

# The Enhanced Disability Management Program (EDMP)

Jointly presented by HEABC, HSPBA, and NBA  
on May 19, 2011

# Introductions


## Health Employers Association of BC

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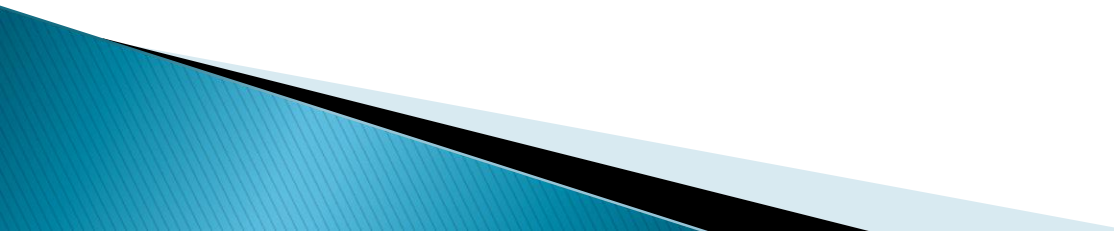
- ▶ **Gary Fane**, Executive Director, Negotiations & Strategic Development, BCNU
  - ▶ **Lara Acheson**, Director, Disability Management and Occupational Health & Safety
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# Agenda

## Part 1:

- ▶ Introductions
- ▶ Background
- ▶ Goals of EDMP
- ▶ EDMP Principles and Keys to Success
- ▶ Break

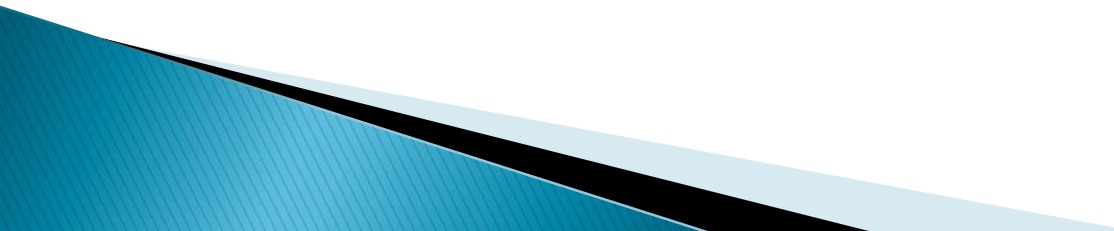
## Part 2:

- ▶ EDMP Process
  - ▶ Provincial Steering Committee
  - ▶ Next Steps
  - ▶ Questions
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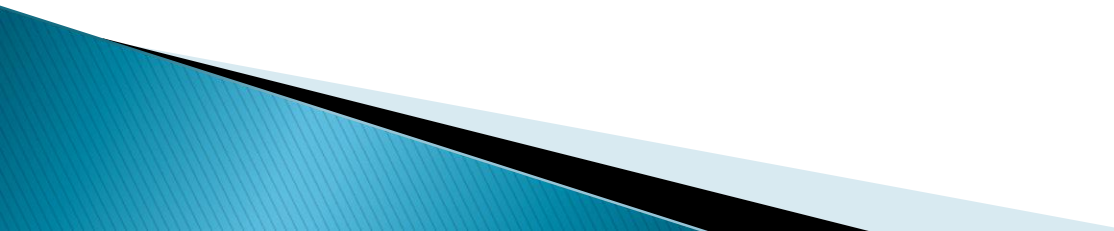
# Background

- ▶ The Disability Problem
- ▶ An Opportunity to Positively Impact Individuals

# Goals of EDMP

- ▶ Provide early, appropriate and on-going support to maintain employees' connection with workplace and/or return to work in a safe and timely manner.
  - ▶ Reasonably address all barriers to return to work
    - Medical
    - Personal
    - Vocational and/or
    - Workplace
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# Goals of EDMP

- ▶ Promote a safe, accessible and healthy workplace
  - ▶ Encourage health promotion and employee wellness
  - ▶ Reduce the cost of sick, LTD and WorkSafe BC leaves
  - ▶ Provide support to employees who are struggling at work when participation in this Program could reasonably prevent the employee from being off work
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# EDMP Principles & Success Factors

- ▶ Jointly developed and administered



# EDMP Principles & Success Factors

- ▶ This is a standardized, provincial approach.



