PRINCIPLES FOR SUCCESSFUL RETURN TO WORK COORDINATION

• Tracy Mellor
Prepare well before a claim is received

• How?

✓ Pre employment health assessments
  • (These can be tailored to your needs by providers)

✓ Additional letters outlining restrictions

✓ Conducting ergonomic assessments on appointment for high risk staff

✓ Management of contractors / Induction / Training

• “Yes, but surely this costs, our organisation may not be able to afford this”.............
Let's look at what it really costs

- Pre employment health $110.00
- assessments

- Additional letters
- outlining restrictions $4.16
  (Using existing template designed in house)

- Ergonomic
- assessment $350.00
  (with report inc GST)

- Equipment purchases $85.00
  (footstool and wrist pad)

- TOTAL $549.16
Compared to

• One workers compensation claim at cap        $150,000
• Preparation and resources over 2 years       $  30,000
• Legal representation                        $  5,000
• Commission (IRC /WC)                       $ 45,000

• Total                                          $230,000
• (Not including ECCR )
Management of employees with non work related injuries and illnesses

and

Management of employees with work related injuries
0 - 48 Hours Initial Notification

- Submit claim to Insurer
- Call to Injured Employee
- Conduct investigation looking for systemic failures
- Nominated treating Doctor letter of introduction for workers deemed unfit
- RTW Procedures and consent forms to Manager / Employee
- Record everything, develop progress notes
48 – 72 Hours

➢ Begin liaising with Managers around provision of suitable duties (with supervision)

➢ Call to Injured Employee

➢ Decision to Rehab internal/external based on injury/current claims

➢ Liaise with Insurer

➢ Referral for ergonomic assessment if required

➢ Create electronic file, update progress note on file

•
2 - 4 Weeks Acute Intervention

• Recovery delayed or risk factors identified

➢ Employer / Insurer contact NTD for progress update

➢ Complete review of barriers RTW

➢ Review WorkCover medical certificates (upgrades)

➢ Discussions with insurer and Rehabilitation Provider

➢ Update progress note on file ensure all stakeholders are consulted.
6 Weeks Critical Intervention 1

- Employer organise Meeting with Insurer, Rehabilitation Provider others to discuss progress
- Document strategies, ensure review milestones are recorded
- Review WorkCover medical certificates (upgrades)
- Ensure Injured Employee has input
8 Weeks Critical Intervention 2

- Case conference with Rehabilitation provider, NTD, Employee
- Case conference with Insurer and Rehabilitation provider
- Look at alternate reviews available
- Review WorkCover medical certificates (upgrades)
- update progress note on file
12 Weeks Critical Intervention 3

- Case conference with Rehabilitation Provider and NTD
- Review WorkCover medical certificates (upgrades)
- Case conference with Insurer and Rehabilitation Provider
- Notify HR of ongoing claim and estimate
- Reconcile reimbursement schedules
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<thead>
<tr>
<th>Document file &amp; retain</th>
<th>Apply principles equally</th>
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<tr>
<td>Communicate &amp; consult</td>
<td>Seek assistance</td>
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• Dissemination of information is crucial to the facilitation of understanding,

• Understanding encourages participation,

• Participation encourages ownership,

• Ownership enhances productivity

T. MELLOR 2000
Happy to share experiences

• I trust I have given you something to take away, to think about.

• Working together we can assist each other and strive for improvement within the sector, ultimately this will have a positive effect on our industry cost of claims rate, reducing our costs and enabling us to provide enhanced services to clients and staff

• Thank you