



Training Health and Safety Workers on Best Practices for RTW

What is the uptake?

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Outline

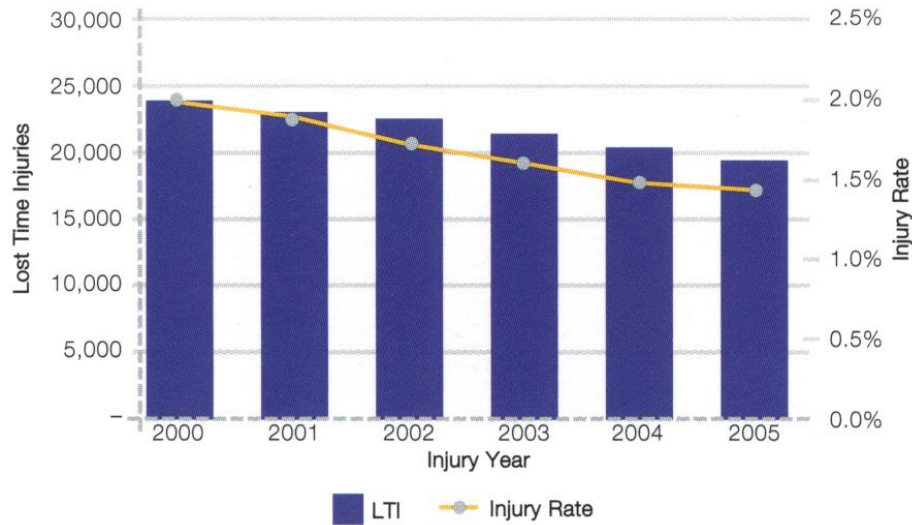
- **Background**
- **Disability Prevention and Return-to Work Project**
- **Objectives of the project**
- **Methodology & evaluation**
- **Summary of results**



