

Empowerment of personal injury victims

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Background

Current claims settlement:

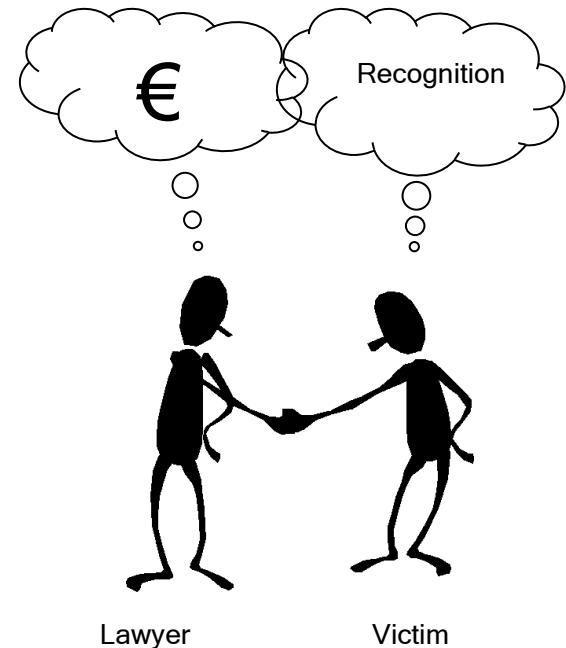
Negative impact on victims' psychological and physical recovery

Discrepancy claims settlement:

Monetary damage ↔ Immaterial needs

“Money alone cannot heal”

Recognition, rather than highest compensation



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



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



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



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



Method

Randomized Controlled Trial

2 x 2 design

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



Method

Participants:

Victims of personal injury

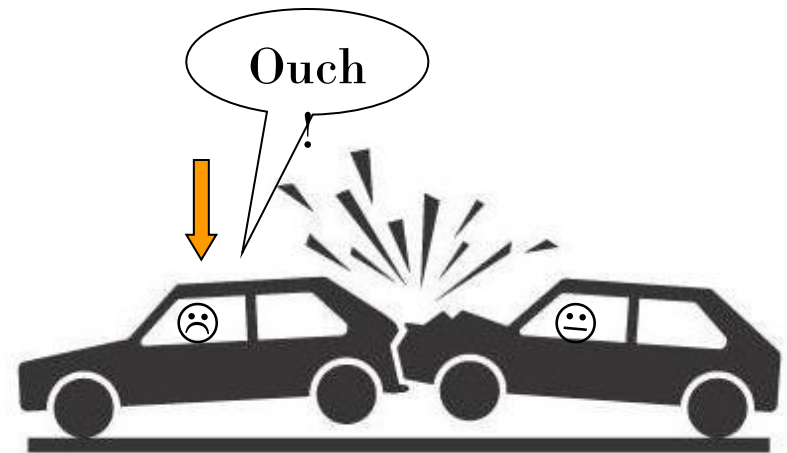
✘ 340 traffic accidents

Recruitment via lawyer's office

✘ Providing claims settlement file

Inclusion criteria:

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



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



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

Thank you!

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