

# GLOSSARY OF TERMS

---



Published By The Commission

**DISCLAIMER:**

The glossary of terms is a list of terms directly or indirectly related to the practice of disability management and based on published literature related to disability management. The list is not meant to be exhaustive. It is organized based on major aspects of disability management practice. Please note that not every term will appear on the examination. The Commission suggests that candidates for the CDMS exam be familiar with terms and concepts relevant to disability management.

## Term

## Definition

<b>ABLEISM</b>	Discrimination of people with physical, intellectual, or psychiatric disabilities based on the belief that typical abilities are superior.
<b>ABSENCE MANAGEMENT</b>	Addresses all employee absence regardless of reason and provides a process for employees to report their time away from work and employers to identify and manage its root cause. Programs can be focused on absences due to injury or illness or can be broader to include all time away from work such as sick time, incidental absence, leaves of absence (LOA), and other paid time off (PTO).
<b>ACCULTURATION</b>	The process by which groups or individuals adjust the social and cultural values, ideas, beliefs, and behavioral patterns of their culture of origin to those of a different culture
<b>ACTIVE LISTENING</b>	Structured way of communication and interaction where one focuses attention on the speaker and suspends one's own frame of reference, biases, distractions and judgment to foster better understanding.
<b>ACTIVITIES OF DAILY LIVING (ADLS)</b>	Routine activities an individual tends to do every day for self-care. These include eating, bathing, grooming, dressing, toileting, transferring (such as from bed to chair) and continence.
<b>ACTIVITY LIMITATIONS</b>	Difficulties a person may exhibit in executing activities, from slight to severe deviation in terms of quality or quantity in contrast with what is expected of people without the health condition.
<b>ADA AMENDMENTS ACT (ADAAA)</b>	Clarified and strengthened certain portions of the ADA, particularly the scope of protection, the focus on discrimination and the application of the definition of disability. The impact is state specific.
<b>ADAPTIVE BEHAVIOR</b>	Skills and behaviors learned throughout development that enable an individual to effectively exist in an environment.
<b>ADMINISTRATIVE SERVICES ONLY (ASO)</b>	Programs that typically refer to disability or health programs that are self-insured/self-funded by the employer and administered by a third-party/vendor or internally by the employer.
<b>ADVERSE CHILDHOOD EXPERIENCES (ACES)</b>	Potentially traumatic events that occur in childhood and can include violence, abuse, and growing up in a family with mental health or substance use problems.
<b>ADVICE TO PAY (ATP)</b>	Programs that are typically ASO programs where a third-party/vendor advises the employer on benefit payments to make through the employer's own payroll system.
<b>ADVOCACY</b>	Any action that speaks in favor of, recommends, argues for a cause, supports or defends, or pleads on behalf of others.

## Term

## Definition

<b>ADVOCATE</b>	Agency or person who speaks on behalf of others and promotes their cause.
<b>AFFORDABLE CARE ACT (ACA)</b>	The comprehensive health care reform law enacted in March 2010. Also known as Patient Protection and Affordable Care Act (PPACA).
<b>AGREED MEDICAL EXAMINATION</b>	Evaluation conducted by a provider selected by an injured workers' attorney and the insurance claims administrator and/or attorney in order to help resolve an existing dispute regarding a disability.
<b>AMERICAN INDIAN ALASKA NATIVE (AIAN)</b>	A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment
<b>AMERICANS WITH DISABILITIES ACT (ADA)</b>	A federal law that sets requirements for employers regarding discrimination and accommodations for disabled employees and applicants. The law was originally passed in 1990.
<b>ANALYTICS</b>	Refers to statistical analysis that organizations conduct to understand historical patterns, predict future patterns and work to improve overall program performance in the present and future.
<b>ANTI-RACISM</b>	The active process of naming and confronting racism by changing biased, discriminatory, and inequitable systems, organizational structures, policies, practices and attitudes, so that power is redistributed and shared equitably.
<b>ASEXUAL</b>	Not experiencing sexual attraction (asexual) or rarely experiencing sexual attraction (asexual spectrum).
<b>ASIAN AMERICAN/NATIVE HAWAIIAN/PACIFIC ISLANDER (AANHPI)</b>	A community made up of culturally and linguistically - diverse people, representing populations from many countries and islands.
<b>ASSIGNABLE CAUSE</b>	Describes a source of non-random variation. It is intermittent or unpredictable and affects only some of the output of a process.
<b>ASSISTIVE DEVICE</b>	Any tool that is designed, made or adapted to assist a person to perform a particular task.
<b>ASSISTIVE TECHNOLOGY</b>	Any modified or customized item, piece of equipment, or system that is used to increase, maintain or improve functional capabilities of individuals with disabilities.
<b>ASSISTIVE TECHNOLOGY SERVICES</b>	Any service that directly assists an individual with a disability in the selection, acquisition, or use of an assistive technology device.
<b>ASSOCIATION FOR MULTICULTURAL COUNSELING AND DEVELOPMENT (AMCD)</b>	Seeks to develop programs specifically to improve ethnic and racial empathy and understanding.

## Term

## Definition

<b>AVERAGE</b>	Also known as the mean, is the most common expression of the centering of a distribution.
<b>BARRIER-FREE</b>	Physical, manmade environment or arrangement of structures that is safe and accessible to persons with disabilities.
<b>BARRIERS</b>	Factors in a person's environment that, if absent or present, limit one's functioning and create disability.
<b>BEHAVIOR MODIFICATION</b>	The use of conditioning techniques (rewards or punishments) to reduce or eliminate problematic behavior or to teach people new ways to respond.
<b>BEHAVIORAL HEALTH (BH)</b>	Programs that provide utilization review and care management around mental health and substance abuse and are often combined with EAP programs to offer an 'integrated care' approach.
<b>BENCHMARKING</b>	A process used by organizations to measure or compare themselves in terms of performance against certain indicators, industry standards or best practices. Organizations can compare themselves against peer organizations and/or one's own organization over time.
<b>BEST PRACTICE</b>	Refers to particular techniques, methods or processes that are believed to be most effective at delivering specific outcomes. Although they can be thought to be subjective in nature, they include activities that are commonly followed and accepted within industries and can often demonstrate the highest results in predefined criteria.
<b>BIAS</b>	An inclination or predisposition for or against something
<b>BIPHOBIA</b>	The fear and hatred of, or discomfort with, people who love and are sexually attracted to more than one gender.
<b>BIPOC</b>	The term is specific to the U.S. and conveys solidarity and common experiences among and within communities of color. It is also important whenever possible to identify people through their own racial/ethnic group, as each has its own distinct experience and meaning and may be more appropriate. (See also people of color.)
<b>BISEXUAL</b>	Being emotionally, romantically or sexually attracted to more than one sex, gender, or gender identity, though not necessarily simultaneously, in the same way, or to the same degree.
<b>BRAIN DISORDER</b>	A loosely used term for a neurological disorder or syndrome indicating impairment or injury to brain tissue.
<b>BRAIN INJURY</b>	Any damage to tissues of the brain that leads to impairment of the function of the central nervous system.

## Term

## Definition

<b>BUDGETING</b>	The act of planning expenses and revenues and providing a forecast of how a business or program might perform financially given a set of assumptions and plans.
<b>BUSINESS PLANS</b>	Formal statements of organizational or program goals used to provide rationale for specific action(s) and typically include both financial and non-financial goals according to a set of measurable terms.
<b>CAPTIVE INSURANCE</b>	An insurance company owned and established by a parent company for the main purpose of insuring its own risks.
<b>CASE MANAGEMENT</b>	Collaborative process to assess, plan, implement, coordinate, monitor, advocate and evaluate clients' health and human services to promote quality and cost-effective care outcomes.
<b>CATASTROPHIC INJURY</b>	An injury that results in severe and long-term effects on an individual, including permanent severe functional disability (e.g., traumatic brain or spinal cord injury, loss of a major body part).
<b>CERTIFIED DISABILITY MANAGEMENT SPECIALIST (CDMS)</b>	Professional who prevents and minimizes the human and economic impact of illness and disability for both the employee and employer to optimize quality of care, productivity, organizational health and regulatory compliance.
<b>CERTIFIED VOCATIONAL EVALUATOR (CVE)</b>	Professional specialized in vocational assessment and rehabilitation who has acquired the certification credential offered by the Commission on Rehabilitation Counseling Certification (CRCC).
<b>CERTIFIED VOCATIONAL REHABILITATION PROVIDER (CVRP)</b>	Vocational rehabilitation practitioner registered in the workers' compensation agency/commission in the state/jurisdiction of employment approved to provide services to individuals with disabilities.
<b>CIS, CISGENDER</b>	Gender identity in which a person's experiences of their gender matches the gender and sex they were assigned at birth (i.e., a cisgender man or cis man).
<b>CISGENDERISM</b>	Socially constructed assumption that everyone's gender matches their biological sex, and that this assumption is the norm from which all other gender identities deviate.
<b>CLAIM</b>	Request for payment of reparation for a loss covered by an insurance contract.
<b>CLAIMANT</b>	Person making a claim, especially in a lawsuit or for a government-sponsored benefit.
<b>CLAIMS ADJUSTER</b>	Healthcare insurance professional who assures that medical care is available to the worker/client as needed based on a work-related injury or occupational illness.