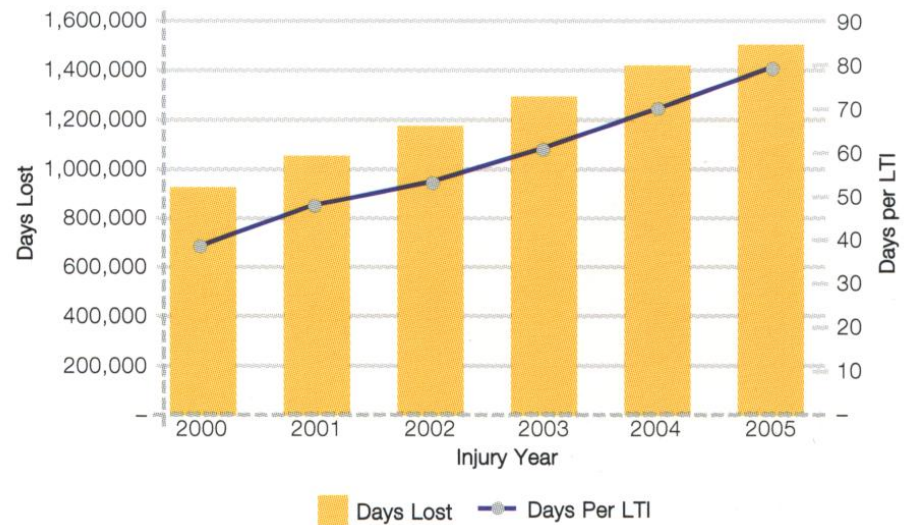
Trends in Lost Time Claims

THE 2005 SERVICE SECTOR PERFORMANCE RECORD

LOST TIME INJURIES

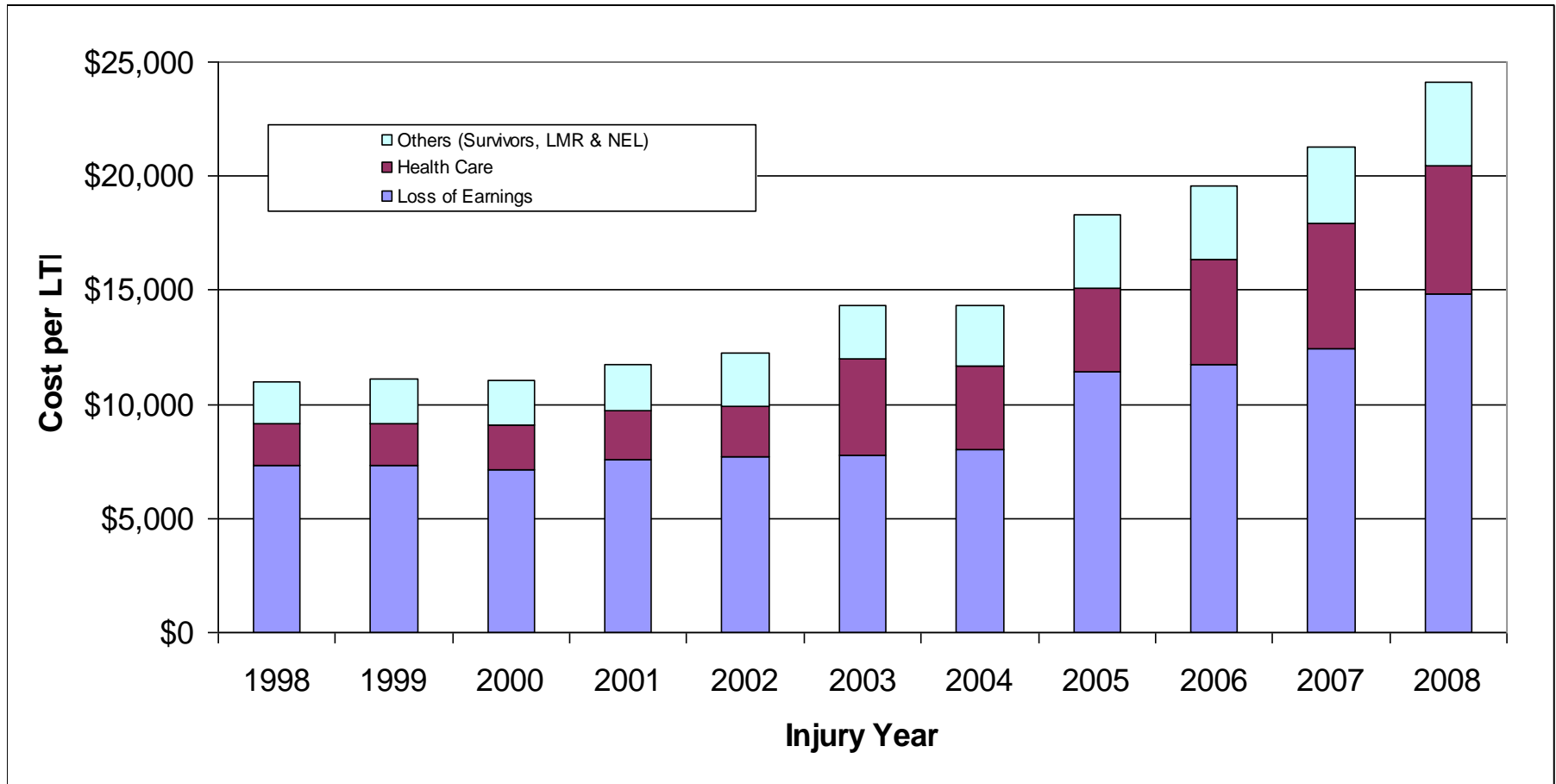


DAYS LOST IN INJURY YEAR



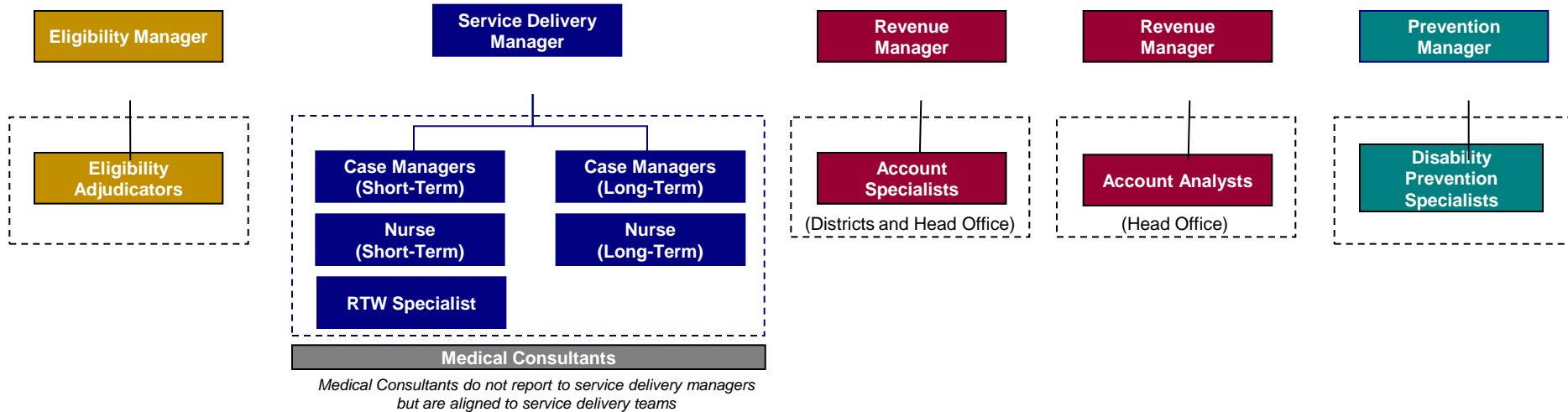


Claim Severity: Costs per LTI by benefits





WSIB New Service Delivery Model - Road to Zero



Focus	Eligibility	ESRTW & Case Planning	LMR & Complex Cases	Productivity & Service	Prevention & Disability Mgmt
What it resolves	<ul style="list-style-type: none"> Resolves ambiguity between eligibility versus case-management focus Allows management to provide technical guidance and focus on timely & quality decisions 	<ul style="list-style-type: none"> Resolves ambiguity around case ownership (Case Manager) Vastly increases focus on short-term early intervention directed at early, safe and sustainable return-to-work and early recovery Reduces breadth of workload 	<ul style="list-style-type: none"> Resolves ambiguity around case ownership Shifts focus to chronicity drivers and establishes expertise in mitigating long term effects of injuries Expertise in addressing complex cases 	<ul style="list-style-type: none"> Focuses the roles on service-oriented priorities Improves accessibility, consistency and decision-making quality for employers on revenue and account issues Resolves difficulty in managing multidisciplinary teams by creating a dedicated revenue function 	<ul style="list-style-type: none"> Provides clarity and focus on targeted workplaces Ensures appropriate tools, measurability and accountability are in place Allows a tighter alignment of system partners



Disability Prevention/RTW Strategies - 2008-2012

- Ontario workplaces to have DP/RTW programs that are integrated within their overall injury/illness prevention programs
- Expanded role of HSAs on delivering integrated prevention content – focused on injuries, illnesses and disabilities



DISABILITY PREVENTION/RTW PROJECT

- **OHSCO**
