

Medical Case Management

**BP WIND ENERGY
POLICIES AND PROCEDURES**

Medical Case Management

[Document Control Details](#)

Medical Case Management

1.0 Purpose/Scope

- 1.1 This procedure establishes the minimum requirements for BPWE employees and contractors that are impacted by injury or illness at a BPWE managed site.
- 1.2 It is intended to ensure effective and timely decisions regarding treatment, securing medical attention, care transportation, and return to work practices.
- 1.3 This procedure applies to all BPWE employees, contract employees and contractors at all BPWE managed sites.

2.0 Reference

- 2.1 Department of Labor, Occupational Safety and Health Administration, 29 CFR Part [1904](#), Occupational Injury and Illness Recording and Reporting Requirements.
- 2.2 BP Wind Energy, Incident Notification, Reporting and Investigation procedure 11.10.01.

3.0 Responsibilities

Position	Responsibilities
Site Manager, Supervisor, or Their Designee	<ul style="list-style-type: none"> • Verify that medical response contact numbers are maintained, up-to-date, and prominently posted at the site. • When an injury occurs, Contact Axiom Medical Consultants for: <ul style="list-style-type: none"> a. Assistance in determining seriousness of injury, b. Soft- tissue injuries (twisted ankle, tweaked knee, bruised elbow, etc.) c. Assistance in determining where to receive medical care, • Verify injured/ill employee is accompanied to selected medical facility. • Notifies immediate supervisor and/or HSSE representative when a significant injury (possible/probable recordable and above) occurs on the site. • Ensures Traction entry has been completed by the end of the day for all injuries – no matter how small. • Verify employee is adhering to any prescribed work restrictions and is keeping Medical Case Manager informed of status. • Verify employees returning to work after an incident have been deemed “fit-for-duty”.
Personnel	<ul style="list-style-type: none"> • Report all incidents (no matter how small) to supervisor or designated alternate.

Medical Case Management

Position	Responsibilities
	<ul style="list-style-type: none"> Notify supervisor (where possible) or designated alternate prior to obtaining medical evaluation for work related injury/illness, including follow-up visits. Adhere to any prescribed work restrictions and treatment/recovery plan and keep Medical Case Manager informed of status. Advise supervisor of any non-work related injury/illness that could be reasonably expected to impact the employee's "fitness-for-duty".
HSSE Dept.	<ul style="list-style-type: none"> Verify requirements of the Medical Case Management Practice are communicated throughout the local organization. Approve all BPWE Traction entries. Document employee OSHA recordable cases on the 300 log.
Axiom Medical Case Manager	<ul style="list-style-type: none"> Speak with injured employee, supervisor, and other necessary representatives regarding the nature of the injury or illness. Contact medical treatment facility to provide information on employee injury status, job description and physical requirements, restricted duty program and other required information for assessed/transported employee; assures treatment facility considers equivalent medical treatment options for (a) prescription drugs where an over-the-counter equivalent exists and (b) a butterfly bandage as an equivalent option for stitches; discusses treatment plan with employee to assure they understand the requirements. Verify applicable post incident drug and alcohol testing is conducted per policy. Case Manager continues to call on the injured employee, manager, and/or treating physician and tracks the case until the employee is able to return to full duty.

Medical Case Management

4.0 Acronyms and Definitions

Acronyms Table

Acronym	Definition
BU	Business Unit
DAFWC	Day Away From Work Case
HIPO	High Potential (Incident)
HR	Human Resources
HSSE	Health, Safety, Security and Environmental
OEM	Other Equipment Manufacturer
OSHA	Occupational Safety and Health Administration