## Term

## Definition

<b>CLAIMS SERVICE REPRESENTATIVE</b>	Person who investigates losses and settles claims for an insurance carrier or the insured. A term preferred to adjuster.
<b>CLASS PRIVILEGE</b>	Encompasses the unearned advantages, protections, immunities, and access experienced by people who typically carry special status or power within a society or culture. This status is typically conferred based on wealth and financial status, occupational prestige, title or leadership within a culture, or forms of fame and recognition.
<b>CLASSISM</b>	The assignment of characteristics of worth and ability based on actual or perceived social class, and the attitudes, policies, and practices that maintain unequal valuing based on class. Classism can be exhibited through prejudiced or discriminatory attitudes, language, or behaviors directed toward individuals based on perceived or actual social class.
<b>CLIENT</b>	Individual, and oftentimes their support system, who is the recipient of disability and/or case management services.
<b>COGNITIVE REHABILITATION</b>	Therapy that aids people in managing problems with perception, memory, thinking and problem-solving, while offering skills/strategies to help improve function and/ or compensate for remaining deficits.
<b>COMING OUT</b>	The process by which a person first acknowledges, accepts, and appreciates their sexual orientation or gender identity and begins to share that with others.
<b>COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES (CARF).</b>	A private, nonprofit organization that establishes nationally recognized standards of quality for services to people with disabilities and offers voluntary accreditation for rehabilitation facilities.
<b>COMMON CAUSE</b>	Describes a source of random variation that affects all the output of a process.
<b>COMMUNICATION SKILLS</b>	The many ways of transferring thought from one person to another through the commonly used media of speech, written words, nonverbal/bodily gestures or digital tools.
<b>COMMUNITY SERVICES AND RESOURCES</b>	Healthcare programs that offer specific services and resources outside the confines of healthcare facilities. These programs are either publicly or privately funded or charitable in nature.
<b>COMMUNITY SKILLS</b>	Abilities needed to function independently in the community. They may include telephone skills, money management, pedestrian skills, use of public transportation, meal planning, cooking, etc.
<b>COMMUNITY-BASED ORGANIZATION (CBO)</b>	A nonprofit, nongovernmental or charitable organization that provides social services, education or other related human services to economically or socially underserved individuals and communities.

## Term

## Definition

<b>COMMUNITY-BASED PROGRAMS</b>	Support programs that are located in a community environment as opposed to an institutional setting.
<b>COMORBIDITY</b>	A preexisting health condition that is usually chronic in nature and co-present with another condition of higher priority or concern.
<b>CONDITIONAL REHABILITATION PROFESSIONAL</b>	Rehabilitation professional who has not yet met all of the state-specific authorization requirements to be a qualified rehabilitation professional (QRP).
<b>CONFIDENTIALITY</b>	The protection of personal information; the act of keeping information secret or private and only divulging after the client's express consent.
<b>CONFLICT OF INTEREST</b>	A situation in which a person is or appears to be at risk of or actually acting in a biased way because of personal interests or gains.
<b>CONTINUOUS QUALITY IMPROVEMENT (CQI)</b>	An approach to quality management that builds upon traditional quality assurance methods by emphasizing the organization and systems. It focuses on "process improvements rather than the individuals or global change.
<b>CONTROL LIMIT</b>	A line or lines on a control chart used as a basis for judging the significance of variation from subgroup to subgroup. Variation beyond control limit is evidence that special causes are affecting the process. Control limits are calculated from process data and are not to be confused with engineering specifications.
<b>COST-BENEFIT ANALYSIS</b>	Process that contrasts the benefits with the costs of an action, intervention, service or treatment to determine if the benefits outweigh the costs and to make informed decisions.
<b>COUNSELING</b>	The provision of services by a trained professional to assist or guide a client in resolving personal, social or psychological problems and difficulties.
<b>COUNSELING PROCESS</b>	Fostering independence, growth, development and behavioral change in a client guided by a trained counselor and involving focused communication and strategies to effect desirable change and coping.
<b>CROSS FUNCTIONAL TEAMS</b>	Teams that include representatives from a number of different departments or divisions within an employer that come together to work towards a common goal. For example, a typical disability management process might be governed by a team that includes people from Human Resources, Employee Benefits, Operations Management, Payroll, Legal and Public Relations.
<b>CULTURAL COMPETENCY</b>	A set of congruent behaviors, attitudes, and overarching policies that come together in a system, agency, or among professionals, applied to enable awareness, understanding, and positive attitudes across different worldviews.

## Term

## Definition

<b>CULTURAL HUMILITY</b>	The ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the other person.
<b>CULTURE</b>	The thoughts, communications, actions, customs, beliefs, values and institutions of racial, ethnic, religious or social groups.
<b>DAY ONE ABSENCE MANAGEMENT (DAY ONE)</b>	Processes that have the ability to capture, measure and report on employee absence from “day one”, or the first increment of time away from work. It can encompass linkages to Sick, Paid Time Off (PTO), Short-Term Disability (STD)/ Salary Continuance (SC), Family Medical Leave (FML), Workers Compensation (WC) and Group Health (GH) programs as defined within this glossary.
<b>DEAF/DEAFNESS</b>	Condition in which the sense of hearing is drastically reduced and prohibits normal function; as a result, the auditory sense is not the primary means by which speech and language are learned.
<b>DEATH BENEFIT</b>	The benefit payable to eligible dependent(s) of a worker whose occupational disease or on-the-job injury has resulted in the worker’s death.
<b>DEVELOPMENTAL DISABILITY</b>	Any mental and/or physical disability that limits major life activities, has an onset before age 22 and may continue indefinitely.
<b>DISABILITY</b>	Physical or mental impairment according to the ADA that substantially limits one or more major life activities. This includes having a record of or being regarded as having such an impairment.
<b>DISABILITY BENEFIT</b>	Funds from public or private sources provided for an individual who has a disability. Federal government funding is paid out by the Social Security Administration as SSI or SSDI.
<b>DISABILITY CASE MANAGEMENT</b>	Disability case management is a collaborative process that assesses, plans, implements, coordinates, monitors and evaluates services and supports for individuals with temporary or permanent disabilities, illness or injury that affects their ability to work, with the goal of optimizing functional capacity, facilitating recovery and promoting timely and safe return to work and sustained employment, in alignment with medical, legal and employer requirements.
<b>DISABILITY CASE MANAGER</b>	A person responsible for ensuring that parties work together to plan, design and carry out the disability treatment and return to workplan and to assure that information exchange between all parties is complete and relevant.
<b>DISABILITY CASH BENEFIT</b>	Payments made to a worker out on disability by a disability benefits insurance agency for a limited time period as stipulated by the disability insurance plan and based on state-specific laws.

## Term

## Definition

<b>DISABILITY INCOME INSURANCE</b>	Form of health insurance that provides periodic payments to replace income when an insured person is unable to work as a result of illness, injury or disease.
<b>DISABILITY MANAGEMENT</b>	Seeks to facilitate the workers' physical recovery, rehabilitation and return to work (RTW) process while concurrently controlling the escalating costs of injury and disability for employers, insurance carriers and government.
<b>DISABILITY MANAGEMENT PROGRAM</b>	Assistance provided by disability management case managers and/or specialists to workers who have suffered from occupational health conditions or job-related injuries so they can return to work.
<b>DISCRIMINATION</b>	Refers to the unjust, unequal, biased, and prejudicial regard or treatment of an individual or group based on their actual or perceived membership in a social category, usually on the grounds of factors such as race, age, sex, gender, ability, socioeconomic class, immigration status, national origin or religion.
<b>DISEASE MANAGEMENT</b>	System of coordinated healthcare interventions and communications for populations with chronic conditions in which client self-care efforts are significant with the goal of improving overall health.
<b>DISEASE MANAGEMENT PROGRAMS</b>	Programs that coordinate preventive, diagnostic, therapeutic and communication measures to provide cost-effective, quality care for patient populations who have or are at risk for specific chronic illnesses or medical conditions.
<b>DISTRIBUTION</b>	Describes the population from which observations are drawn, categorized into cells and form identifiable patterns. This is based on the concept of variation that states that anything measured repeatedly will arrive at different results. These results will fall into statistically predictable patterns. A bell-shaped curve (also called "normal distribution") is an example of a distribution in which the greatest number of observations falls in the center with fewer and fewer observations falling evenly on either side of the average.
<b>DIVERSITY</b>	Representation in or composition of a work group, organization, or community by individuals and groups from various social and cultural identities.
<b>DIVERSITY, EQUITY &amp; INCLUSION (DE&amp;I)</b>	A conceptual framework that promotes the fair treatment and full participation of all people, especially in the workplace, including populations who have historically been underrepresented or subject to discrimination because of their background, identity, disability, etc.
<b>DOMESTIC VIOLENCE (DV)</b>	A pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner.

## Term

## Definition

<b>DUE DILIGENCE</b>	The care that a reasonable person exercises to avoid harm to other persons or their property (Merriam-Webster).
<b>EARLY INTERVENTION</b>	A process used to take early action against factors that put individuals at risk, particularly in the case of disability, workers' compensation, leave or health related claims.
<b>EARLY RETURN-TO-WORK</b>	When a worker who has suffered a job-related injury or illness resumes work before complete recovery, with modified responsibilities or another job altogether.
<b>ELIGIBILITY</b>	The determination that an individual has met requirements to obtain benefits under a specific health insurance plan or contract.
<b>EMOTIONAL INTELLIGENCE</b>	The capacity to be aware of, control and use one's and other's emotions to guide thinking, influence judicious action, express empathetic behavior and achieve effective interpersonal relationships.
<b>EMPLOYABILITY</b>	Having the skills and training necessary to be gainfully employed on a continuous basis considering a person's age, education, experience and physical/mental capacities due to job injury or disease.
<b>EMPLOYEE ASSISTANCE PROGRAMS (EAP)</b>	Employer-sponsored services designed to help employees and their families find solutions to personal or workplace problems. These programs may assist with legal or financial issues, child-care or elder-care problems, substance abuse and/or psychological problems. EAPs may also address such areas as violence in the workplace and employee harassment.
<b>EMPLOYEE EDUCATION/ DECISION SUPPORT TOOLS</b>	Assist employers and employees in achieving effective utilization of care through access to supportive information and resources such as nurse lines, self-care books, web tools, web links, etc.
<b>EMPLOYER MEASURES OF PRODUCTIVITY, ABSENCE, AND QUALITY (EMPAQ)</b>	The industry's first uniform, standardized metrics and reporting system for health, productivity and disability management for employers. The objectives of EMPAQ are to promote: overall employer awareness of the importance of collecting meaningful, credible data to measure internal program performance; useful comparison of benefit programs across major industry sectors; employer participation in this national metrics benchmarking project; and creation of an industry-accepted set of standardized benchmarking metrics.
<b>EMPLOYMENT RETIREMENT INCOME SECURITY ACT (ERISA)</b>	A public law enacted in 1974 that sets forth minimum standards and rules to protect the interest of employee benefit plan participants and their beneficiaries by requiring disclosure, establishing standards of conduct and providing for remedies.

