DX	DX	Date Reported	Date Closed	PLS	Date PLS	Total	Org Factd	Wk Type	Incident Date																																																																												
1000000001	John	Doe	01-01-1980	M	555-555-1234	123 Main St	Anytown	CA	90210	Software Engineer	03-15-2021	Dr. Smith	S001	S002	S003	03-15-2021	03-20-2021	100	03-15-2021	100	Full	03-15-2021																																																																													
1000000002	Jane	Smith	05-05-1985	F	555-555-5678	456 Oak St	Anytown	CA	90210	Marketing Manager	06-01-2022	Dr. Jones	S004	S005	S006	06-01-2022	06-10-2022	150	06-01-2022	150	Part	06-01-2022																																																																													
1000000003	Mike	Johnson	08-15-1978	M	555-555-9012	789 Pine St	Anytown	CA	90210	Sales Representative	08-25-2021	Dr. Brown	S007	S008	S009	08-25-2021	09-05-2021	200	08-25-2021	200	Full	08-25-2021																																																																													
1000000004	Sarah	Williams	11-20-1990	F	555-555-3456	101 Elm St	Anytown	CA	90210	Product Designer	01-13-2022	Dr. Green	S010	S011	S012	01-13-2022	01-20-2022	300	01-13-2022	300	Full	01-13-2022																																																																													
1000000005	David	Miller	03-10-1982	M	555-555-7890	202 Cedar St	Anytown	CA	90210	Operations Manager	02-22-2022	Dr. White	S013	S014	S015	02-22-2022	03-05-2022	400	02-22-2022	400	Full	02-22-2022																																																																													
1000000006	Emily	Wilson	07-08-1988	F	555-555-2345	303 Birch St	Anytown	CA	90210	Customer Support	04-25-2023	Dr. Black	S016	S017	S018	04-25-2023	05-05-2023	500	04-25-2023	500	Full	04-25-2023																																																																													
1000000007	Robert	Lee	09-03-1975	M	555-555-6789	404 Maple St	Anytown	CA	90210	Quality Assurance	01-30-2023	Dr. Gray	S019	S020	S021	01-30-2023	02-05-2023	600	01-30-2023	600	Full	01-30-2023																																																																													

A Loss-Run Report After Import to Sentinel Occupational Software

Name	Date of Injury	Injury	Claim Status	Doctor Recommended Work Status	Risk Score	Paid Loss Days	Time Index	Return to Work Index	Cost Index
	08-25-2021	Neck	Open	Active	67	29	771%	181%	385%
	01-13-2022	Shoulder	Open	Active	74		401%		174%
	02-22-2022	Shoulder	Open	Active	51	2	1212%	10%	145%
	04-25-2023	Hand	Open	Active	30		855%		140%
	01-30-2023	Shoulder	Open		64	5	213%	19%	47%

Actual: 702 days
ODG Estimate: 91 days

Actual: 2 days
ODG Best Practice: 20 days

Last Run Date: 6/30/2023
Actual: \$1600
ODG Estimate: \$1071

THE SOLUTION PART 2 Sentinel Return-To-Work Advisor

The Sentinel Return-To-Work Advisor quickly & efficiently returns employees to current or alternative positions.

When work restrictions are not clear enough to return an employee to work after an injury, employees remain off work much longer than necessary even though they are still capable of many job functions. This results in unnecessary costs for employers and dissatisfaction among the rest of the work force who are often left to manage the workload with less people.

“The likelihood of a person returning to full employment drops significantly after six months of absence. After a year, the odds of ever returning are down to almost zero percent.”

Early Intervention Can Help Employees Get Back to Work | The Standard

How it Works

The essential job duties of all positions are uploaded to the software.

After the employee sees their medical provider, any prescribed restrictions are entered into the system. The software automatically removes all duties that fall under the restriction and generates a list of modified duties. Acceptable alternate duties from other positions can also be added in.

A Modified Duty Report is given to the employee to sign off on – either in person or electronically, which meets mandatory compliance requirements. Once the employee signs off, the documentation automatically returns and is stored in the system. The employee can immediately return to work and complete the remainder of their tasks or other assigned duties that fit within the doctor's recommendations.

As restrictions are lifted, employees are given updated Modified Duty Reports until they return to full duty.



Modified Duty Report

All restricted duties are automatically removed from the job description. The employee gets a clear list of duties they can still perform.

MODIFIED DUTY REPORT

Name:	
Job Title / Position	Custodian
Report Date	Jul 28, 2023

Injured Area	Other
Lift(General)	40 lb.
List any special instructions that are included on the doctor's medical note	Avoid frequent bending at the waist.