- **Steering Committee**
 - **WSIB Prevention Branch**
 - **HSA**
 - **MoL**
 - **Research Partners – IWH and CREIDO**



DISABILITY PREVENTION/RTW PROJECT

Objectives

- Outline new roles and functions of the HSAs with regard to DP/RTW
- Assist the HSAs in developing a sustainable program model for offering DP/RTW programs and services
- Develop HSA educational program addressing DP/RTW
- Assist HSAs in developing the capacity to provide DP/RTW programs and services including development of staff knowledge and expertise
- Ensure that the HSAs DP/RTW programs and services are aligned with each other and with the strategic goals of the WSIB



DISABILITY PREVENTION/RTW PROJECT

Short Term Goal :

HSA's will increase education and awareness surrounding DP/RTW with their clients and direct them to the appropriate resources and to incorporate DP/RTW tools into their health and safety management programs

Long Term Goal :

Via the appropriate referrals between the HSA's and WSIB's Disability Prevention Specialists, workplaces parties will integrate RTW programs and tools, such as to reduce their lost time injury rates, reduce the risk of re-injury and recurrence and ultimately reduce the impact of the injury on the worker's life.



DP/RTW Workshops for HSAs

- WSIB's New Service Delivery Model (NSDM) and roles within the Prevention Division
- Evidence-based research supporting links between prevention and return to work
- Current programs, services, tools available and when to make appropriate referrals along Prevention Continuum
- System partners such as WSIB and the Ministry of Labour to connect employers for further assistance



DP/RTW Workshops for HSAs

- 6 workshops and 1 webcast
- Nov 2008 to Feb 2009
- Four Ontario Sites
- 250 HSAs participated



DISABILITY PREVENTION/RTW PROJECT

Evaluation

- Attitudes and beliefs about their role in DP/RTW
- Knowledge in DP/RTW
- Self efficacy in new role and responsibilities
- Uptake of new roles into practice