Definitions Table

Term	Definition
BPWE Employee	An employee who is hired by BP Wind Energy and receives job duties, payroll, benefits, discipline, transfer and other related matters from BP Wind.
Contractors, or Contract Employee	Contractors refer to all third party groups performing work on the BP Wind sites under contract directly with BP. It is an employee who is leased from an employment staffing company or hired and assigned by a third-party service provider to provide a service.
Employee Staffing Company	A company that employs individuals who are essentially leased and are assigned to work at a BP Wind Energy workplace.
Fitness-for-Duty	Employee is physically fit to safely perform their assigned duties without risk of harm to themselves or others.
High Potential Incident (HIPO)	A High Potential Incident (HIPO) is an incident or near miss, including a security incident, where the most serious probable outcome is a Major Incident. Many HIPOs are not identified at the time of the incident and it is only after investigation that true the severity of the probable outcome becomes clear. If, after investigation, an incident is found to fit these definitions, it should be reported as a HIPO, even if it is outside the nominated reporting timeframe, or does not explicitly meet these definitions. This requires a HIPO to be posted in the HIPO system and the severity in the Traction Potential Risk Matrix to be increased to level 1 or 2.
Line Management	Employees whose primary responsibility is the direction and oversight of other employees. May also be referred to as Director, Manager, Supervisor, Superintendent, Foreman, or Lead Person.
Medical Case	Third Party medical consultant who coordinates, and assists

Medical Case Management

Term	Definition
Manager	supervisors/HR/management in making decisions and coordinating communications regarding immediate medical care of employees and assisting employees who are returning to work after an injury or after an extended illness (either occupational or non-occupational). Case managers facilitate timely return to work with the goal of meeting or exceeding published return to work guidelines.
Third Party Service Provider	A company that is retained by BP Wind to provide a complete service or function at a workplace. The third party service provider hires and assigns employee to job duties and is responsible for all payroll, benefits, taxes, discipline, transfer, staffing and related matters.

5.0 Procedure

5.1 Occupational (On-the-Job) Injury or Illness – BPWE Employee

- A. Employees are required to inform their supervisor (or designated alternate) immediately upon knowledge that an injury or illness they suffered (including first aid, soft tissue injury, twisted ankle, etc.) may be work related.
- B. In situations of an obviously severe nature, an ambulance or Life Flight should be summoned immediately to transport the injured or ill employee to an appropriate health care facility without delay.
- C. In all other situations (first aid, soft tissue injury, twisted ankle, etc.), supervisors will respond immediately to determine whether medical attention is required and, if so, to promptly arrange for such attention.
- D. If an occupational injury/illness becomes apparent after work, then the employee must report the incident to their supervisor immediately via phone.
- E. If the supervisor needs assistance (e.g., in determining the seriousness of the employee's condition, assisting in determining where to receive medical care, etc.) the supervisor will contact **Axiom Medical Consulting (877-502-9466)** – see [Attachment A](#).

Once Axiom Medical Consulting is contacted, a Case Manager (CM) will be assigned. The CM will call back within 5 minutes to speak with the injured/ill employee. The CM's duties are to:

1. Assist the supervisor and employee in determining whether medical assessment beyond first aid is recommended.
2. Coordinate communications with the medical treatment facility regarding the transport and condition of the injured/ill employee being transported.
3. Advise the medical treatment facility or professional of the nature of the injured/ill employee's normal job duties.
4. Clarify any questions about the restrictions, if any, applicable to the injured/ill employee's return to work.

Medical Case Management

5. Assist the injured/ill employee with scheduling and following up on any rehabilitation or similar follow-up visits.
 6. Confirm that the medical treatment facility has considered the suitability of equivalent medical treatment. Examples include:
 - Where a non-prescription medication might, in the treating physician's opinion, be substituted for an equivalent prescription medication.
 - Where a butterfly bandage might, in the treating physician's opinion, be substituted for stitches.
 7. If a medical visit is not necessary, the Axiom CM will provide first aid recommendations, and continue to follow-up with the employee at pre-determined intervals until the case is closed.
- F. If it is necessary to transport the injured/ill employee for medical care, the supervisor, or suitable designate, shall accompany the injured/ill worker to the selected health care provider or emergency facility. The injured/ill employee will be asked to sign applicable medical forms.
1. If an injured/ill worker is not returned to work following initial assessment (i.e., DAFWC), the Medical Case Manager will maintain contact (with the employee, supervisor and necessary healthcare providers), monitor care and arrange for any necessary fitness for duty evaluations prior to the employee's planned return to work.
 2. Following a work-related incident which involves transport to a medical facility for evaluation, the employee may be required to submit to prohibited substance testing when the employee's conduct either contributed, or cannot be completely discounted as a contributing factor, to the accident/incident. Testing will occur within a maximum of 8 hours for alcohol and within 32 hours for other substances. Delayed testing may be considered for drugs only, if circumstances exist which do not allow for testing within these timeframes.
 3. If the job is not a DOT-covered job, the employee will be temporarily removed from his/her position until the test results are complete. If the job is a DOT-covered job, the medical case manager will coordinate mandatory testing to meet compliance requirements.

