Empowerment of personal injury victims

E-health Applied to Personal Injury Victims in Claims Settlement

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Outline
1. Introduction
2. Intervention
3. Method
4. Results
5. Conclusion

1. Introduction

Traffic accident victims claiming compensation have worse recovery than those not claiming compensation

- Secondary gain
  Claiming compensation creates unconscious incentive not to get better
- Secondary victimization
  Renewed victimization caused by claims settlement process

2. Intervention

Interactive website (e-health):

1) Information
   - Claims settlement process
   - Lawyer
   - Opposite party (insurance company of wrongdoer)
   - Social security
   - Conflict resolution

2) E-coach
   - Problem Solving Therapy
   - 5 weekly lessons
   - Reading, examples, assignments
   - Feedback
   - Proven to be effective with different target populations
   - New population: personal injury victims

3) Frequently Asked Questions
2. Intervention

Validation website:
- Focus group
  5 insurance companies (defendants) and 6 lawyers (plaintiffs)
- Pilot
  8 traffic accident victims

3. Method

Participants:
- Traffic accident victims (n=170)
- Accident < 2 years ago
- Age > 18 years old

Procedure:

4. Results

Baseline independent variables

<table>
<thead>
<tr>
<th></th>
<th>All (n=172)</th>
<th>Intervention (n=85)</th>
<th>Control (n=87)</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (years)</td>
<td>48.7 ± 14.7</td>
<td>49.0 ± 15.0</td>
<td>48.5 ± 14.5</td>
<td>.80</td>
</tr>
<tr>
<td>Male (%)</td>
<td>54</td>
<td>51</td>
<td>58</td>
<td>.37</td>
</tr>
<tr>
<td>Injured body part (%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shoulder, arm, hand</td>
<td>52</td>
<td>49</td>
<td>54</td>
<td>.55</td>
</tr>
<tr>
<td>Head or neck</td>
<td>49</td>
<td>51</td>
<td>48</td>
<td>.76</td>
</tr>
<tr>
<td>Hip, leg, foot</td>
<td>49</td>
<td>45</td>
<td>54</td>
<td>.22</td>
</tr>
<tr>
<td>Trunk or back</td>
<td>31</td>
<td>37</td>
<td>25</td>
<td>.11</td>
</tr>
<tr>
<td>Hospitalization (%)</td>
<td>42</td>
<td>39</td>
<td>46</td>
<td>.35</td>
</tr>
<tr>
<td>If yes, how many days</td>
<td>9.4 ± 11.0</td>
<td>11.2 ± 12.7</td>
<td>8.0 ± 9.3</td>
<td>.22</td>
</tr>
<tr>
<td>Whiplash (%)</td>
<td>31</td>
<td>35</td>
<td>28</td>
<td>.28</td>
</tr>
</tbody>
</table>

Baseline dependent variables

<table>
<thead>
<tr>
<th></th>
<th>0-1 year old</th>
<th>1-2 years old</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empowerment</td>
<td>n(0-1) = 92</td>
<td>n(1-2) = 80</td>
<td>.02</td>
</tr>
<tr>
<td>Depression</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anxiety</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Somatic symptoms</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Website usage:
- Baseline → 3 months (n=59)
  - Information module: Page views: 9 ± 7
  - E-coach module: None!
5. Conclusion

- Participants longer involved in compensation feel worse than participants just involved in compensation.

- Strengths: placebo control (instead of waiting list control) and pragmatic, real life conditions.

- Limitation: Limited generalization to PI victims in general and to countries with different claims settlement processes.

- First e-health intervention in the field of (liability) law: unexplored research area with a lot of potential.

Thank you

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