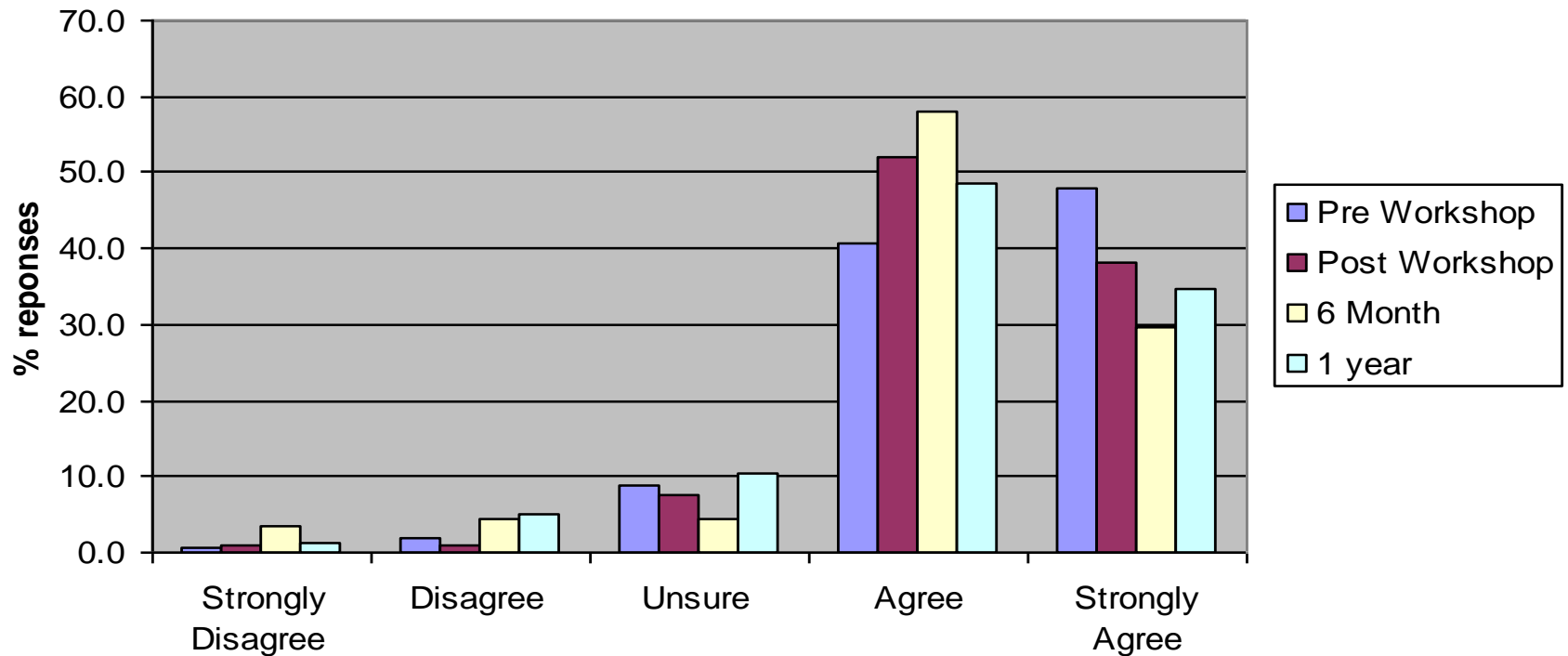
DISABILITY PREVENTION/RTW PROJECT

Evaluation

- Surveys
 - paper and web-based
 - pre/ post workshop, 6 months and 1 year
 - 86% (post), 69% (6m) and 38% (1 yr) responded