5.2 Non-Occupational (Off-the-Job) Injury or Illness

- A. Employees with injury/illness not attributed to the workplace, but that could be reasonably expected to impact their "fitness for duty" or their ability to report to work, are required to advise their supervisor.

Medical Case Management

5.3 Occupational Injury or Illness – OEM Contractor, Third-Party Contractor, or Employment Staffing Company

Note: 5.3

The use of Axiom Medical Consultants is a requirement for each contracting company working on BPWE managed sites. However, if a contractor has an in-house case manager or an existing contract with a similar case management consultant that contractor can be exempt from utilizing Axiom Medical Consultants.

- A. Each Contractor is responsible for managing the medical situation and return to work status for its employees and for communicating work status to the local BPWE representative.
- B. Each OEM Contractor, third-party contractor or employment staffing company is required to notify BPWE of any injury or illness sustained by one of its employees or an employee of one of its sub-contractors while doing work at a BPWE managed worksite.
- C. If a contractor employee should become injured or ill while doing work at a BPWE managed facility or site, the local BPWE representative should confirm as soon as possible that the injury or illness has been reported to the contractor employee's employer and initiate BU internal reporting requirements.
- D. A contractor employee requesting accommodation in connection with medical restrictions should make the request to his/her employer. The contractor's authorized representative should then submit the request for accommodation to the local BPWE representative.
- E. In emergency situations or situations where the injured/ill contractor employee's well-being is believed to be at risk, BPWE representatives may be relied upon to seek referral recommendations on behalf of the injured/ill contractor employee, with the costs to be charged to the Contractor.

5.4 Incident Notification, Reporting and Recordkeeping

Note: 5.4

When an incident occurs, the first action is ALWAYS responding to and ensuring appropriate care for the injured employee. Notification and reporting is secondary.

- A. Probable MIAs, HIPOs, and DAFWC, and recordable injuries – regardless if injured employee is a BP employee or contractor employee:
 - 1. Must be reported immediately to appropriate BU Management (HSSE Director, Operations Manager, Construction Manager, etc.),
 - 2. Traction entry should be made by the end of the day, or as soon as practicable. If all information pertaining to the entry is not known by the end of the day, an entry into Traction should still be made, and can be amended at a later date once additional information is obtained.

Medical Case Management

B. First aids

1. Traction entry should be made by the end of the day, or as soon as practicable. If all information pertaining to the entry is not known by the end of the day, an entry into Traction should still be made, and can be amended at a later date once additional information is obtained.
2. Depending on the severity, some first aids can be classified as HIPOs. In these cases, immediate notification must be made to the appropriate BU manager.

5.5 First Aid Kits

- A. First aid kits are available for optional use by employees for minor injuries.
- B. First aid kits shall be inspected monthly to ensure that it contains the appropriate supplies,
- C. All injuries treated with a first aid kit shall be reported per BPWE Incident Notification, Reporting and Investigation procedure 11.10.01.

6.0 Auditing

- 6.1 This procedure shall be audited every three years.

Medical Case Management

Attachment A – Axiom Medical Consultants

Purpose

BP Wind Energy has contracted with Axiom Medical Consulting for the purposes of medical case management of injuries that occur on BPWE controlled sites.

