

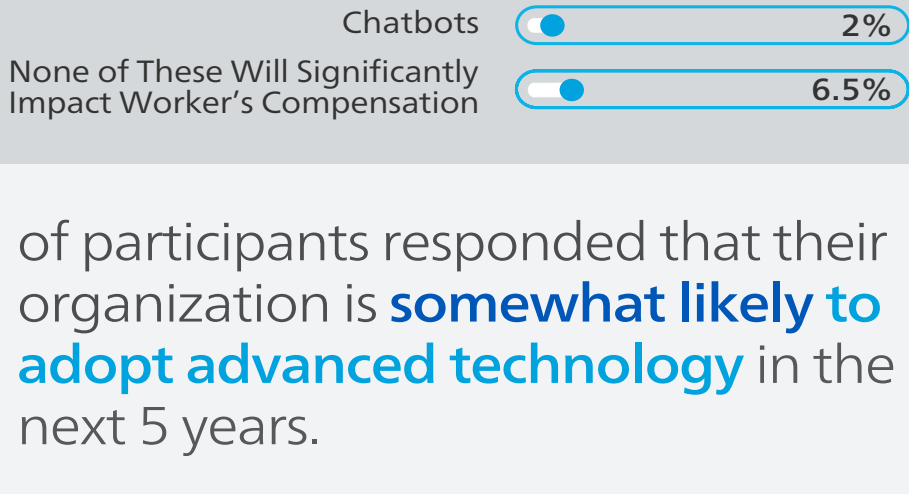
## Mitchell Work Comp Industry Survey Results

### Technology & The Future of Workers' Compensation

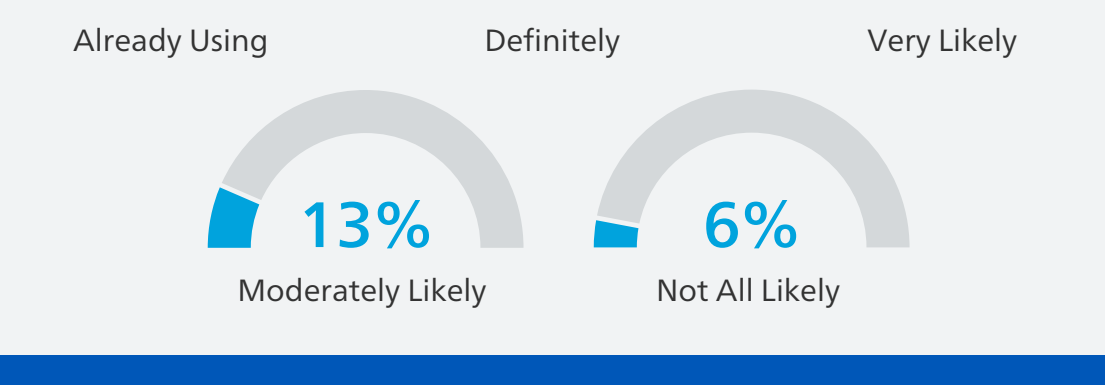
Mitchell wanted to know: What does the industry think is next in workers' compensation and how will technology affect our industry in 2020 and beyond?

To find out, we conducted a survey of about 100 workers' compensation professionals—here are the results:

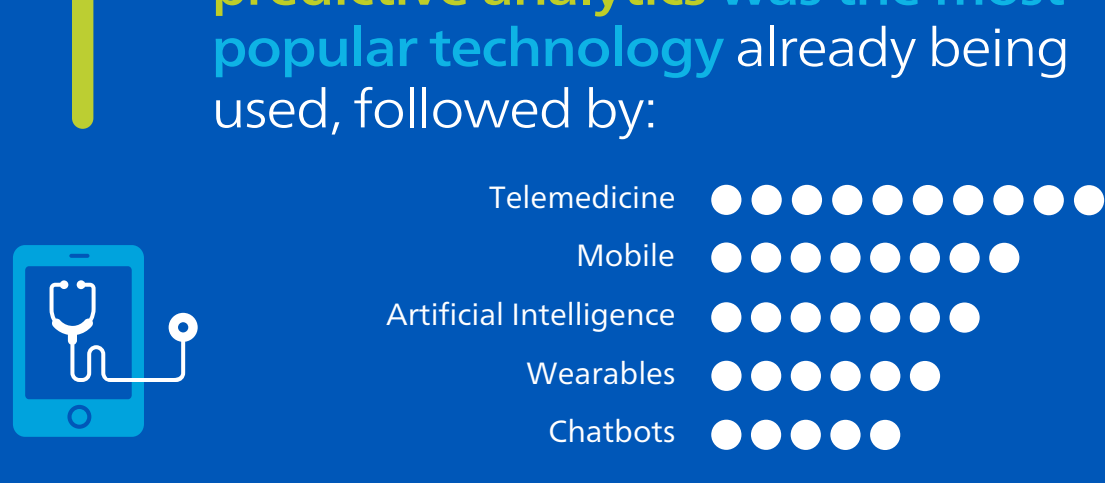
**32%** of participants believe that **telemedicine** will have the **biggest impact** on the workers' compensation industry in the future.