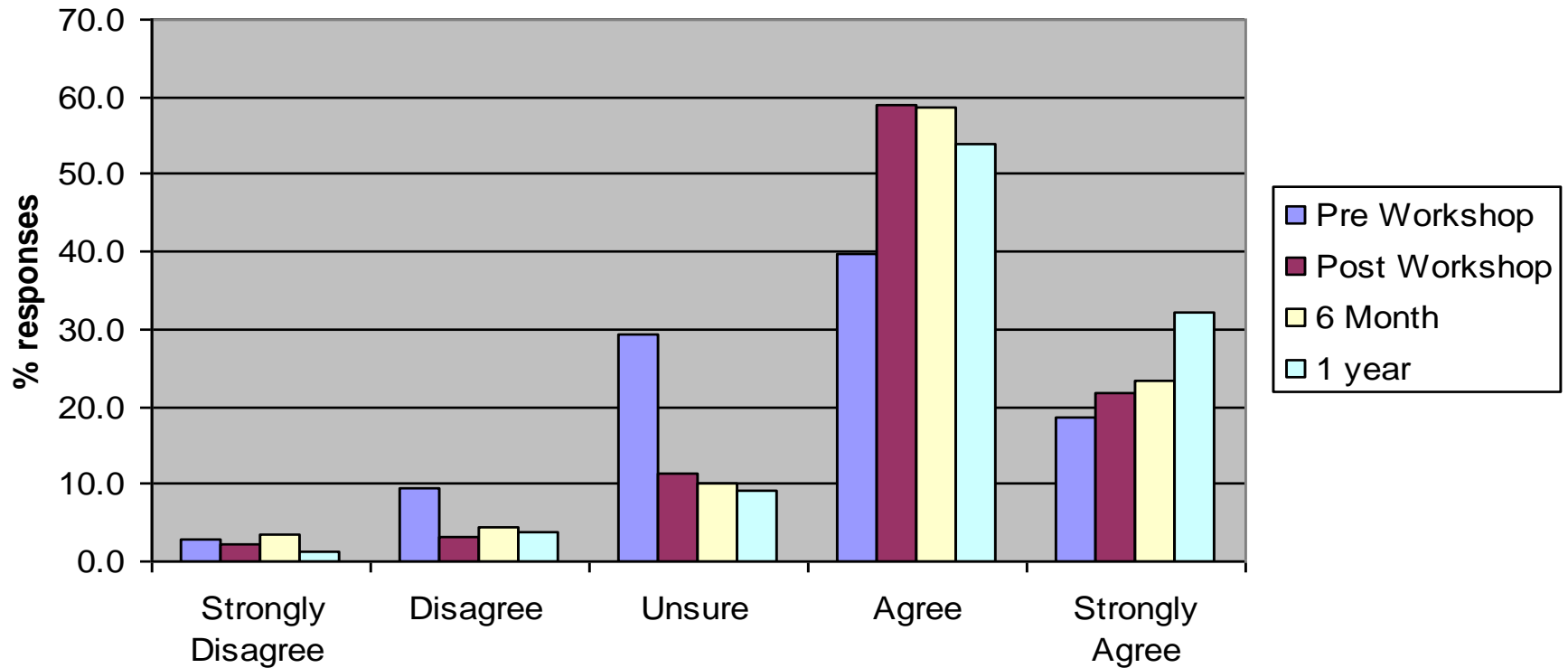


" I feel confident that I can acquire the skills and knowledge to provide education, awareness and resources in DP/RTW for my clients"