## Term

## Definition

<b>EQUAL EMPLOYMENT OPPORTUNITY</b>	All individuals, including those that fall under protected classes, have an equal opportunity for employment and advancement within an organization. Protected classes include race, color, religion or creed, national origin or ancestry, sex (including gender, pregnancy, sexual orientation, and gender identity), age, physical or mental disability, veteran status, genetic information, citizenship.
<b>EQUITY</b>	Refers to fairness and justice; the quality of being fair and impartial.
<b>ERGONOMICS (OR HUMAN FACTORS)</b>	The application of theory, principles, data and methods to environmental design (including work environments) in order to optimize human well-being and overall system performance and safety.
<b>ERGONOMICS PROGRAMS/ ASSISTANCE</b>	Apply industry-accepted ergonomic principles to the workplace, to determine how to best arrange and design devices, machines, or workspaces so that people and things interact safely and most efficiently. The overall goal of these programs is to optimize the interaction between employees and their work environments by reducing risk of loss and improving overall health and productivity.
<b>ERGONOMIST</b>	Individual with a mastery of ergonomics knowledge and methodologies and applies it to the analysis, design, test, and evaluation of products, processes and environments to ensure health and safety.
<b>ESSENTIAL JOB FUNCTIONS</b>	Activities or tasks that are absolutely necessary to a particular job to produce the required outcome of that occupation. Under the ADA, they are the fundamental job duties of the position that an individual with a disability holds or seeks.
<b>ETHNICITY</b>	Social construct and category based on shared geography, language, ancestry, traditions, or history. It is a characterization of people based on having a shared culture (e.g., language, food, music, dress, values, and beliefs) related to common ancestry and shared history.
<b>EVIDENCE BASED METHODS</b>	Aim to link public health or clinical practice recommendations to the underlying scientific evidence demonstrating their effectiveness.
<b>EX PARTE</b>	Judicial proceeding, order, injunction, etc., taken or granted at the instance and for the benefit of one party only, and without notice to or contestation by any person adversely interested.
<b>EXPERT TESTIMONY</b>	Opinions stated during a trial or deposition (testimony under oath before trial) by a specialist qualified as an expert on a subject relevant to a lawsuit or a criminal case.
<b>EXPERT WITNESS</b>	Person called to testify because of recognized competence, expertise and specialization in an area that is relevant to a lawsuit or criminal case.

## Term

## Definition

<b>FAMILY MEDICAL LEAVE (FML)</b>	Response to the federal and state law(s) that require employers to provide unpaid leave and continued health coverage for employees to care for their families or themselves for qualifying family and medical conditions. Note that there are some states that have enacted legislation for Paid Family Leave (PFL).
<b>FIELD CASE MANAGEMENT (FCM)</b>	In-person care coordination and management whereby a case manager works with a client (e.g., injured worker)/support system and other involved parties to return the client to work and optimal health.
<b>FREQUENCY DISTRIBUTION</b>	A statistical table that presents a large volume of data in such a way that the central tendency (average/mean, etc.) and distribution are clearly displayed.
<b>FUNCTIONAL ASSESSMENT MEASURE (FAM)</b>	Part of the Functional Independence Measure (FIM), a 12-item measure to assess specific functional abilities of the client with brain injury such as reading, writing, swallowing and car transfer.
<b>FUNCTIONAL ASSESSMENT STAGING TEST (FAST)</b>	Valid measure used to determine if changes in a client's condition are due to Alzheimer's disease or another illness.
<b>FUNCTIONAL CAPACITY EVALUATION (FCE)</b>	Systematic, objective process of assessing an individual's physical and functional abilities used to determine job placement, job accommodation, return to work or occupational disability status.
<b>FUNCTIONAL INDEPENDENCE MEASURE (FIM)</b>	Tool used to measure the functional status and level of independence of clients throughout the rehabilitation process and track changes from the onset of care through discharge and follow-up.
<b>FUNERAL EXPENSE BENEFIT</b>	Financial support for survivors of a deceased worker payable to the worker's family or dependent(s) up to the maximum allowed under the law at the time of the worker's injury resulting in death.
<b>GAY</b>	A person who is emotionally, romantically, or sexually attracted to members of the same gender.
<b>GENDER</b>	Conventionally, refers to the social, psychological, and emotional traits, attitudes, norms, and behaviors, often influenced by society's expectations, that classify someone as male, female, both or neither.
<b>GENDER BINARY</b>	Classification of gender into two distinct, opposite, and separate forms of masculine and feminine, whether through social system or cultural belief. This is a widely used but oppressive model that erases the identities of people who fall outside of it.

## Term

## Definition

<b>GENDER CONFIRMATION</b>	A process some transgender people undergo to match their gender identity more closely with their outward appearance. This can include changing clothes, names or pronouns to fit their gender identity. It may also include health care needs such as hormones or surgeries.
<b>GENDER DYSPHORIA</b>	Psychological distress that results from an incongruence between one's sex assigned at birth and one's gender identity.
<b>GENDER EXCLUSIVE LANGUAGE</b>	Terms that lump all people under masculine language or within the gender binary (male or female), which does not include everyone.
<b>GENDER EXPANSIVE</b>	A person with a wider, more flexible range of gender identity and/or expression compared to a gender binary system.
<b>GENDER EXPRESSION</b>	The way in which someone expresses their gender, either consciously or unconsciously. This encompasses everything that communicates our gender to others, including clothing, hairstyle, body language, manner of speaking, social interactions and gender roles.
<b>GENDER FLUID</b>	Term used to describe individuals whose gender identity is not fixed but may change over space, time, context, etc. People who identify as gender fluid may identify outside of the gender binary (e.g., as both male and female or as neither male nor female).
<b>GENDER IDENTITY</b>	How people conceptualize themselves as gendered beings, including one's innate and personal experience of gender. This may or may not align with one's gender expression or biological sex.
<b>GENDER INCLUSIVE</b>	Term to describe places, spaces, policies, language, procedures, etc., that validate, accommodate, and honor the existence, experience and rights of all gender identities and expressions.
<b>GENDER INCLUSIVE LANGUAGE</b>	Term to describe places, spaces, policies, language, procedures, etc., that validate, accommodate, and honor the existence, experience and rights of all gender identities and expressions.
<b>GENDER NEUTRAL AND INCLUSIVE PRONOUNS</b>	Pronouns that do not associate an individual with a specific binary gender (e.g., they, them, their, theirs, themselves, sie, hir, hirs, hirsself, zie, zir, zirs, zirsself).
<b>GENDER NONBINARY</b>	An adjective describing a person who does not identify exclusively or at all as male or female. Nonbinary people may identify as being both male and female, somewhere in between, or as falling completely outside these categories. While many also identify as transgender, not all nonbinary people do.

## Term

## Definition

<b>GENDER NONCONFORMING</b>	People who do not follow conventional ideas or stereotypes about gender roles, how they should look or act, based on their female or male sex assigned at birth. Can also refer to people who do not identify with their sex assigned at birth.
<b>GENETIC INFORMATION NONDISCRIMINATION ACT (GINA)</b>	Legislation passed in 2008 to prohibit the improper use of genetic information in health insurance and employment.
<b>GROUP HEALTH (GH)</b>	Programs that cover medical-related care, including health, pharmacy, dental and mental health benefits.
<b>HABILITATION</b>	Process by which a person with developmental disabilities is assisted in acquiring and maintaining life skills to increase the level of physical, mental, vocational and social ability.
<b>HANDICAP</b>	Functional disadvantage and limitation of potentials based on physical or mental impairment or disability that substantially limits or prevents the fulfillment of one or more major life activities.
<b>HEALTH</b>	An individual's physical, functional, mental, behavioral, emotional, psychosocial and cognitive condition; the presence or absence of illness, disability, injury or limitation.
<b>HEALTH AND HUMAN SERVICES CONTINUUM</b>	Services and resources that vary in intensity, complexity and type based on the care setting and consist of medical, financial, social, psychological, behavioral, spiritual and community support.
<b>HEALTH AND PRODUCTIVITY MANAGEMENT (HPM)</b>	Programs that promote, improve, and maintain employee welfare in a manner that considers the impact of health on absence, disability and lost productivity. They include things like EAP/behavioral health programs, disease management programs, ergonomics programs/assistance, employee education and decision support tools, health risk appraisals, nurse care hotlines, onsite clinics, and wellness programs, as further defined in this glossary.
<b>HEALTH AND WELFARE PLANS</b>	The set of employee benefits offerings offered by employers to their employees. Specific offerings vary by employer, industry and geography but typically include some combination of medical, dental, vision, life, accidental death and dismemberment, disability, health management and retirement coverages.
<b>HEALTH BENEFITS PLAN</b>	Any written health insurance plan that pays for specific healthcare services on behalf of covered enrollees.
<b>HEALTH DISPARITIES</b>	Experiences/situations that create a higher burden of illness, injury, disability, or mortality experienced by one group relative to another due to healthcare inequities. Examples include access to timely and appropriate healthcare services, quality of the healthcare encounter, and coverage under a benefit program or insurance.