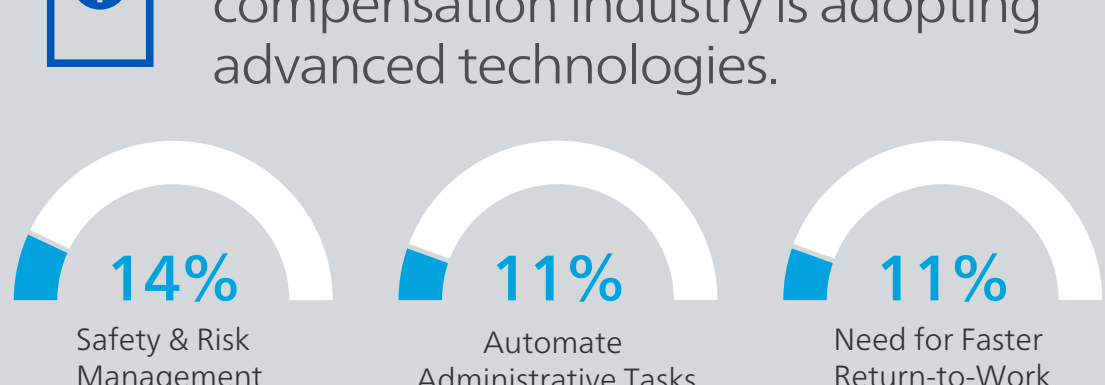
**32%** of participants responded that their organization is **somewhat likely to adopt advanced technology** in the next 5 years.



Of those that reported they are already using advanced technology, **predictive analytics** was the most popular technology already being used, followed by:



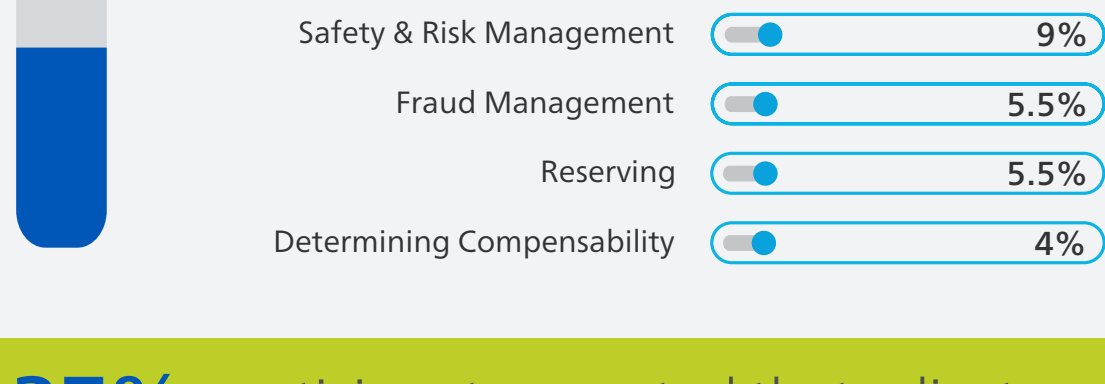
**47%** of participants think that **cost containment** is the most influential reason the workers' compensation industry is adopting advanced technologies.



