

Role of the Health Care Professional and Community in Support of RTW

Agenda

Learning Objectives | 10 min.

Fostering Meaningful Partnerships | 25 min.

Questions and Discussion | 50 min.

Wrap Up | 5 min.

Learning Objectives

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- Identifying the benefits of collaborative approaches to disability management
- Fostering understanding of the role of the health care professional and workplace parties in supporting recovery and return-to-work activities
- Promote conversation and openness around the process of managing disability claims; including mental health and physical injury claims

Fostering Meaningful Partnerships

The case for early intervention

1

Work is often a central part of our identity, and a positive contributor to well-being.

2

Return to work in some capacity may have a positive impact on recovery and prognosis.

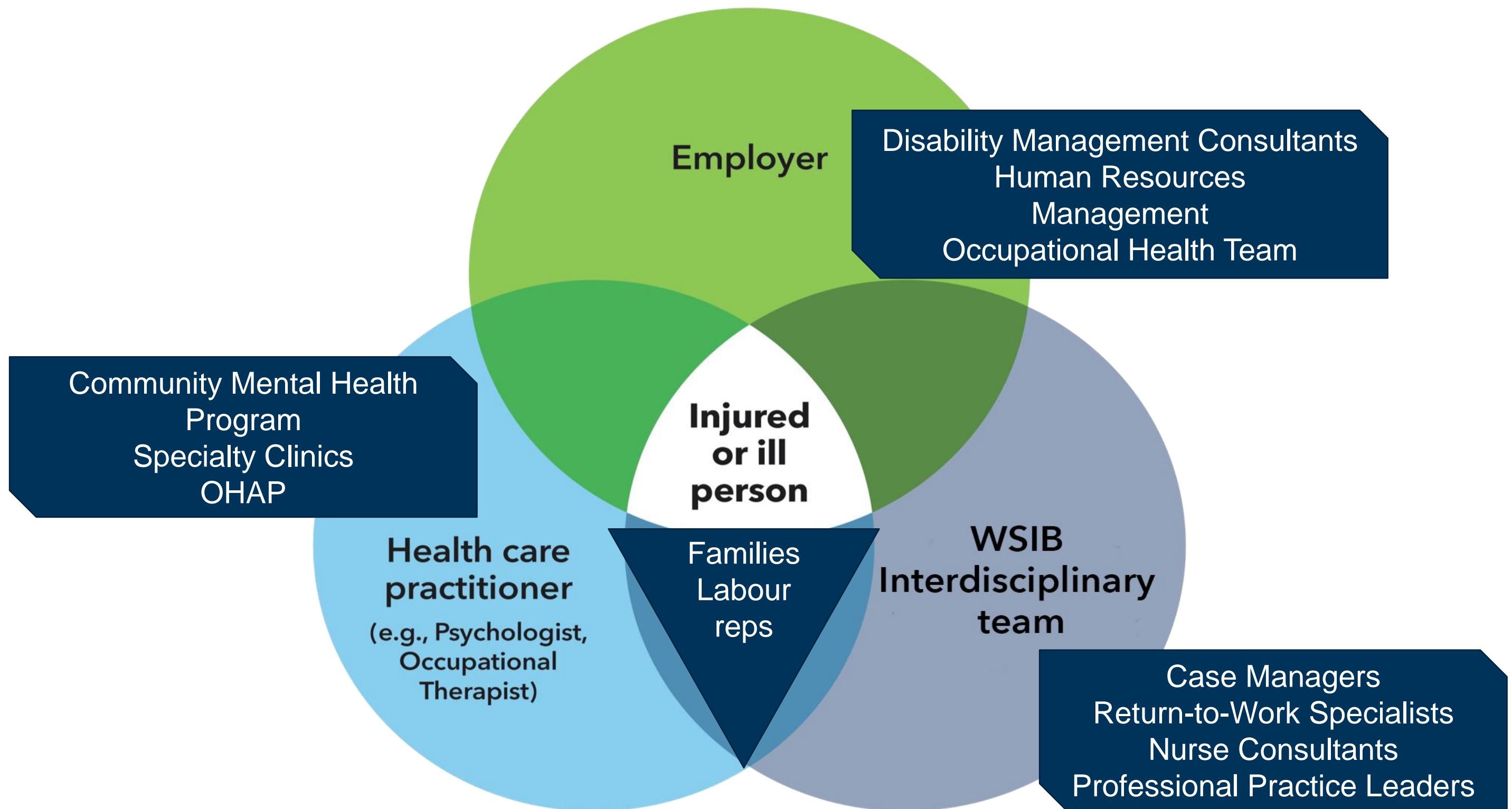
3

The longer the absence from work, the lesser the chance of return (ACCOEM Guideline, 2006). As such, appropriate intervention is essential.

4

Complete rehabilitation generally implies a full return to work.

A Multidisciplinary Approach is Critical



A coordinated interdisciplinary approach

The approach:

Consider initial and ongoing contact with the injured person

Collaborate with health care professionals to set goals and plan for return to work

Prepare the employer for the return-to-work meeting

Prepare the employee for the return-to-work meeting

Develop, monitor and adjust the return-to-work plan

Supporting injured People: Collaborative approach by WSIB inter-professional teams

Effective Support

- Focus is on supporting the worker's recovery and return-to-work through collaboration with internal experts, the employer, and external healthcare providers
- Early identification of recovery and return-to-work factors that may hinder recovery and return-to-work goals and mitigation of barriers
- Engagement of internal supports (i.e., Nurse Consultants, Professional Practice Leaders) to ensure evidence-based recovery practices are being delivered
- Engagement of Return-to-Work Specialists to facilitate conversations with the employers around potential accommodated work, and the supports available in the workplace
- Seek input on accommodation solutions, supports and strategies
- Prepare collaborative action plans with revisions as new information becomes available

Supporting injured People : Collaborative approach with healthcare professional

Effective collaboration

- Communication: written individualized letter and follow-up call
- Focus the healthcare professionals on the worker's abilities and possible accommodations.

Supporting injured People : Collaborative approach with the employer

Employer

- The employer makes early and considerate contact with the off-work employee
- Clear allocation of responsibility for RTW coordination
- Ongoing, regular communication between employer and health care providers
- Facilitation of access to work-focused cognitive behavioural interventions
- Raise awareness and understanding of holistic health and safety in the workplace; involve employees - ongoing
- Introduce the return to work process to all employees and union representatives in advance of the need to use it – helps reduce stigma
- Create workplace culture that values health and safety
- Supervisors have training in work disability prevention and participate in RTW planning
- Consider employee energy levels at various times of the day and schedule meetings and plan work schedule accordingly
- Find out how employee wants to be re-introduced to crew
- Who will greet employee at arrival; who will be at meeting – be prepared to make decisions to support employee's return-to-work to avoid delays
- Assess location of meeting for possible triggers

Supporting injured people: Collaborative approach with the employee

Employee

- Focus is on ability rather than disability; restoring activity, lessening the impact on both worker and his/her family
- Identify suitable sustainable accommodation without wage loss.
- Make every reasonable effort to accommodate worker in the pre-accident job, when suitable changes are achieved, and further injuries may be prevented
- Provide easy access to health care practitioners without any loss of earnings
- How to respond to questions from colleagues about their absence, their health and any changes in work responsibilities
- Develop strategic support system to address any workplace obstacles
- Practice and develop a plan/s in accommodating transportations to and from work.
- Engage both worker and his/her medical practitioner in providing an input for a successful RTW plan.
- Identify and address triggering events that impact the RTW plan. Provide positive and safe solutions

Discussion