## Term

## Definition

<b>HEALTH EDUCATION</b>	Providing clients/support systems information and skills needed to make quality health decisions, improve health literacy and develop lifestyle behaviors conducive to health promotion and wellness.
<b>HEALTH ENGAGEMENT</b>	Embracing personal responsibility for and assuming an accountable role in one's own self-care, health and well-being.
<b>HEALTH EQUITY</b>	The absence of avoidable, unfair, or remediable differences among groups of people, whether those groups are defined socially, economically, demographically, geographically or by any other means of stratification.
<b>HEALTH INEQUITY</b>	Measurable, systemic, avoidable, unnecessary, unfair, and unjust differences in health care access, utilization, quality and outcomes among groups, stemming from differences in levels of social advantage and disadvantage (e.g., race and socioeconomic status).
<b>HEALTH INSURANCE</b>	Protection that consists of payment benefits for services provided due to illness or injury. Types include accident, disability income, medical expense and accidental death and dismemberment insurance.
<b>HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)</b>	Federal law enacted in 1996 that governs the protection of sensitive client health information from being disclosed without the client's consent. It also mandates benefit portability rules that prohibit employer health plans from discriminating in eligibility, enrollment or cost based on health status, and restricts the use of preexisting conditions exclusions.
<b>HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT'S PRIVACY RULE</b>	Rule concerning the appropriate use and disclosure of protected client health information by organizations and individuals while maintaining the client's right to control his/her own information.
<b>HEALTH LITERACY</b>	The ability of individuals to locate, understand, interpret, and apply health information to guide their decisions and behaviors. Health literacy occurs when a society provides accurate health information and services that people can easily find, access, understand and use to inform their decisions and actions.
<b>HEALTH RISK APPRAISALS (HRAS)</b>	Wellness program tools that can evaluate the health status of individuals and the relative risk of disease, injury or death associated with specific lifestyle behaviors when combined with specific information about the individuals involved.
<b>HEARING IMPAIRMENT</b>	Loss of or compromised hearing.

## Term

## Definition

<b>HUMAN RESOURCES</b>	Department responsible for managing an organization's most valued assets – the people working there – through recruiting and employing people, developing and training them, utilizing, maintaining and compensating their services in accordance with the job, market and organizational requirements.
<b>IMPAIRMENT</b>	Medical determination an injury, deficiency or lessening of function of a body system or organ relates to temporary or permanent loss of psychological, physical or anatomical structure or function.
<b>IMPLEMENTATION</b>	Process of executing specific case management activities and/or interventions that will lead to accomplishing the goals set forth in the case management plan of care.
<b>IMPLEMENTING</b>	Step in the Case Management Process during which case managers execute key activities and interventions to accomplish goals set forth in the case management plan of care and to meet a client's needs.
<b>IMPLICIT BIAS</b>	Unconscious mental process that triggers negative attitudes about people outside one's own "in group," and positive attitudes or beliefs about people who are considered inside one's own "in group."
<b>INCIDENTAL SICK PAY (SICK)</b>	Programs that cover very short periods of unplanned absences prior to eligibility for short-term disability (STD) or salary continuance (SC) programs.
<b>INCLUSION</b>	An environment that affirms, celebrates, and appreciates different people, experiences, cultural perceptions, approaches, types and perspectives.
<b>INDEMNITY</b>	Security against possible loss or damages; reimbursement for loss that is paid in a predetermined amount in the event of a covered loss.
<b>INDEMNITY BENEFITS</b>	Benefits in the form of payments rather than services. In most cases, after the provider has billed the client, the insured person is reimbursed by the company.
<b>INDEPENDENT LIVING</b>	Service delivery concept that encourages the maintenance of control over one's life based on the choice of acceptable options that minimize reliance on others performing everyday activities.
<b>INDEPENDENT MEDICAL EXAMINATION/ EVALUATION</b>	Assessment a healthcare professional who has not been involved in the care of an ill or injured worker completes to determine the cause, medical treatment and progress when liability is at issue.

## Term

## Definition

<b>INDIGENOUS PEOPLE</b>	Descendants of those who inhabited a country or a geographical region at the time when people of different cultures or ethnic origins arrived; practicing unique traditions, and retaining social, cultural, economic and political characteristics that are distinct from those of the dominant societies in which they live.
<b>INDIVIDUAL WRITTEN REHABILITATION PROGRAM (IWRP)</b>	Official document that describes the individualized vocational rehabilitation services that enable a person with a disability to maintain suitable employment or maximize independence in daily living.
<b>INDIVIDUALIZED PLAN FOR EMPLOYMENT (IPE)</b>	Plan outlining an individual's vocational goal and employment objective, including service delivery and time frames, and a clear process for monitoring progress toward achievement of the goal.
<b>INFORMATION TECHNOLOGY (IT)</b>	Deals with the use of computers and software (e.g., systems) to convert, store, protect, process, transmit and securely retrieve information particular to an organization's business.
<b>INFORMED CONSENT</b>	Decision given by a client, legal guardian or client's agent for a treatment or service based on knowledge of the advantages/disadvantages and implications of choosing a particular course of action.
<b>INJURY</b>	Harm sustained by a worker that is subject to treatment and/or compensation under workers' compensation law.
<b>INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)</b>	Organization that has used improvement science to advance and sustain better outcomes in health and health care across the world.
<b>INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLS)</b>	Necessary skills for an individual to maintain independent living (e.g., cooking, shopping, cleaning); used to determine whether a client needs personal care services and the required benefit coverage.
<b>INSURANCE</b>	Practice or arrangement by which a company or government agency provides a guarantee of compensation for specified loss, damage, illness or death in return for payment of a premium.
<b>INSURED</b>	Person, organization or other entity that purchases insurance.
<b>INSURER</b>	Insurance company or any other organization that assumes the risk and provides the policy to the insured.
<b>INTEGRATED BEHAVIORAL HEALTH</b>	Holistic care a client receives as a result of primary care and behavioral health clinicians working together with the client/support system and using a systematic approach to address health behaviors.

## Term

## Definition

<b>INTEGRATED CARE</b>	Bringing together the delivery, management and organization of healthcare services, including diagnosis, treatment, rehabilitation and health promotion interventions, to improve client care outcomes.
<b>INTEGRATED CASE MANAGEMENT</b>	When a case manager assists clients/support systems with healthcare services, including both physical and mental conditions and substance use disorders, and is responsible for client health outcomes.
<b>INTEGRATED DATA AND REPORTING</b>	The combination of data and elements across as many disability, absence, and health related programs as possible to produce an overall and combined picture of risk, cost and trends for an organization.
<b>INTEGRATED DISABILITY MANAGEMENT (IDM)</b>	Refers to the concept of integrating the various parts of disability management to achieve cost and administrative efficiency for an employer and improve the overall experience for the employee. These programs typically include some combination of short-term disability (STD), long-term disability (LTD), Family Medical Leave (FML) and/or Workers Compensation (WC).
<b>INTELLECTUAL DISABILITY</b>	Difficulty in thinking, understanding, learning and making decisions resulting in a lack of skills necessary for daily living.
<b>INTERACTIVE PROCESS</b>	A requirement under the ADA of employers to engage in a collaborative effort involving the employee and employer to determine if the employee can return to work subsequent to an occupational or non-occupational injury.
<b>INTERACTIVE VOICE RESPONSE (IVR)</b>	Communication technology that allows individuals to interact via a telephone keypad or voice recognition system and enabling them to address their own inquiries by following an automated dialogue.
<b>INTERSECTIONALITY</b>	The ongoing examination of the overlapping systems of oppression and discrimination that communities face based on race, gender, ethnicity, ability, etc.
<b>INTIMATE PARTNER VIOLENCE (IPV)</b>	Abuse or aggression that occurs in a romantic relationship. "Intimate partner" refers to both current and former spouses and dating partners.
<b>JOB ACCOMODATION</b>	Reasonable adjustment to a job or work environment that makes it possible for a worker with a disability to perform the job duties such as specialized equipment or adjustments to work schedules.
<b>JOB ADJUSTMENT</b>	See work adjustment.
<b>JOB ANALYSIS</b>	Process to identify and determine in detail the specific job duties and requirements and relative importance of these duties for the job, conducted to determine accommodations for a disabled worker.

## Term

## Definition

<b>JOB BANK SERVICE</b>	Computerized system developed by the Department of Labor that maintains an up-to-date listing of job vacancies available through the State Employment Service.
<b>JOB CLUB</b>	Organization of individuals who are seeking work who join together to share information about employers, interviewing strategies, job-seeking skills and work opportunities.
<b>JOB COACH</b>	Employment specialist who provides training and support to a person in the workplace.
<b>JOB DEVELOPMENT</b>	Customized employment process that consists of identifying a person's strengths, capabilities and requirements and the supports necessary for the person's employment to be successful.
<b>JOB MODIFICATION</b>	See work modification.
<b>JOB PLACEMENT</b>	Process of assisting an injured worker to find employment by matching the worker's skills, knowledge and abilities with a potential job.
<b>LABOR RELATION</b>	Responsible for managing unionized employees within an organization. These representatives are typically involved in benefit, return to work and accommodation decisions for unionized employees.
<b>LANGUAGE LITERACY</b>	The degree to which individuals have the capacity to obtain, process, and understand basic health information needed to make appropriate health decisions.
<b>LEAN MANAGEMENT</b>	A business philosophy and/or strategy that focuses on eliminating waste, which includes all steps or processes that do not add value to the final product or service. It is usually employed along with the concept of kaizen or continuous quality improvement.
<b>LEARNING DISABILITY</b>	Life-long disorder associated with psychological or neurological issues and manifests as having difficulty reading, writing, spelling, reasoning, recalling and/or organizing information.
<b>LEAVE OF ABSENCE ADMINISTRATION (LOA)</b>	A company's process for handling employee absences and leave requests. It goes beyond Family Medical Leave to track and manage all employee time away from work, including medical, military, administrative, and personal leaves, as well as jury duty and other paid time off (PTO) programs.
<b>LESBIAN</b>	A person who identifies as female who is emotionally, romantically, or sexually attracted to other people who identify as female. People of many different gender identities may use this term to describe themselves.
<b>LGBTQ</b>	Acronym for "lesbian, gay, bisexual, transgender, and queer." Other forms of the term include: LGBTQ+, LGBTQIA, LGBTQQIP2SAA. It is an evolving term.