**29%** of participants think that **advanced technology** will have the greatest impact in improving medical outcomes.



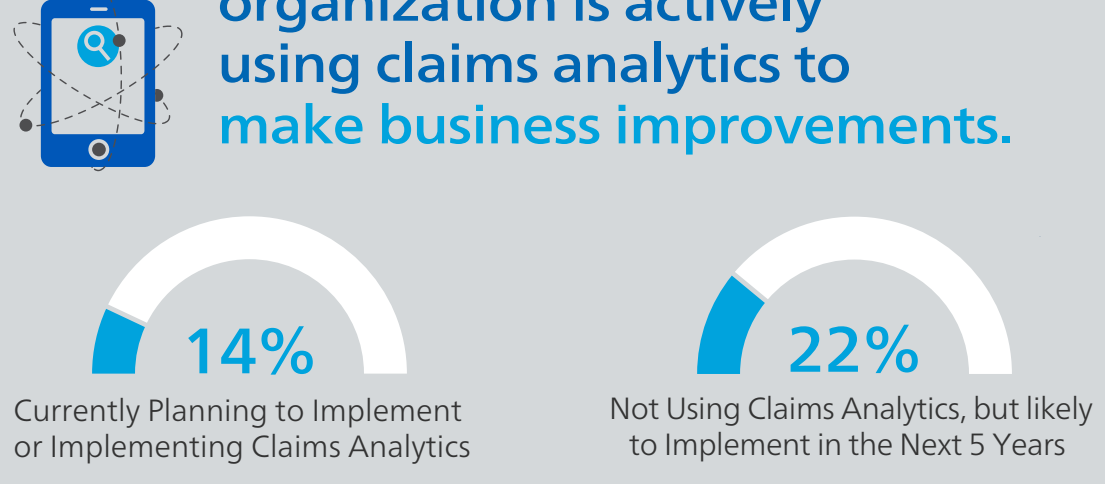
**37%** participants reported that adjusters in their organization use up to **three technology platforms** each day to get their jobs done.



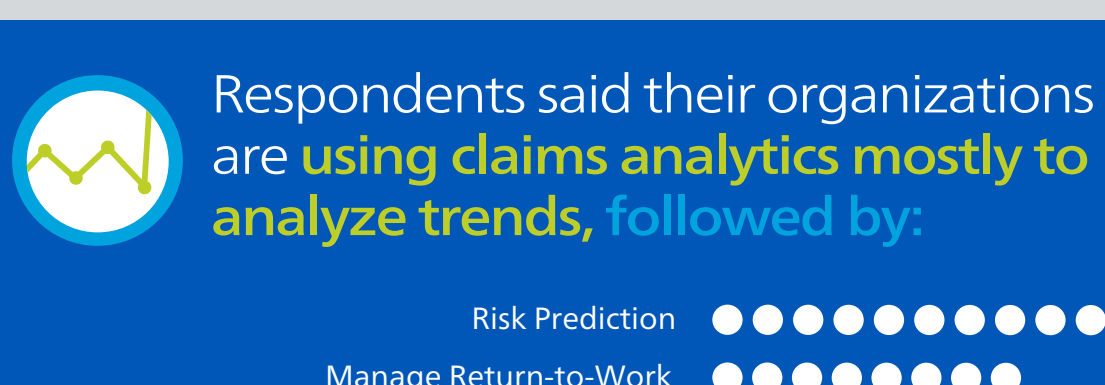
**33%** of participants said their organization is actively using claims analytics to make business improvements.



Respondents said their organizations are **using claims analytics mostly to analyze trends**, followed by:



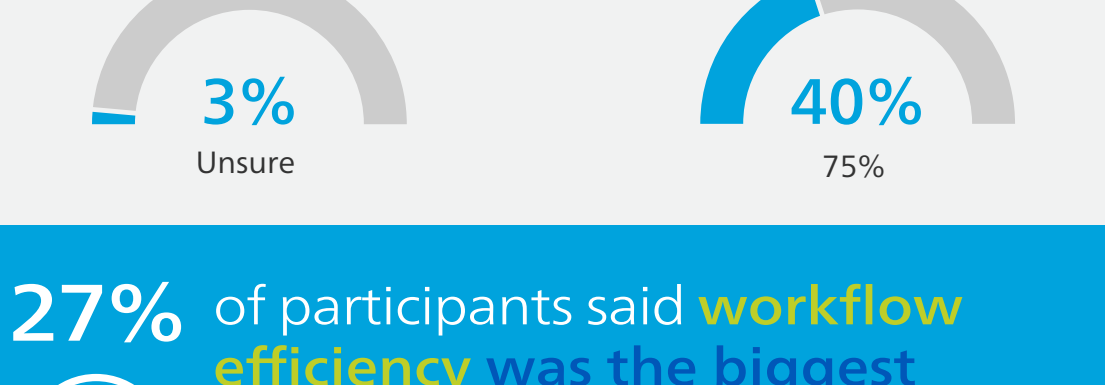
**42%** of respondents said they are processing up to **25% of claims using straight-through process automation**.



**27%** of participants said **workflow efficiency** was the biggest claims challenge their organization is facing today.



**27%** of participants say they **classify the company they work for as an insurance carrier**.



**71%** of respondents said they had **10+ years of workers' compensation industry experience**.



This survey was conducted prior to COVID-19.