

## Why Disability Management?

- Philip Morris USA has an investment in each employee (training, experience, benefits, etc.), made more valuable by low attrition rates.
- Approximately 2000 employees each year use medical leave or workers' compensation.
- The cost of an absent worker is at least \$400.00 per day (replacement pay plus indemnity for absentee).
- The real question should be: "Why Not" ?

## Action Principles

- Resources are available for all employees.
- Treat participants as you would like to be treated if you were in their position.
- Educated employees make good consumers of the healthcare commodity.
- Managed care barriers can be overcome.
- Employment and activity barriers should not exist.
- Being productive is good for all of us.

## Begin at the Beginning

### Set Expectations Early

### Employee Education Regarding:

- MLOA Program
- Their Illness/Injury and Treatment Options
- Return to work options

### Contact With HCP

- Obtain Effective and Efficient Treatment
- Establish Identity of Their Patient as Our Employee

### Frequent Follow-up With Employee:

- Determine Progress
- Reinforce the Return to Work Plan
- Facilitation of Follow-up Evaluations

## Frequent Issues

- Acceptance of program as beneficial:
  - Employees
  - Management
  - Bargaining units
- Concerns over change:
  - Accommodation will result in a flood of requests
  - Production and Quality
  - Safety and Responsibility
- Addressing "what if" situations

## Success?

- As of 9/30/00:
  - 21 permanent accommodations, 10 pending
  - Trained 25 Human Resources Professionals in Disability Awareness
  - Developed Targeted Recruitment Program in Collaboration with the Virginia Department of Rehabilitative Services
  - Avoided 99.5 employee-years in absences through temporary and permanent accommodations (relative value is \$8,756,000)

## Conclusion

- Makes sense for the business
- Makes sense for our Diversity program

AND

- Wouldn't you want this done for you ?