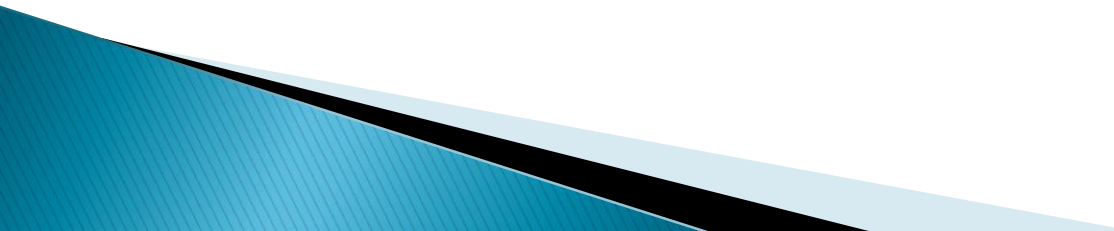


# EDMP Principles & Success Factors

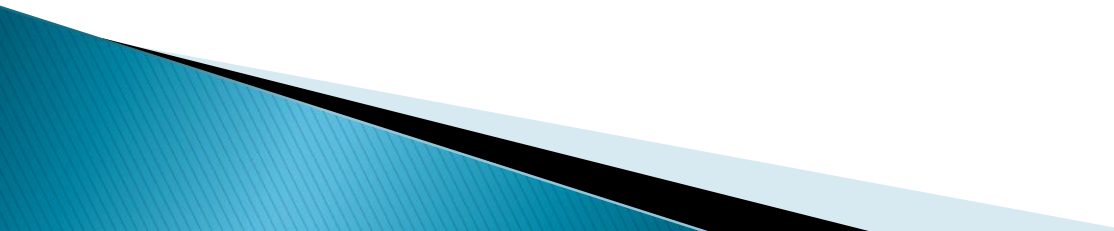
- ▶ Confidential medical information must be protected.



# EDMP Principles & Success Factors

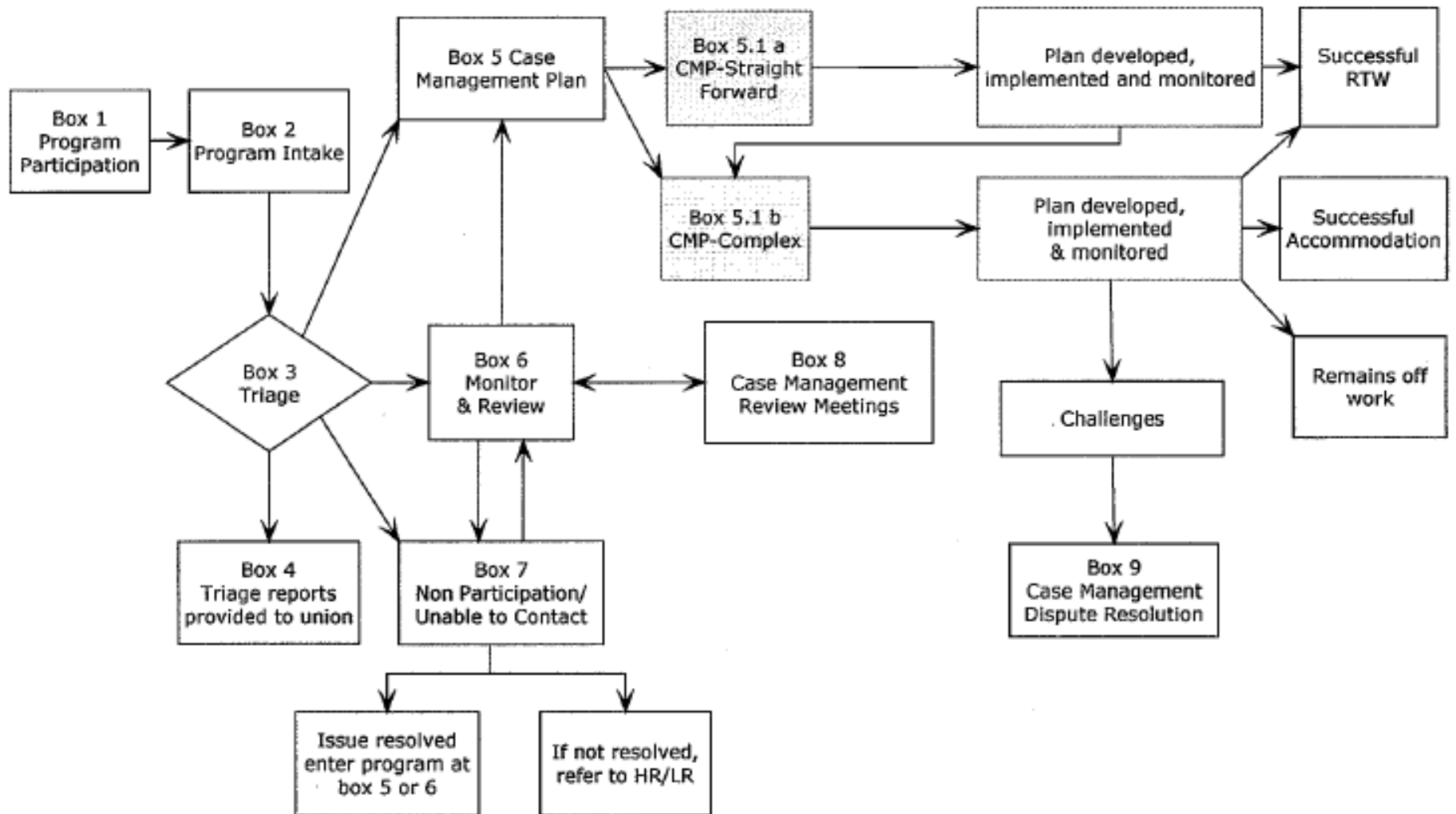
- ▶ EDMP processes will apply to potentially all incidents of inability to work as a result of illness, injury, disability or impairment.
  - ▶ EDMP will be delivered as close to the workplace as possible.
  - ▶ EDMP is intended to facilitate early intervention, effect rehabilitation, stay at work and early return to work programs.
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# EDMP Principles & Success Factors

