

# Get out of the passenger seat!

## Hints for driving your WorkSafeBC claims

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# Agenda

1. Why are we here?
2. Start driving early
3. Communicate
4. Offer Modified Work
5. Final thoughts

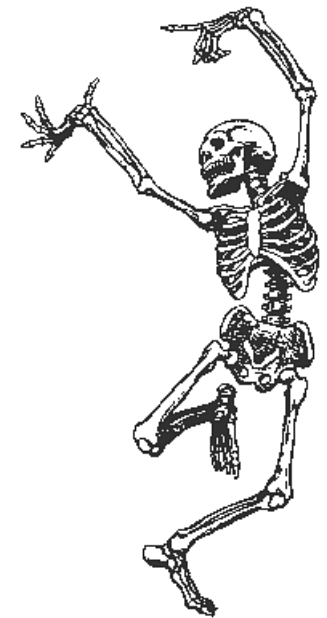
Why are we here?

# Sound familiar?

- I can't do anything until WorkSafeBC makes a decision on a claim.
- Our form 7 is delayed because of the accident investigation.
- The worker hasn't started physiotherapy yet because WorkSafeBC hasn't accepted the claim.
- We told WorkSafeBC we have modified duties and they are still paying wage loss.
- WorkSafeBC has all the medical, I don't.
- WorkSafeBC doesn't let us know what's going on, it's like the worker has disappeared and is getting a paid vacation.
- I can't follow up with every claim, I have my regular job to do.

# The Waiting Game

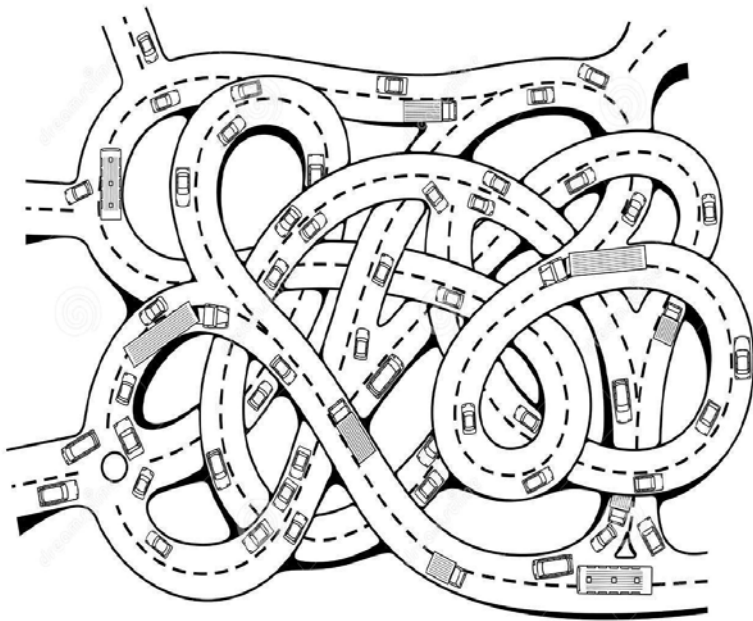
1. Wait for worker to see the Dr. and get a note
2. Wait for the worker to call in and tell you they are not returning to work
3. Wait for WorkSafeBC to make a decision on the claim
4. Wait for WorkSafeBC to refer the worker to physiotherapy
5. Wait for Dr. to decide when worker can RTW
6. Wait for WorkSafeBC to do RTW planning
7. Wait for the Dr.'s clearance for a full RTW



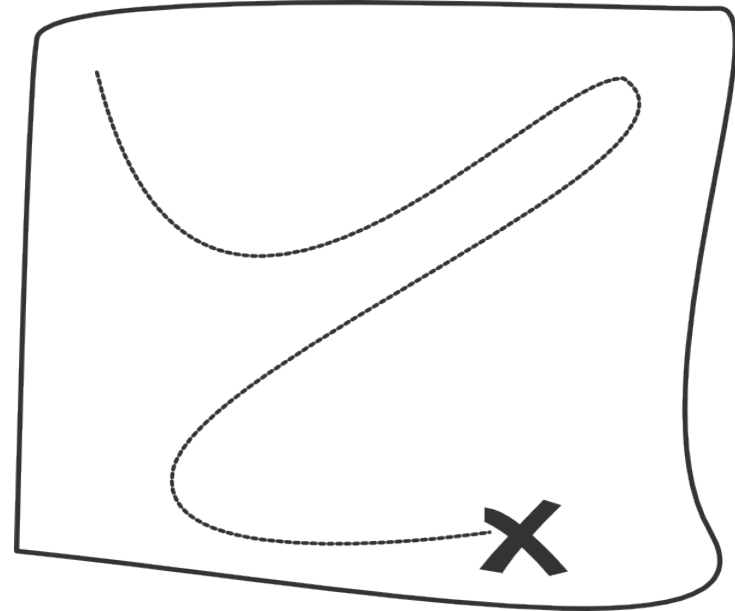
*Finally the Dr said he could come back to work.*

# Who is driving your WorkSafeBC claims?

When WorkSafeBC or Physicians drive...



When employers drive...