Job Description

No.	Activity	Weight	Begin Lift	End Lift	Action	Lift Duration	Lift Frequency (over a 15 min period)
1	Step ladder - 3 step	15 lbs.	24	36	Lift	Short (Less than 1 hour)	1 to 3 lifts
2	Rags - case	25 lbs.	0	48	Lift	Short (Less than 1 hour)	4 to 8 lifts
3	Toilet tissue case 48 rolls	25 lbs.	0	60	Lift	Short (Less than 1 hour)	4 to 8 lifts
4	Toilet bowl cleaner - case 12 bottles	28 lbs.	0	36	Lift	Short (Less than 1 hour)	4 to 8 lifts
5	5 gallon bucket tools	35 lbs.	18"	50"	Lift	Short (Less than 1 hour)	1 to 3 lifts
6	Commercial snake (team lift 70-pounds full weight)	35 lbs.	24	60	Lift	Short (Less than 1 hour)	1 to 3 lifts
7	Empty garbage cans	40 lbs.	30	60	Lift	Short (Less than 1 hour)	1 to 3 lifts
8	Table 62"x25" (lift one side)	41 lbs.	24	36	Lift	Short (Less than 1 hour)	1 to 3 lifts
9	Floor striper case 2 per box	44 lbs.	12	48	Lift	Short (Less than 1 hour)	4 to 8 lifts
10	Floor Wax case 2 per case	44 lbs.	12	48	Lift	Short (Less than 1 hour)	4 to 8 lifts
11	Recycle bin	45 lbs.	optional	optional	Push		
12	Ladder 40' extension (fiberglass) (team lift 90-pounds full weight)	45 lbs.	6	48	Lift	Short (Less than 1 hour)	1 to 3 lifts
13	5-gallon bucket debris	45 lbs.	12	48	Lift	Short (Less than 1 hour)	1 to 3 lifts
14	Ladder 12' extension (fiberglass)	50 lbs.	6	60	Lift	Short (Less than 1 hour)	1 to 3 lifts

Temporary Alternate Duty

A list of additional alternative duties from other areas in the organization that the employee can perform is added.

TEMPORARY ALTERNATE DUTY

Name	
Job Title / Position	Custodian (ALT)

Task Name	Task Description
Emergency Supplies Inventory	Under the direction of the Safety Manager, use checklists to update inventory
Assist co-workers	Provide assistance to a coworker performing daily tasks. This provides the newer employee a chance to learn more about the business and job duties, and it allows the injured worker to keep doing the normal job, now with the assistance of a helper. Provide stability for workers using ladders, hand worker tools and equipment as requested. Lifting up to 10 pounds, standing sitting and walking. Provide stability for workers using ladders, hand worker too
Check light fixtures, thermostates, HVAC vents	Check lights throughout building and replacing bulbs. Provide preventative maintenance if it is within the doctor's work restrictions. Create a work order as necessary Involves standing, walking, climbing ladders, reaching, gripping and handling
Clean touch points	Observe and sanitize common touch points
Cleaning: Drinking Fountains,	Using checklist and standard operating procedures
Create and document SOPs	Create standard operating procedures establishing best practices for common tasks Purpose is for training, introducing new hire hires to common tasks
Disaster Preparedness Review: Evacuation maps, fire extinguishers, earthquake preparedness, etc	Walk -through classrooms and facilities to make sure evacuation maps are visible and fire extinguishers are functioning
Empty Trash	Empty small wastebaskets located at the office cubicles. Replace worn basket liners. Lifting up to 10 pounds. Involves standing, walking, stooping, bending, handling and reaching
Fill in : Soaps dispensers Paper dispensers, Empty waste baskets	Provide the benefit to the job position that manages the task as part of their usual and customary duty.
Gas shutoffs identify and document	Document location, create a site map, provide preventative maintenance if it is within the doctor's work restrictions. Create a work order as necessary
General Cleaning of Common Areas	Using a check list, clean drinking fountains, student chairs, sinks, mirrors, windows, and general dusting
Inspect fences	Provide preventative maintenance if it is within the doctor's work restrictions. Create a work order as necessary
Inspect gates locks and hinges	Provide preventative maintenance if it is within the doctor's work restrictions. Create a work order as necessary
Inventory	Using hand, count parts and note count on inventory sheet. Lifting up to 10 pounds. Involves sitting, standing, walking, stooping, bending, reaching and handling
Irrigation system map and document	Map and document irrigation control panels, valves, and sprinkler outlet. Perform preventative maintenance if it is within work restrictions or create a work order as required.
Minor repairs	Replace locks; key locks; patch drywall; replace outlets, cove basing and ceiling tiles; hang fixtures; replace signage; and patch carpet. Involves standing, walking, climbing, stooping, bending, reaching, handling and kneeling
Observation and Replacement	Minor light bulb , ladder; broken Seats, Chairs/Ladders/ Trip Hazards
Onsite/Offsite Vehicle	

Temporary Modified / Alternate Duty Agreement

The modified duty report is sent to the employee for electronic signature. Once the employee signs, the document is automatically stored in the system meeting compliance requirements. And the employee can return to work.