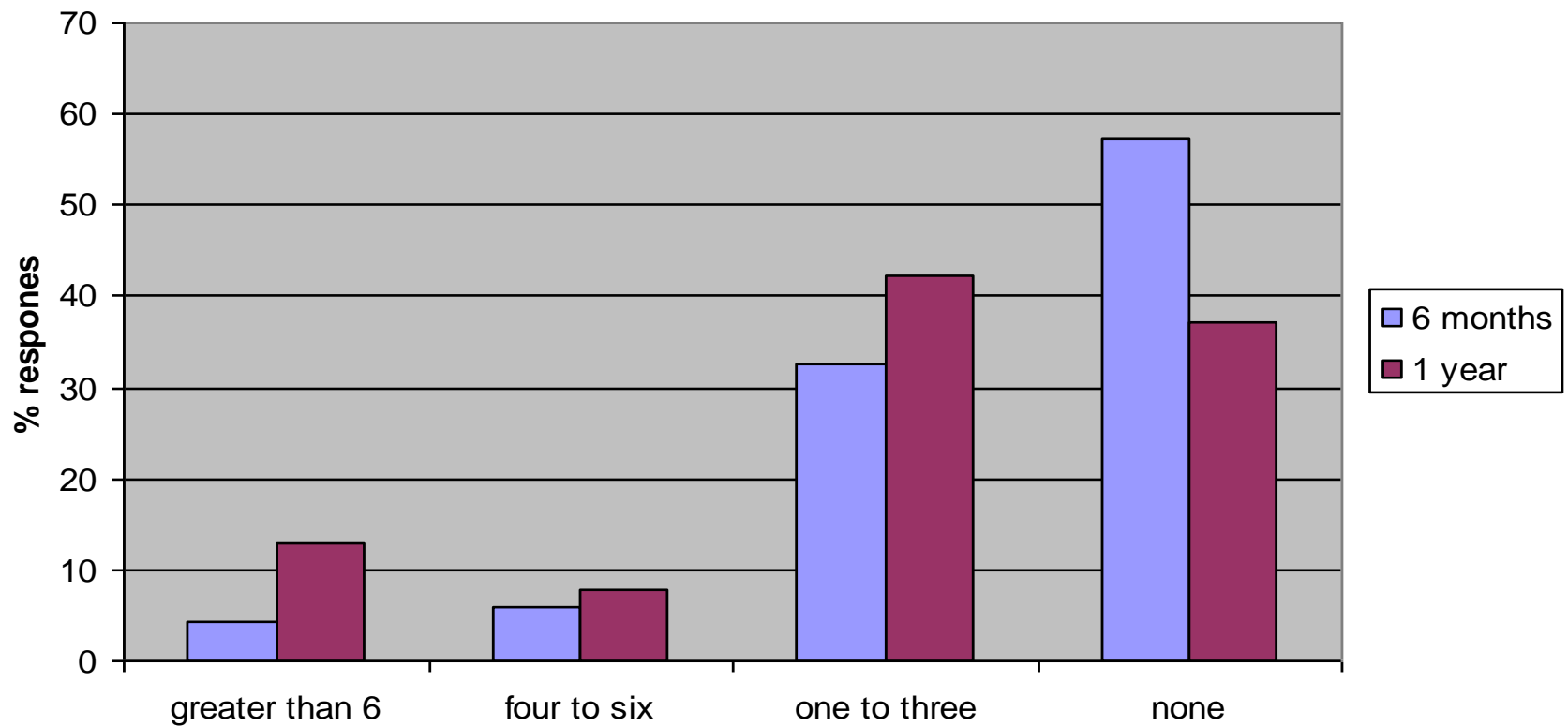


"I have a general understanding of my expanded role in providing education, awareness and resources in DP/RTW for my clients"