## Term

## Definition

<b>LGBTQ+</b>	Lesbian, gay, bisexual, transgender, queer, and other designations such as questioning, intersex, pansexual, two-spirit, androgynous, and asexual; recognizes the growing understanding of sex and gender and to include allies.
<b>LGBTQIA</b>	Lesbian, gay, bisexual, transgender, queer, intersex and asexual
<b>LGBTQQIP2SAA</b>	Lesbian, gay, bisexual, transgender, questioning, queer, intersex, pansexual, two-spirit, androgynous and asexual
<b>LIFE CARE PLAN</b>	Organized and concise plan of current and future care needs, including resources and costs, prepared for individuals who have experienced catastrophic injury or have chronic health conditions.
<b>LIFE CARE PLANNING</b>	Holistic, person-centered planning and management of healthcare services for a client with a life-altering condition to promote the client's health, safety, well-being and quality of life.
<b>LIGHT DUTY</b>	Has differing meanings but generally refers to temporary or permanent work that is less demanding (physically and/or mentally) than normal job duties. As there may not be a light duty assignment for every job or every employer and establishing beginning and end points can be problematic, its use has diminished in favor of transitional work programs.
<b>LIMITED ENGLISH PROFICIENCY</b>	Individuals who have limited ability to read, speak, write, or understand English. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter (e.g., translation, accommodation)
<b>LITERACY</b>	Ability to read and write; the ability to use printed and written information to function in society, to achieve one's goals, and to develop one's knowledge and potential.
<b>LITIGATION</b>	Taking legal action in a court for the purpose of settling a dispute or enforcing a right, particularly when harm has been inflicted on another person.
<b>LONG-TERM DISABILITY (LTD)</b>	Programs that partially replace income for a period of years (typically to age 65) after a disabling illness or injury. LTD benefits are often coordinated with Social Security disability coverage. LTD plans typically have a waiting period of 90 days, although some plans have waiting periods up to 52 weeks.
<b>LONG-TERM DISABILITY INCOME INSURANCE</b>	Insurance issued to an employee, group or individual to provide replacement of a portion of an employee's earned income lost through a serious prolonged illness during the normal work career.
<b>LOSS CONTROL</b>	Efforts by the insurer and the insured to prevent accidents and reduce loss through the maintenance and updating of health and safety procedures.

## Term

## Definition

<b>LOSS EXPENSE ALLOCATED</b>	That part of expense paid by an insurance company in settling a particular claim, such as legal fees, by excluding the payments to the claimant.
<b>LOSS RATIO</b>	The percent relationship that losses bear to premiums for a given period.
<b>LOSS RESERVE</b>	Dollar amount designated as the estimated cost of an accident at the time the first notice is received.
<b>LOST WAGES</b>	Income a worker does not earn due to an inability to return to work as a result of a work-related disability or extended absence.
<b>LOST WAGES BENEFIT</b>	Cash benefit that provides income to a client who lost wages due to a work-related injury, illness or disability. Amount is determined based on state-specific worker's compensation and disability law.
<b>MARGINALIZATION</b>	Experiences of those who are unable to participate economically or socially in society. This includes the labor market, in which those who are unemployed or underemployed suffer material as well as social deprivation.
<b>MAXIMUM MEDICAL IMPROVEMENT (MMI)</b>	Point at which the health/medical condition of a worker with a job-related injury or illness has stabilized and further improvements are considered unlikely despite continued care and treatment.
<b>MD GUIDELINES</b>	Nationally recognized evidence-based disability management guidelines to predict duration of disability and return-to-work timeframes to help ensure consistent application of care across populations.
<b>MEDICAID</b>	Joint federal/state health insurance program for persons with disabilities or those who receive certain governmental income support benefits and who meet income and resource limitations.
<b>MEDICAL DISABILITY ADVISOR</b>	Reference that provides disability duration guidelines for estimating the potential duration of a disability and the timeframes of a client's return to work for work-related diseases and injuries.
<b>MENTAL HEALTH</b>	is the capacity to express our emotions and adapt to a range of demands. It is further defined as "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community."
<b>METRICS</b>	Process-based measurements associated with organizational inputs, activities and outputs in relation to an explicit benchmark such as a specific level of performance. Metrics play an important role in how organizations measure and manage against objectives.

## Term

## Definition

<b>MICROAGGRESSION</b>	Verbal, nonverbal, behavioral, and environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to persons targeted solely for their membership in historically marginalized groups. Microaggressions often occur in everyday interactions, such as in the workplace.
<b>MINORITY</b>	The status of a population as defined by what they are not, due to differences or lack of some characteristics compared to the dominant category. Defining people of color as “minorities” is not recommended because of changing demographics. The term also reinforces ideas of inferiority and marginalization of a group of people.
<b>MISGENDERING</b>	The intentional or unintentional reference to a person, the way others relate to a person, or the language used to describe a person that doesn't align with their affirmed gender.
<b>MISOGYNY</b>	This is hatred, contempt for, or prejudice against women. Misogyny consists of social systems or environments in which women face hostility and hatred because of historical patriarchy (e.g., “a woman in a man's world”).
<b>MOTIVATION</b>	Mental process, function or instinct that produces and sustains the incentive or drive in a client's behavior and facilitates the abilities and intents of clients to reach their desired goals.
<b>MOTIVATIONAL INTERVIEWING</b>	An empathic and counseling-like communication technique used to gather important information and obtain insights into the various aspects of a client's situation and health condition (e.g., physical, psychological, emotional, financial, etc.), elicit behavior change, and help the client explore and resolve ambivalence.
<b>MULTIDISCIPLINARY ACTION PLAN (MAP)</b>	Timeline of patient care activities and outcomes developed by an interdisciplinary healthcare team to address the role each plays in caring for clients with a specific health problem/diagnosis.
<b>NEEDS ASSESSMENT</b>	A process for determining and addressing needs, or “gaps” between current conditions and desired conditions, often used for improvement projects in education/training, organizations, or communities.
<b>NEGOTIATION AND CONFLICT RESOLUTION</b>	A range of methods for alleviating or eliminating sources of conflict. Processes of conflict resolution generally include negotiation and mediation. Negotiation is a dialogue intended to resolve disputes, to produce an agreement upon courses of action, to bargain for individual or collective advantage, or to craft outcomes to satisfy various interests.
<b>NONDISABLING INJURY</b>	Injury that may require medical care but does not result in loss of work time or income.

## Term

## Definition

<b>NON-RANDOM VARIATION</b>	Describes variation that is caused by a factor outside the process. It is not random, but due to assignable causes. As such, it should be identified and eliminated.
<b>NURSE CARE HOTLINES</b>	Utilization management tools that employ registered nurses to answer health care questions and refer individuals to physicians when necessary.
<b>OCCUPATIONAL DISEASE</b>	Health condition or illness a worker experiences that is associated with the job responsibilities or work environment (e.g., hearing loss, emphysema, chronic obstructive pulmonary disease).
<b>OCCUPATIONAL HEALTH</b>	The protection, promotion and maintenance of the safety, health and welfare of individuals in work or employment settings with a strong focus on primary prevention of hazards and risk factors.
<b>OCCUPATIONAL SAFETY AND HEALTH ACT (OSHA)</b>	Federal statute that established national standards for health and safety conditions in the workplace. Enforced by the Labor Department, the act also provides for the reporting and compiling of statistics pertaining to occupational illness and injuries.
<b>ONSITE CLINICS</b>	Medical facilities established at the employer work site that help avoid the expense and time off from work incurred by sending employees off-site for routine medical care. They can encompass services such as immediate medical treatment, exams, wellness, health education, job functionality assessment and return-to-work (RTW) programs.
<b>OPPRESSION</b>	Unjust or cruel exercise of power or authority; the product of injustice for a particular community of people.
<b>ORGANIZATIONAL BEHAVIOR</b>	Academic discipline concerned with describing, understanding, predicting and controlling human behavior in an organizational environment.
<b>ORGANIZATIONAL CULTURE</b>	Describes the psychology, attitudes, experiences, beliefs and values (personal and cultural values) of an organization.
<b>OUTCOMES MEASUREMENT</b>	Systematic, quantitative observation, at a point in time, of outcome indicators.
<b>OUTCOMES MEASUREMENT</b>	The process of tracking clinical, financial and patient outcomes against measurable indicators of health status.
<b>OUTCOMES MONITORING</b>	Repeated measurement over time of outcome indicators in a manner that permits causal inferences about what client characteristics, care processes and resources produced the observed client outcomes.