TEMPORARY MODIFIED / ALTERNATE DUTY AGREEMENT

Employee Name	
Job Title / Position	Custodian
Location	SMGSIG Risk Pool
Date of Injury/ Onset of Illness	May 26, 2022

Date Assigned to Temporary Modified Duty by Physician			
Modified Duty Start Date	Jul 28, 2023	Modified Duty End Date	Aug 15, 2023

Description of Work Restrictions, per Treating Physician: (List specifically what is stated in medical note.)*
Avoid frequent bending at the waist.

Assignment Type	Modified / Alternate
See attached task list (Employers can attach the modified duty with pdf with red lines or TADs/special assignment.)	
Work Schedule	<input checked="" type="checkbox"/> Unchanged <input type="checkbox"/> Changed
Changed work schedule	
Assigned Supervisor's Name, if Different:	

I agree to follow the work restrictions as prescribed above by my treating physician. I understand that I need to adhere to the agreed upon temporary restrictions and accommodations, and that the **SMGSIG Risk Pool** may have to end this assignment or take appropriate administrative action if I do not. I also understand that if I am asked to perform any work assignments or activities that exceed my work restrictions, I will immediately report the situation to my direct supervisor and Human Resources, and that I will not perform these activities. Furthermore, I will immediately report to my direct supervisor and to Human Resources if any of the work restriction(s)/ accommodation(s) cause me discomfort or makes my medical condition worse.

I understand that a temporary modified/alternate duty assignment typically will not normally exceed a maximum of 60 days, contingent upon review at 30 day intervals, and does not imply entitlement to a permanently modified position. I also understand that it is my responsibility to provide Human Resources with any new medical notices received during the modified work assignment, and that this assignment may be modified or terminated based on any new work limitations placed on me by my treating physician. I understand that this temporary modified duty approval period ends **Aug 15, 2023** and temporary work accommodations may be extended if subsequent medical information shows that my physical capacity is improving and there is a necessary assignment for me to perform that is within my restrictions.

I understand that if I decline to accept this temporary light duty assignment, I will not be eligible to continue to receive temporary disability payments, as gainful work is being offered to me for a temporary period of time before I am able to return to my regular job.

Employer's Signature		Date	
Employee's Signature		Date	

WHAT CUSTOMERS ARE SAYING

“Sentinel has allowed CSRMA, for the first time in its history, to actually be able to benchmark claims for medical and TTD costs so we can target problematic claims and work with the relevant parties to realize better outcomes. Claims audits don’t provide this level of detail. Without Sentinel, how would anyone know whether their claims are too expensive, taking too long or otherwise going sideways? Sentinel is an essential tool for managing your claims.”

David Patzer

California Sanitation Risk Management Authority

“Sentinel is a great tool for anyone overseeing a workers’ compensation program. It makes it easy to identify “outliers” (claims that are taking too long - to recover, to get back to work, or to close). One can quickly spot these and attend to them BEFORE they spin out of control.

It is easy to use and has a great tracking system to facilitate communication with all parties trying to address return to work and modified duties. It is a must have for return to work coordinators, human resources, risk management or anyone trying to manage a WC program PROACTIVELY.

Heather E. Turo

WC/Risk Management Consultant

HT Consulting



TEST THE HEALTH OF YOUR WORKERS' COMPENSATION CLAIMS FOR FREE!

How do your medical costs compare to similar claims across the country?

Is your lost time within reason or excessive?

Do you have injured employees missing medical appointments and opportunities to be cleared to return to work?

Would you like to assess how your preferred partners are managing your claims?

Are you ready to take control of your workers' compensation costs?

Sentinel and ODG are collaborating to offer employers a one-time assessment of their workers' compensation claims.

Sentinel will work directly with your TPA to import your loss-run report into the Sentinel Claims Analyzer and provide you with a complimentary consultation to review how your medical costs and lost time compare to ODG guidelines for similar claims.

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