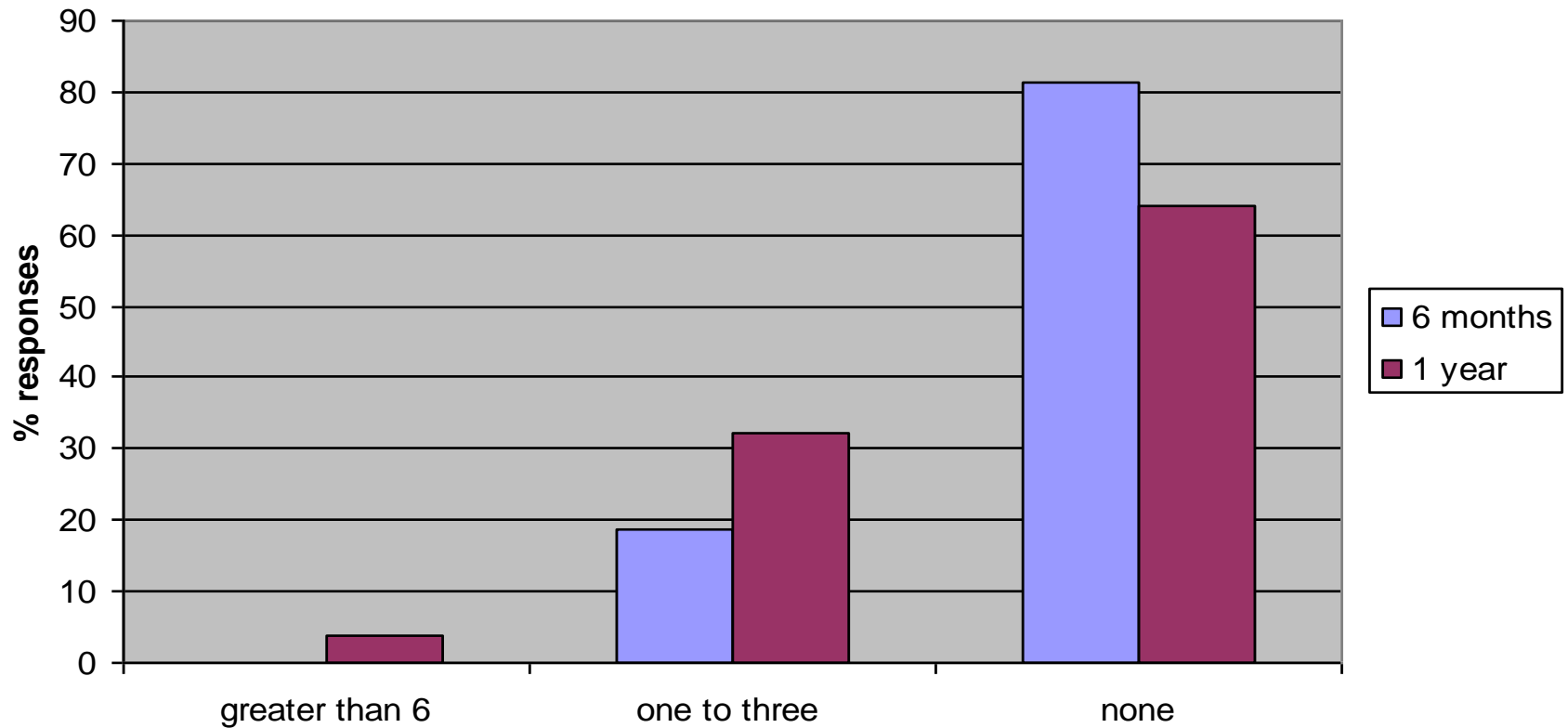


over past 6 months number of recommendations to clients to directly contact WSIB DP Branch