- It's important to report injuries immediately – no matter how minor,
- A delay of reporting and treating an injury by 1 day increases recordability by 60%,

Axiom is a 24/7 full service medical department that specializes in: Physicals – OSHA, DOT; Drug testing – post accident/incident; Wellness; and, Case Management. Axiom fills the crucial 24-48 hour gap before a Third Party Administrator (TPA) typically gets involved.

- Available 24 / 7 / 365, they never close,
- All Case Managers are medically licensed (minimum of RNs),
- Case Managers carry a case load of 15-20 cases (compared to 100-200),

Benefit to employee:

- Immediate access to Medical Professional 24/7 for injuries,
- Employee can call case manager at any time should medical condition change or if question comes up,
- Axiom case manager is not a “Company Doctor”

Benefit to employer:

- Immediate access to Medical Professional 24/7 for injuries,
- Supervisor removed from treatment/medical decisions,
- Communication,
- Axiom understands OSHA recordability and reporting rules and its importance to BP and our contractors,
- Lower claims frequency/severity,
- Reduction in Incident Rate, Reduction in Costs, Reduction in Modifier

Scope

Axiom Medical Consulting services are available to BP employees and on-site Contractors anytime an injury occurs on a BP controlled site. In an effort to improve the case management of injuries that occur on BPWE controlled sites, there will be no costs to the contractor when utilizing Axiom's services.

Note: There is no requirement for contractors to utilize the services of Axiom Medical Consultants, but ensuring that employees receive prompt, quality medical care is a direct benefit to BP, its contractors and all on-site employees.

