

Online support for victims of personal injury during claims settlement

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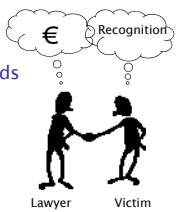


Meer perspectief

Background

Current claims settlement:
Negative impact on victims' psychological and physical recovery

Discrepancy claims settlement:
Monetary damage ↔ Immaterial needs
"Money alone cannot heal"
Recognition, rather than highest compensation




Meer perspectief

Background

Secondary victimization:
Renewed victimization

- ✗ Lack of information
- ✗ Lack of involvement
- ✗ Lack of 'voice'
- ✗ Not being believed
- ✗ Not taken seriously
- ✗ Bad communication
- ✗ Claims settlement takes (too) long

Polarization



Meer perspectief

Background

Procedural justice:

Procedural aspects more important than outcome


Voice, information, explanation, respect & politeness

↓

Perceived justice

↓

Positive emotions, reduced psychological stress, higher subjective well-being




Meer perspectief

Current study

Empowerment
Process through which people gain more control over their decisions and actions affecting their health

e-Health intervention

- ✗ Proven to be effective
- ✗ Large audience
- ✗ Low cost
- ✗ At home
- ✗ At any time




Meer perspectief

Intervention

Claims settlement information
Explaining process of claims settlement

E-Coach

- ✗ Problem Solving Therapy
 - Based on Self-Examination Therapy (Bowman)
- ✗ 5 weekly lessons
 - Determine problems
 - Tackle solvable problems in 6 steps
 - Think less negatively about unimportant or unsolvable problems
 - Accepting situations that cannot be changed
 - Make a future plan
- ✗ Guided self help
 - Support by email




Meer perspectief


Method

Randomized Controlled Trial

2 x 2 design

- ✗ e-Health intervention ↔ usual care
- ✗ Claims settlement just started ↔ 1 year of claims settlement



Meer perspectief 

Method

Participants:

Victims of personal injury

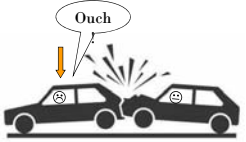
- ✗ 340 traffic accidents


Recruitment via lawyer's office

- ✗ Providing claims settlement file

Inclusion criteria:

- ✗ > 18 years old
- ✗ Internet, email
- ✗ Dutch language



Meer perspectief 

Method

Data collection:


Baseline, 3 months, 6 months, 12 months


Outcome measures:

Primary outcome: Empowerment

Secondary outcomes: Perceived justice, Well-being, Stress


Independent variables: Demographic variables, Locus of control, Perceived work ability, Website usage



Meer perspectief 

Conclusion

- ✗ First e-Health intervention study in field of liability law
- ✗ Results are interesting for other law fields
- ✗ Good implementation perspectives
- ✗ Results give insight in
 - concept of secondary victimization
 - effect of procedural justice

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Thank you!

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