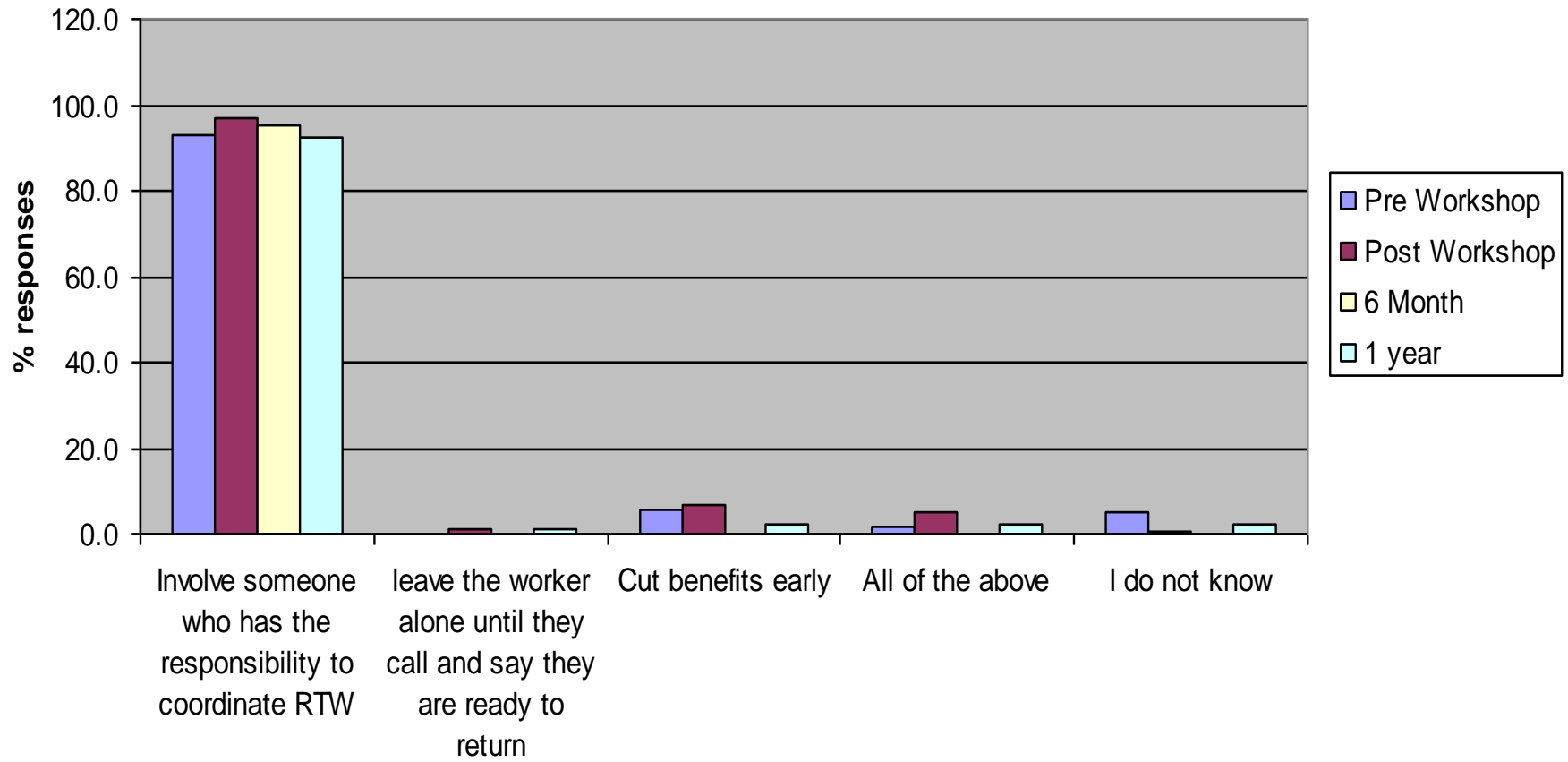


over past 6 months number of contacts to WSIB DP Branch for clients



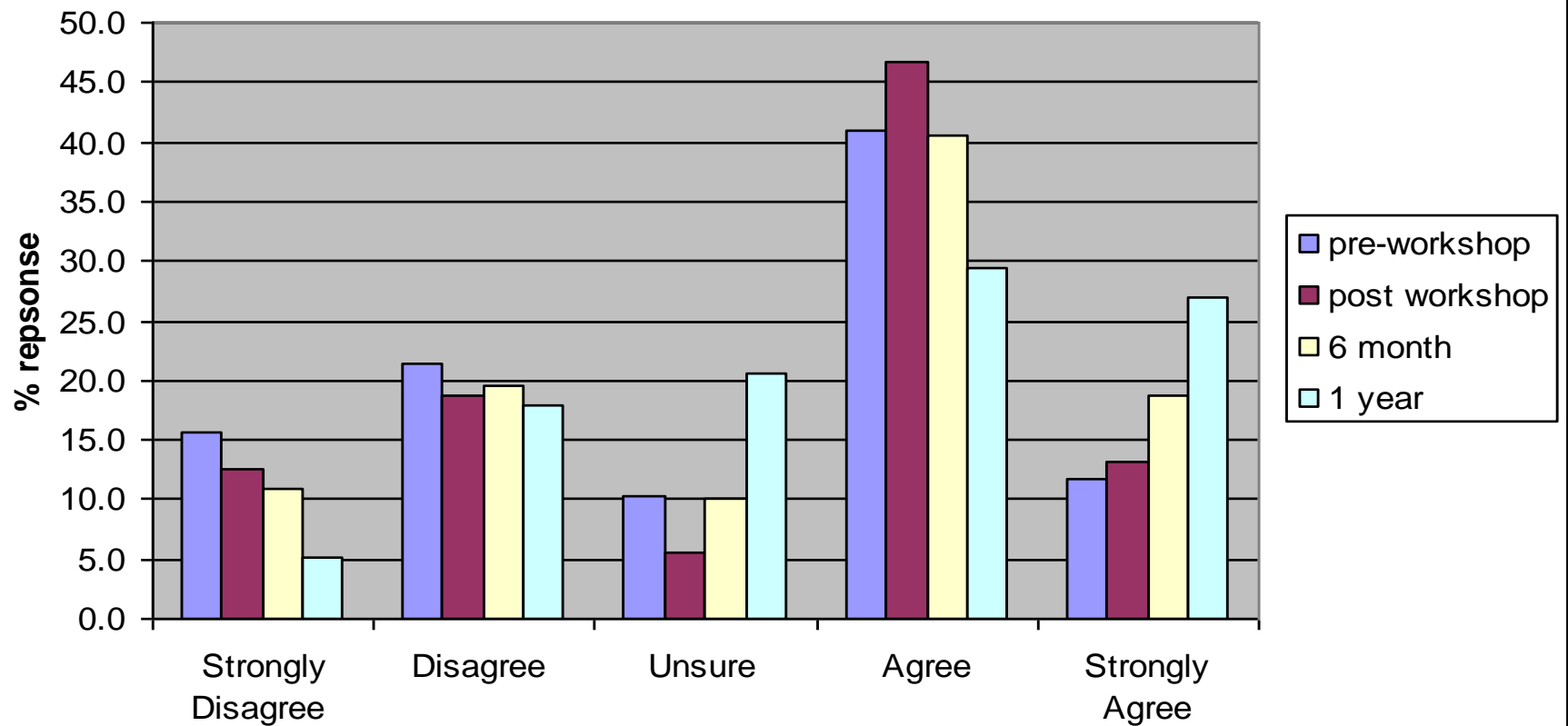


survey results on what successful RTW program includes





"I currently provide program services and/or products in disability prevention/RTW for my Clients"





Summary and Conclusions

- DP/RTW is a significant problem in Ontario
- HSAs are well positioned to impact DP/RTW
- DP/RTW Project successful in improving attitudes, knowledge and self-efficacy
- More work needed to get HSAs to implement DP/RTW into practice



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