# Grab the steering wheel

- Understand how WorkSafeBC works
- Be actively involved in the claim, right from the time of injury
- Focus on the claims where you can make a difference
- Communicate, Communicate, Communicate
- Continue to monitor even after a full RTW
- Know who to contact to get information
- Utilize resources



Start driving early



# Sense of Urgency

- **Length of absence affects the probability of return to work**
  - The longer a worker is off work – the less chance of a successful return to their pre-injury job
  - The probability of returning to work at 12 weeks is approximately 50%
  - Early intervention and connection to the workplace is key



# First 6 months of disability...

- 1 in 3 experience additional disability
- 1 in 3 experience marital problems
- 1 in 4 experience financial problems
- 1 in 5 experience a clinical depression
- 1 in 6 become involved in substance abuse



Injured workers should be  
100%  
before returning to work

**MYTH**

*Dianne Dyck, 2009 Disability Management Theory, Strategy and Industry Practice, Fourth Edition*

# Start driving from the time of injury

- Well documented and communicated processes
- Clear roles and responsibilities
- Ensure Teleclaim is a part of the process
- Intervene at time of injury before WorkSafeBC involvement
- Include supervisors early in the process
- Start thinking “same day or next shift”



Communicate

# Communicate with your employee

- When the employee is off of work
  - Call regularly e.g. every 2 weeks
  - Set expectations that they will call you
  - Should be done by supervisor
  - Document calls
- When the employee is at work
  - Follow up regularly when on a RTW plan
  - Follow up regularly even after a full RTW
  - Should be done by supervisor
  - Document follow-ups



# Communicate with WorkSafeBC

- In writing
  - Tell the “story”
  - Use the portal whenever possible
  - Document Modified work offers and submit
  - Document conversations with employee and submit when needed
  - Use Employers Statement of Return to Work (F9)
- By phone
  - Ask questions – limitations, updates, why
  - If a RTW is not going well, ask for an OR1 referral
  - Don’t be afraid to ask for a decision letter



Offer modified work

# Did you know?

- There is substantial evidence that employers who promptly offer appropriately modified work can reduce the duration of work loss by **30% - 50%**
- A frequent spin off is a reduction in the incident of new back pain claims

*(Frank et.al 1998 (MSI conditions))*



# Modified work offer equation



# Limitations

- **Definition:**

- Task(s) that a worker is not capable of performing due to their condition or injury

- **Sources:**

- **WORKER**
- Physiotherapist
- Dr, Chiropractor
- Typical temporary limitations chart
- WorkSafeBC

# Modified vs. alternate work

## **Modified Work**

- Changing or rebundling of an employee's regular job tasks

## **Alternate Work**

- Tasks that are not a part of an employee's regular work

# Modified work offer

- Formal and written
- Done as soon as possible after the injury (same day or next shift)
- Done by the supervisor
- Includes:
  - Workers individual limitations
  - Specific duties being offered
  - Follow up date
  - Signature of worker and manager

# Supervisors

## The Front Line Connection

The intimate knowledge of the supervisor [manager] makes them a key factor in navigating the Recover at Work process with workers, and creating a supportive role for the employer to take in this process.

*Southgate et al (2011)*



**The Role of the Supervisor is Key**

Final Thoughts

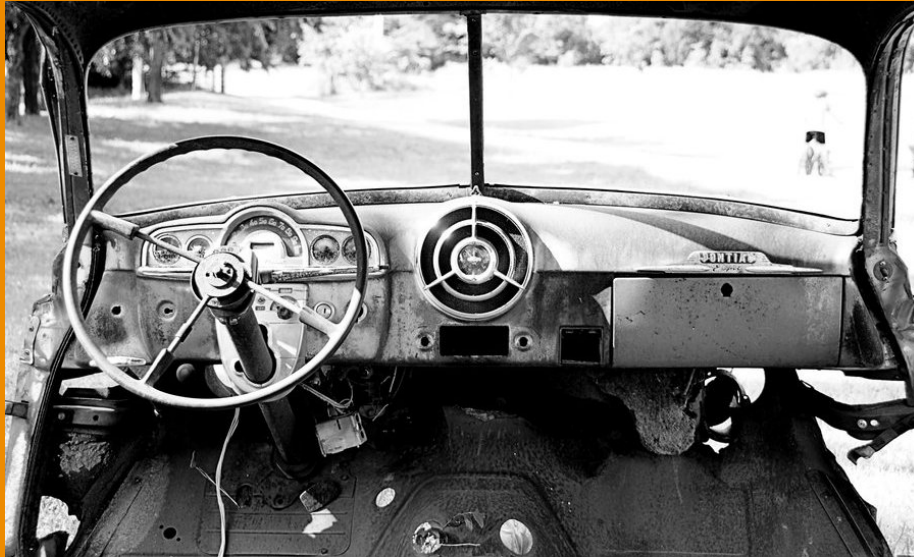
# Final Thoughts

1. Get involved early, at the time of injury
2. Tighten up your processes for injury reporting
3. Contact your employee regularly if they are off work
4. Submit employer claim information to WorkSafeBC in writing using the portal - tell your story
5. Regularly contact WorkSafeBC to get information
6. Consistently offer modified work in writing
7. Supervisor involvement is key

# Resources

- Employers Advisor's office
- Health and Safety Association
- Claim Owner – Customer Service Representative, Entitlement Officer, Return to Specialist Nurse, Case Manager
- WorkSafeBC.com
  - Injury Management Road map
  - Typical Temporary Limitations Chart
  - Templates – Offer of Modified Work, Communication Log
  - Rehabilitation Services and Claims Manual (RSCM)– 34.11 Selective/Light Employment
  - WorkSafeBC Store – teleclaim cards, posters





Thank you