## Term

## Definition

<b>OUTING</b>	Exposing someone's lesbian, gay, bisexual, transgender or gender non-binary identity to others without their permission. Outing someone can have serious repercussions on employment, economic stability, personal safety, or religious or family situations.
<b>PAID TIME OFF (PTO)</b>	A single category (bank) of time to cover an allocated number of paid days in categories such as vacation, personal and sick days, and sometimes may include holidays and other leave categories.
<b>PANSEXUAL</b>	Describes someone who has the potential for emotional, romantic, or sexual attraction to people of any gender, though not necessarily simultaneously, in the same way, or to the same degree.
<b>PARTIAL DISABILITY</b>	Result of an illness or injury that prevents an insured from performing one or more of the functions of his/her regular job.
<b>PEOPLE OF COLOR (POC)</b>	Term used mostly, but not exclusively, in the U.S. to describe people who are not considered or do not identify as "white." The term emphasizes shared experiences of structural racism. The term is preferable to "non-white" or "minority." It is also important whenever possible to identify people through their own racial/ethnic group, as each has its own distinct experience and meaning and may be more appropriate.
<b>PERMANENT AND STATIONARY (P&amp;S)</b>	When the condition of a worker with a job-related injury/illness has plateaued so that additional medical treatment is not likely to improve their condition, ending temporary disability benefits.
<b>PERMANENT PARTIAL DISABILITY (PPD)</b>	Disability caused by either a work-related injury or an occupational illness resulting in some form of permanent impairment that makes a worker unable to perform at his/her full capacity.
<b>PERMANENT PARTIAL DISABILITY BENEFIT</b>	Calculated benefit payable to the employee for a life-long disability resulting from an on-the-job injury or illness and loss of function that is partial in nature.
<b>PERMANENT TOTAL DISABILITY</b>	When a worker's wage-earning capacity is permanently and totally lost as a result of a work-related injury or illness deeming the worker unable to completely recover or return to work in any capacity.
<b>PERMANENT TOTAL DISABILITY BENEFIT</b>	Potentially indefinite benefit payable to clients who are never able to return to gainful employment after a work-related injury or illness.
<b>PERSON-CENTERED CARE</b>	Care provided that is respectful of and responsive to individual client preferences, needs, culture and values, and ensuring that the client's culture and belief system guide all care decisions.

## Term

## Definition

<b>PERSON-FIRST LANGUAGE, PEOPLE-FIRST LANGUAGE</b>	Emphasizes the individual over the person's condition, e.g., "person with diabetes", rather than "a diabetic person".
<b>PHYSICAL DISABILITY</b>	Bodily defect that interferes with education, development, adjustment or rehabilitation; generally refers to crippling and chronic health problems but not handicaps such as blindness or deafness.
<b>PLAINTIFF</b>	Person who brings a suit to court in the belief that one or more of his/her legal rights have been violated or that he/she has suffered legal injury.
<b>POST TRAUMATIC STRESS DISORDER (PTSD)</b>	A psychiatric disorder that may occur in people who have experienced or witnessed a traumatic event, series of events or set of circumstances. An individual may experience this as emotionally or physically harmful or life-threatening and may affect mental, physical, social, and/or spiritual well-being.
<b>PREDICTIVE MODELING</b>	Process used in data mining to create a statistical model of future behavior that forecasts probabilities and trends using predictors likely to influence behavior or results such as gender and age.
<b>PREEXISTING CONDITION</b>	Physical and/or mental condition of an insured that first manifested itself prior to the issuance of the individual policy or which existed prior to issuance and for which treatment was received.
<b>PREJUDICE</b>	A negative attitude toward another person or group formed in advance of any experience with that person or group. Prejudices can be affective (e.g., nervousness, contempt, etc.) as well as cognitive (e.g., beliefs that are stereotypical of a group), and often manifest in discriminatory behaviors.
<b>PRIMARY CARE PROVIDER (PCP)</b>	Physician or medical practitioner who is the first contact by a patient seeking healthcare services and who coordinates care with specialists and provides long-term management of chronic conditions.
<b>PRIVILEGE</b>	A set of advantages systemically conferred on a particular person or group of people. (See also class privilege.)
<b>PROCESS</b>	A set of activities that are characterized by a set of specific inputs and a number of tasks or operations that produce an output.
<b>PROFESSIONAL DEVELOPMENT</b>	Ongoing learning and professional advancement activities (both formal and informal) to acquire new or maintain existing knowledge, skills, competencies and credentials in order to improve performance.
<b>PROFESSIONAL DISCIPLINE</b>	Formal education, training and specialization required for case managers to become health and human services practitioners; may refer to their professional background (nursing, social work, etc.).

## Term

## Definition

<b>PROFESSIONAL NEGLIGENCE</b>	Breach of the duty of care between a professional and a client resulting in provable damages to the client (e.g., not meeting a commonly accepted standard of professional competence).
<b>PSYCHOPATHOLOGY</b>	The scientific study of mental disorders, social disorganization and psychological and behavioral dysfunction in terms of their causes, course of occurrence, classification and treatment.
<b>PSYCHOSOCIAL CONDITION</b>	Client's economic, educational, social, psychological, emotional, cultural and religious attributes (e.g., values, beliefs, rituals and habits) that affect the client's health status and behavior.
<b>PSYCHOSOCIAL FACTORS</b>	Pertain to psychological development in the context of a social environment such as age, gender, racial background, birth order, self-esteem, etc. Psychosocial concerns are the major causes of delayed recovery or work absence with some factors having a larger impact than others.
<b>QUALIFIED REHABILITATION PROVIDER (QRP)</b>	Rehabilitation health professional who is registered with the workers' compensation/disability agency in the jurisdiction of employment (e.g., the Department of Labor and Industry in Minnesota).
<b>QUALIFIED REHABILITATION VENDOR (QRV)</b>	Individual or business that provides vocational and/or general rehabilitation services to clients based on registration in a state or jurisdiction that grants permission to provide such services.
<b>QUALITATIVE AND QUANTITATIVE METHODS</b>	Qualitative research is a field of inquiry applicable to many disciplines and subject matter using observation and narrative. Quantitative research aims to gather in depth understanding of human behavior using measures.
<b>QUALITY ASSURANCE</b>	Refers to a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met.
<b>QUALITY IMPROVEMENT</b>	A systematic approach to reduction or elimination of waste, rework, and inefficiencies within a process using problem solving and the scientific method. (See CQI)
<b>QUEER</b>	A term used to express a spectrum of identities and orientations that are counter to the mainstream. Queer is often used as a catch-all to include many people, including those who do not identify as exclusively straight and/or folks who have non-binary or gender-expansive identities. This term was previously used as a slur (and is still considered a slur by some) but has been reclaimed by many parts of the LGBTQ+ movement.
<b>QUESTIONING</b>	A term used to describe the process of exploring sexual orientation or gender identity.

## Term

## Definition

<b>RACE</b>	System of categorizing people to differentiate groups in hierarchies that are of advantage some and disadvantage others.
<b>RACE-BASED TRAUMA</b>	A form of race-based stress experienced by BIPOC and POC individuals and groups often in reaction to dangerous events and experiences of racial discrimination. Although similar to post-traumatic stress disorder, racial trauma is unique in that it involves on-going individual and collective injuries due to exposure and re-exposure to race-based stress.
<b>RACIAL DOMINATION</b>	A type of power that encompasses the symbolic power to classify one group of people over another. It also refers to the political power to withhold basic rights from people of color and marshal the full power of the state to enforce segregation and inequality: the social power to deny people of color full inclusion or membership in associational life; and the economic power that privileges whites in terms of job placement, advancement, wealth, and property accumulation.
<b>RACIAL JUSTICE</b>	The systematic fair treatment of all people, resulting in equitable opportunities and outcomes for all. Racial justice - or racial equity - goes beyond "anti-racism". It is not just the absence of discrimination and inequities, but also the presence of deliberate systems and supports to achieve and sustain racial equity through proactive and preventative measures.
<b>RACIALIZATION</b>	A form of judgmental racial classification characterizing a population group that is used publicly to justify stigmatization, exploitation, and paternalism.
<b>RACISM</b>	A system of structuring opportunity and assigning value based on phenotype ("race") that unfairly disadvantages some individuals and communities and unfairly advantages other individuals and communities and can operate at different levels (structural/systemic, institutional, interpersonal, internalized).
<b>RACISM, INSTITUTIONAL</b>	Occurs within institutions and systems of power, and results from unfair policies and discriminatory practices that marginalize diverse racial groups.
<b>RACISM, INTERNALIZED</b>	Within individuals; comprises our acceptance of negative private beliefs and biases about race and racism, influenced by our culture.
<b>RACISM, INTERPERSONAL</b>	Occurs between individuals when individuals from socially and politically dominant racial groups behave in ways that diminish and harm people who belong to other racial groups.

## Term

## Definition

<b>RACISM, STRUCTURAL OR SYSTEMIC</b>	Structural racism is racial bias among institutions and across society. It results from laws, policies, and practices, and involves the cumulative and compounding effects of an array of societal factors, including the history, culture, ideology and interactions of institutions and policies that systematically privilege white people and disadvantage people of color.
<b>RANDOM VARIATION</b>	Describes variation that is inherent to a process. It affects all output of the process with equal likelihood. It is also known as natural variation.
<b>RANGE</b>	A measure of the variation in a set of data. It is calculated by subtracting the lowest value in the data set from the highest value in the same set.
<b>“REAL-TIME”</b>	References the frequency with which systems are able to update data. For purposes of a survey, “real-time” will mean that data and information is updated within the hour. Other comparisons for frequency include daily, weekly, bi-weekly or monthly.
<b>REASONABLE ACCOMMODATION</b>	Job restructuring, modified work schedules, making facilities readily accessible, acquisition or modification of equipment or devices and other similar adaptations for employees with disabilities.
<b>REGULATIONS</b>	Rules, mandates, orders or restrictions, usually government-related and having the force of law. In healthcare, they aim to standardize care, promote client safety and enhance care quality.
<b>REHABILITATION</b>	Restoration of a person’s physical, psychological, social, vocational and educational potential consistent with an existing physiological or anatomical impairment and environmental limitations.
<b>REHABILITATION COUNSELING</b>	Profession that assists individuals with disabilities in adapting to the environment and works toward full participation of persons with disabilities in all aspects of society, especially work.
<b>REHABILITATION COUNSELOR</b>	Professional who possesses the specialized knowledge, skills and attitudes needed to empower persons with disabilities to achieve their personal, social, psychological and vocational goals.
<b>REHABILITATION ENGINEERING</b>	Field of technology and engineering that includes the design and construction of devices and instruments to restore or replace function of individuals with disabilities.
<b>REHABILITATION IMPAIRMENT CATEGORIES (RICS)</b>	Clinically homogeneous groupings that are then subdivided into Case Mix Groups (CMGs) to represent the primary cause of a rehabilitation care encounter.