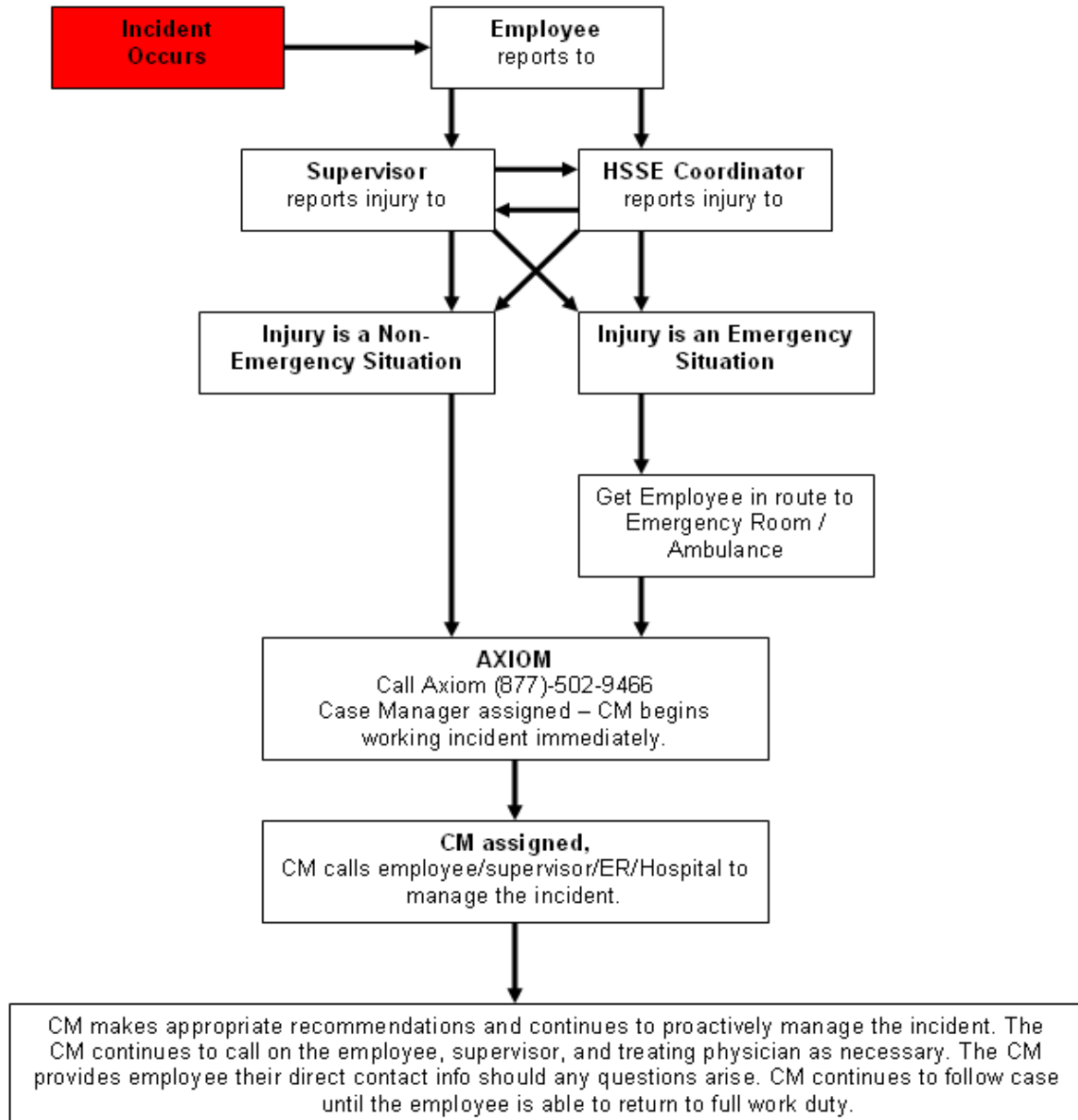
Medical Case Management

How the Process Works

- If the injury is critical or life threatening call 911 AND then contact Axiom – Never delay treatment in the event of an emergency,
- If the injury is not an emergency, contact Axiom before you transport the employee to a medical facility,
 1. Call comes into the Axiom Call Center,
 2. Basic information gathered and case is assigned to a CM (Case Manager),
 3. CM calls injured employee within 5-10 minutes,
 4. CM discusses incident and injury with the employee,
 5. CM gathers critical medical information,
 - a) Supervisor is removed from treatment decisions,
 6. CM (in consultation with employee) determines if employee requires evaluation at a medical facility,
 7. If a visit to a medical facility is indicated,
 - a) CM directs employee to appropriate medical facility,
 - b) CM speaks with medical facility (while employee is in route to the medical facility) and provides initial medical information on case to health care provider,
 - c) CM provides the “normal job duties” of the employee to the health care provider so that light duty (if available) can be considered rather than prescribing days away from work,
 - d) CM provides a direct number to employee and supervisor to call with any questions, problems or changes,
 - e) CM continues to follow-up with the employee until able to perform normal duties, OR until a Workers Comp adjuster is assigned,
 - f) CM can assist in scheduling post-accident drug and alcohol testing – if applicable,
 - g) CM can assist with a return to work exam – if needed.
 8. If a medical facility visit is not indicated,
 - a) CM will provide First Aid recommendations and monitor employee's condition,
 - b) Employee and person calling in case (i.e., supervisor) must be in agreement with the CM's First Aid recommendations,
 - c) If not, employee will be sent to medical facility for evaluation,
 - d) CM provides a direct number to employee and supervisor to call with any questions, problems or changes,
 - e) First follow-up call (CM to employee) is usually made within the first 4 hours; then 24 hours,
 - f) CM will keep site management and HSSE updated via phone and email during entire process,
 - g) CM will continue to follow-up with the employee at regular intervals until the employee and CM agree to close the case.

Medical Case Management

Axiom Case Management – Flow Chart



Medical Case Management

Document Control Details

Document Name		Medical Case Management									
Scope		BP Wind Energy									
Document #		HSSE 11.30.02		Issue Date		11/15/2010					
Revision Date		9/27/2010		Next Review		11/15/2013					
Authority		Pat West		COO BPWE		Custodian		Dale Smith		HSSE Advisor Operations	
Rev#	Revision Date	Revision Detail				Authority	Custodian				
01	11/15/2010	1) Added scope, "who this procedure applies to" 2) Added Axiom Medical Consultants information, 3) Added incident notification and reporting information. 4) Converted procedure to the new BU procedure format.				Matt Sakurada	Dale Smith				
02	9/27/2011	Changed "Authority" from Matt Sakurada to Pat West.				Pat West	Dale Smith				