## Term

## Definition

<b>REHABILITATION TEAM</b>	Healthcare specialists and other providers who combine rehabilitation resources to address the client's physical, mental, emotional and spiritual needs to minimize disability and resulting handicaps.
<b>REPRODUCIBILITY</b>	Describes the measurement variation obtained when more than one person measures the same dimension or characteristic using the same gauge or test equipment. Also known as operator variation.
<b>RESIDUAL FUNCTIONAL IMPAIRMENT</b>	An individual's capacity to perform job-related tasks (physical and cognitive or mental) despite functional limitations that exist as a result of a job-related injury or illness.
<b>RETURN ON INVESTMENT (ROI)</b>	Performance measure used to evaluate the benefit of a product, service or intervention (quality outcomes, revenue, cost savings) relevant to its related expenses, expressed as a percentage or ratio.
<b>RETURN TO WORK (RTW)</b>	Organized and systematic way of managing a client's absence from work due to illness or injury and the process for returning the client to work as soon as it is appropriate.
<b>RETURN TO WORK FULL DUTY</b>	Return to gainful employment in full work capacity with complete responsibility for all the work duties assigned at the time the worker sustained a job-related injury or illness.
<b>RETURN TO WORK WITH ACCOMMODATIONS</b>	Return to gainful employment with modified job responsibilities or expectations reflective of the worker's limitations based on the outcomes of the job-related injury or illness.
<b>RETURN-TO-WORK (RTW) PROGRAMS</b>	Offer modified work to injured employees who have not achieved full recovery and are temporarily partially disabled. Modified duty may be any reasonable accommodation, including limited hours, modified tasks, or alternative work. Key aspects include temporary nature of assignments and gradual upgrading of work tolerance.
<b>RISK</b>	Liability and likelihood of loss to person or property; in health insurance, it is the probability of revenue not covering the costs incurred in the delivery of contracted services to the insured.
<b>RISK MANAGEMENT</b>	The science of identification, evaluation and treatment of actual/potential financial or clinical losses that attempts to avoid, prevent or minimize negative results (e.g., client or staff injury).
<b>RISK MANAGERS</b>	Responsible for the identification, measurement, and treatment of corporate exposures to potential accidental losses through the use of such techniques as risk transfer, risk avoidance, risk elimination or risk control.

## Term

## Definition

<b>RISK MITIGATION</b>	Involves the minimization of risk through application of procedures such as worksite/job analysis, worksite/job accommodation, ergonomic evaluation, health and wellness initiatives, health/disease management and work/life programs as defined within this glossary.
<b>ROOT CAUSE ANALYSIS</b>	Process used by healthcare providers and administrators to identify underlying faulty processes or system issues that led to a harmful event; direct cause of a harmful event.
<b>RULE OF CONDUCT</b>	Model behavior health professionals are expected to exhibit within their practice or toward colleagues, reflective of what is commonly understood as ethical behavior and good community standing.
<b>SAFETY NET PROVIDERS</b>	“Health care providers who deliver health care services to patients regardless of their ability to pay. These providers may consist of public hospitals, community health centers, local health departments, and other providers who serve a disproportionate share of uninsured and low-income patients.” (Alliance for Health Policy, n.d.)
<b>SALARY CONTINUANCE (SC)</b>	Programs are a form of short-term disability (STD) but are typically forms of employer coverage that do not incorporate management of the disability process, thus may also cover incidental absence.
<b>SARBANES OXLEY ACT</b>	2002 legislation to set standards for public company boards, management and public accounting firms as regards corporate governance and appropriate controls. It does not apply to privately held companies although that does not preclude such organizations from following the standards.
<b>SECOND OPINION</b>	Opinion obtained from a physician regarding the necessity for a treatment that has been recommended by another physician, often required by some health plans for certain high-cost procedures.
<b>SELF-INSURED</b>	When an employer can meet a state’s legal and financial requirements to assume all risk and pay for losses, although the employer may contract with an insurance carrier to provide essential services.
<b>SENSORY APHASIA</b>	Inability to understand the meaning of written, spoken, or tactile speech symbols because of disease or injury to the auditory and visual brain centers.
<b>SERIOUS MENTAL ILLNESS (SMI)</b>	Mental, behavioral or emotional disorder of sufficient duration that has resulted in functional impairment and limits a person’s ability to perform one or more major life activities.
<b>SETTLEMENT</b>	Agreement between parties that resolves some or all issues involved in a transaction, controversy or legal case.

## Term

## Definition

<b>SEX ASSIGNED AT BIRTH</b>	Typically based on a subjective evaluation of external anatomic structure(s) compared to various sex categories. This may or may not align with how one identifies themselves.
<b>SEXISM</b>	Discrimination based on sex, typically the belief that cisgender males are inherently superior to all other genders.
<b>SEXUAL ORIENTATION</b>	An inherent or immutable enduring emotional, romantic, or sexual attraction to other people. Note: An individual's sexual orientation is independent of their gender identity.
<b>SHORT-TERM DISABILITY (STD)</b>	programs pay up to 100 percent of wages to protect workers' economic security during brief periods of illness or injury. They include all short-term income replacement programs other than workers' compensation.
<b>SHORT-TERM DISABILITY INCOME INSURANCE</b>	Income protection to help cover monthly expenses (e.g., mortgage, rent, utilities or car loan) if a person becomes unable to work because of a total disability due to a job-related illness or injury.
<b>SIX SIGMA</b>	is a business management strategy originally developed by Motorola, USA in 1981. Six Sigma seeks to improve the quality of process outputs by identifying and removing the causes of defects (errors) and minimizing variability in manufacturing and business processes. Each Six Sigma project carried out within an organization follows a defined sequence of steps and has quantified targets. These targets can be financial (cost reduction or profit increase) or whatever is important to the customer (cycle time, safety, wait time, delivery, etc.).
<b>SOCIAL DETERMINANTS OF HEALTH (SDH)</b>	Social, economic, environmental, and political conditions in which people are born, grow, live, work and age that are shaped by the distribution of money, power and resources and either promote or hinder a person's health status.
<b>SOCIAL EXCLUSION</b>	Relational process of denying groups of people access to economic, social, political, and cultural resources, based on unequal power relations.
<b>SOCIAL JUSTICE</b>	The state of social, economic, and political equality and realization of the institutional conditions necessary for the development and exercise of individual capacities and collective communication and cooperation.
<b>SOCIAL NEEDS</b>	Individual-level material resources and psychosocial circumstances required for physical and mental health and well-being.
<b>SOCIAL RISKS, SOCIAL RISK FACTORA</b>	Adverse social conditions associated with poor health such as food insecurity and housing instability.

## Term

## Definition

<b>SOCIAL SECURITY (DISABILITY PROGRAMS)</b>	A federal program administered by the Social Security Administration (SSA) that provides income support to individuals who are unable to work due to a medically determinable physical or mental impairment expected to last at least 12 months or result in death. Disability benefits are primarily provided through two programs: Social Security Disability Insurance (SSDI), based on work history and payroll contributions, and Supplemental Security Income (SSI), a needs-based program for individuals with limited income and resources.
<b>SOCIAL SECURITY DISABILITY INSURANCE (SSDI)</b>	An entitlement program paid through employer and wage contributions. Benefits are based on earnings and paid to retirees (age > 62), survivors, disabled and eligible family members
<b>SOCIAL WORK</b>	Social services profession using theories of human behavior and social systems that promotes problem-solving in human relationships, human rights and social justice to enhance well-being.
<b>SOCIOECONOMIC STATUS (SES)</b>	Encompasses not only income but also educational attainment, occupational prestige, and subjective perceptions of social status and social class. SES includes quality of life attributes and opportunities afforded to people within society and is a consistent predictor of a vast array of clinical outcomes.
<b>SPECIAL EDUCATION</b>	Programs/services for children who require unique learning experiences, technology or materials due to physical, mental or emotional concerns in order to participate in a regular or specialized class.
<b>SPECIALTY CARE PROVIDER (SCP)</b>	A healthcare provider with a specific area of expertise (e.g., cardiology) who assumes care of a client within that area of expertise and coordinates the focused care activities with the client's PCP.
<b>STAKEHOLDER</b>	Person, group or organization that can affect, or be affected by, an organization's (or program's) actions, objectives, policies, mission, vision and/or objectives.
<b>STANDARDS OF CARE</b>	Can be described as the degree of care, skill or learning expected of a reasonable, prudent provider in the profession or class to which they belong.
<b>STANDARDS OF PRACTICE</b>	Are systematically developed statements or algorithms for assisting practitioners in making patient decisions about appropriate care for specific clinical circumstances.
<b>STEREOTYPE, STEREOTYPING</b>	Assignment of assumed characteristics or attributes to the members of a given group (e.g., by ethnicity, nationality, class, or other status/identities).

## Term

## Definition

<b>STIGMATIZING LANGUAGE</b>	Language and meaning that perpetuate power and control and further marginalize persons or communities. For example, stigmatizing language places an illness before the person, giving primacy of the illness (e.g., “mental illness”) over the human being.
<b>STRATEGY</b>	Careful and well-thought-out plan, method, scheme or series of steps applied for the purpose of achieving a specific goal or result.
<b>SUBJECT MATTER EXPERT (SME)</b>	A person who is an expert in a particular area and is often brought into a situation or scenario to provide a specific opinion.
<b>SUBROGATION</b>	Right an insurance plan holds to legally pursue a third party that caused loss to the insured, to recover the amount of the claim the insurance plan paid the insured for the loss or damages.
<b>SUBSTANCE ABUSE</b>	Although the term substance can refer to any physical matter, substance abuse has come to refer to the overindulgence in and dependence on a drug or other chemical leading to effects that are detrimental to the individual’s physical and mental health, or the welfare of others.
<b>SUMMARY PLAN DESCRIPTION (SPD)</b>	A document that contains a comprehensive description of the particular benefit plan including the terms and conditions of participation. It is distributed to potential and existing plan participants to aid in enrollment and ongoing use of the plan.
<b>SUPPLEMENTAL SECURITY INCOME (SSI)</b>	Needs-based program for aged (>65), disabled (includes children), blind (includes children) with limited income and resources. Benefit amount based on Federal and State laws.
<b>SUPPORTED EMPLOYMENT</b>	Paid employment for persons with disabilities who need ongoing support and assistance, such as job coaching, assistive technology, transportation and supervision, to succeed in the job.
<b>TELEPHONIC CASE MANAGEMENT (TCM)</b>	Virtual management and care coordination of healthcare services needed by clients and support systems supported by state-of-the-art software systems, digital tools and communication technologies.
<b>TEMPORARY TOTAL DISABILITY (TTD)</b>	Disability that completely prevents an injured worker from returning to work after a work-related injury or illness for a limited period of time.
<b>THIRD PARTY ADMINISTRATOR (TPA)</b>	An organization that administers an insurance contract for a self-insured group but that does not have financial responsibility for paying claims.

## Term

## Definition

<b>THIRD PARTY WORKERS' COMPENSATION CLAIM</b>	Claim involving a party in addition to the employer in a workers' compensation injury preventing the worker from returning to gainful employment.
<b>TICKET TO WORK PROGRAM</b>	Program that provides Social Security beneficiaries more choices for receiving employment, vocational rehabilitation or other support services necessary to achieve a work-related goal.
<b>TRANSFERABLE SKILLS ANALYSIS</b>	The process of analyzing the skills of an individual in accordance with a vocational rehabilitation evaluation that may be utilized in various work environments or jobs.
<b>TRANSGENDER</b>	A person whose sense of personal identity and gender expression does not correspond to their assigned sex at birth
<b>TRANSITIONAL WORK PROGRAM</b>	An individualized program facilitating an injured or ill worker's gradual transition from disability to modified work with a therapeutic component that focuses on progression of duties until the employee can return full time.
<b>TRAUMATIC BRAIN INJURY (TBI)</b>	Brain dysfunction caused by an outside force, usually a violent blow to the head.
<b>TREND ANALYSIS</b>	The concept of collecting and analyzing information with the goal of identifying or spotting a pattern or trend in the information.
<b>TRENDS</b>	Patterns or tendencies, particularly a line of development or the general movement over time, of a statistically detectable change. In a run chart or control chart trends are indicated by the continued rise or fall of a series of points.
<b>UNDERSERVED COMMUNITIES</b>	The Department of Health and Human Services (HHS) characterizes underserved, vulnerable, and special needs populations as communities that include members of minority populations or individuals who have experienced health disparities.
<b>UNIFORMED SERVICES EMPLOYMENT AND REEMPLOYMENT RIGHTS ACT (USERRA)</b>	A federal law that provides protection of jobs and benefits for employees who take a leave of absence for service in the military, National Guard, or other uniformed services.
<b>URAC</b>	Independent nonprofit organization that promotes continuous improvement in the quality and efficiency of healthcare management through processes of accreditation, education and benchmarking.
<b>UTILIZATION MANAGEMENT (UM)</b>	Management of health services to ensure that when offered they are medically necessary, provided in the most appropriate care setting and at or above quality standards.
<b>UTILIZATION REVIEW (UR)</b>	Mechanism used by some insurers and employers to evaluate healthcare services on the basis of appropriateness, necessity and quality.

## Term

## Definition

<b>VARIATION</b>	The differences between individual outputs of a process. Sources of variation can be grouped into two classes: common causes and assignable causes.
<b>VENDOR MANAGEMENT</b>	The management and control, by an entity, of those third parties that supply goods and/ or services to that entity.
<b>VISUAL IMPAIRMENT</b>	Deficiency in eyesight to the extent that special provisions are necessary.
<b>VOCATIONAL ASSESSMENT</b>	Vehicle to identify an individual's strengths, skills, interests, abilities and rehabilitation needs through on-site situational evaluations at businesses and in community settings.
<b>VOCATIONAL COUNSELING</b>	Services a vocational counselor provides to help individuals with a disability to obtain work, including evaluation and improvement of their skills, areas of interest and job search strategies.
<b>VOCATIONAL EVALUATION</b>	Comprehensive assessment of vocational aptitudes and potential using information about a person's past history, medical and psychological status and appropriate vocational testing.
<b>VOCATIONAL REHABILITATION</b>	A process to develop an ill or injured employee's remaining capability for a different job or career as a result of a disability. It may include vocational assessment, labor market surveys, developing alternative workplans, retraining and assistance with job seeking skills.
<b>VOCATIONAL REHABILITATION (VR)</b>	Process that enables workers with functional, psychological, developmental and/ or cognitive limitations or health disabilities to overcome the barriers and return to employment in a prior or new job.
<b>VOCATIONAL REHABILITATION COUNSELOR (VRC)</b>	Health professional who specializes in vocational counseling, guiding individuals with disabilities in the selection and acquisition of a vocation or occupation.
<b>VOCATIONAL REHABILITATION PROFESSIONAL (VRP)</b>	See vocational rehabilitation specialist.
<b>VOCATIONAL REHABILITATION SPECIALIST (VRS)</b>	Health professional who works with an interdisciplinary healthcare team to help eligible individuals with disabilities obtain and maintain competitive employment and increase their independence.
<b>VOCATIONAL TESTING</b>	Measurement of vocational interests, aptitudes and ability using standardized, professionally accepted psychomotor procedures.
<b>VOLUNTARY BENEFITS</b>	Programs sponsored by employers but financed (typically 100%) by employees.

## Term

## Definition

<b>WELLNESS PROGRAMS</b>	Health management techniques that promote increased health awareness through education and training of employees.
<b>WORK ADJUSTMENT</b>	Use of real or simulated work activity under close supervision at a rehabilitation facility or other work setting to develop appropriate work behaviors, attitudes or personal characteristics.
<b>WORK ADJUSTMENT TRAINING</b>	Goal-directed services for persons whose disabilities limit them from obtaining competitive employment focused on improving problem areas such as attendance, hygiene, interpersonal relationships, etc.
<b>WORK CONDITIONING</b>	Program of intensive job-related and goal-oriented strengthening and conditioning techniques specifically designed to restore an injured or ill worker's work-related capacity and function.
<b>WORK HARDENING</b>	Program of work endurance using real or simulated job tasks and duties and graded conditioning exercises based on the worker's tolerance to ultimately return the worker to gainful employment.
<b>WORK HARDENING AND CONDITIONING</b>	Structured physical activities focused on maintaining and improving the physical and psychological capabilities of a disabled employee.
<b>WORK MODIFICATION</b>	Altering the work environment to accommodate a person's physical or mental limitations by making changes in equipment, in the methods of completing tasks or in job duties.
<b>WORK REHABILITATION</b>	Graded conditioning/strengthening exercises and tasks designed to address safety, physical tolerance, work behaviors and functional abilities in the transition from acute care to return to work.
<b>WORK/LIFE PROGRAMS</b>	Generally considered "extra" benefits that employers offer as a way to increase employee economic security and improve the balance between employee work and life activities.
<b>WORKERS' COMPENSATION</b>	Primarily state-regulated insurance program that provides medical benefits and replacement of lost wages for those suffering work injury or illness.
<b>WORKERS' COMPENSATION COMMISSION</b>	State-based agency within the Department of Labor that administers workers' compensation laws, holds hearings on contested cases and promotes industrial safety and rehabilitation and other services.
<b>WORKERS' COMPENSATION EXPERIENCE</b>	Term used by worker's compensation insurance companies to describe the relationship, usually in a percentage or ratio, of premium to claims for a plan, coverage or benefits during a period of time.

## Term

## Definition

<b>WORKERS' COMPENSATION EXPERIENCE RATING</b>	Process of determining the premium rate for a group risk, wholly or partially on the basis of the group's actual experience of service utilization and loss compared to that of a similar insured party.
<b>WORKERS' COMPENSATION EXPERIENCE REFUND</b>	Provision in most workers' compensation insurance group policies for the return of premium to the policyholder because the actual experience of claims has been lower than anticipated.
<b>WORKERS' COMPENSATION (WC)</b>	Pays for medical treatment and lost wages arising from an on-the-job injury or illness.
<b>WORKSITE/JOB ACCOMMODATION</b>	The development of medically appropriate ways for employees with disability related restrictions to return to their regular jobs or similar work.
<b>WORKSITE/JOB ANALYSIS</b>	The identification of the essential functions of an occupation to determine the skills required for successful job performance. These functions include the physical and mental demands of the job, stress factors, work environment and physical hazards.



Certification & development of client advocacy  
professionals for a future-ready workforce

**QUESTIONS? PLEASE CONTACT US:**

**The Commission  
1120 Route 73, Suite 200  
Mount Laurel, NJ 08054  
856.380.6836  
[contact@yourcommission.org](mailto:contact@yourcommission.org)**