- ▶ EDMP is mandatory for regular employees who qualify (unless there's a bona fide reason to decline).
  - ▶ An effective system-wide evaluation will be implemented to inform continuous improvement.
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# Questions Break

# EDMP Process

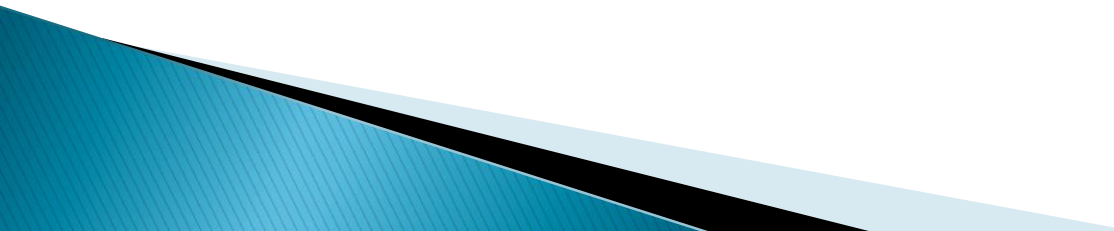


# Box 1: Program Participation

- ▶ Regular employees – mandatory participation
  - Work-related illness/injury – mandatory as of first day of injury
  - Non work-related illness/injury – mandatory after an absence of five consecutive shifts
  - Participation is required unless there is a bona fide reason to decline

# Box 1 : Program Participation

## ▶ Voluntary participation

- All regular or casual employees can self-refer at any time, including employees who continue to work
  - Participation is voluntary for both the employee and employer
  - Services provided are considered on a case by case basis and are at the discretion of the employer
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# Box 2: Program Intake

- ▶ Referrals can come from:
  - The employee
  - The union
  - The manager
  - WorkSafe BC or the LTD insurer

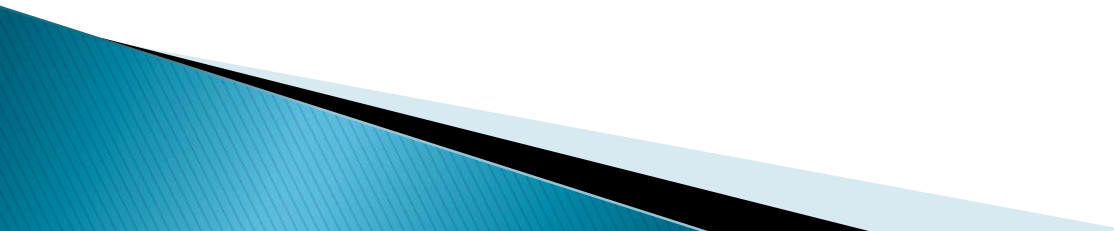
# Box 3: Triage

- ▶ The Disability Management Professional (DMP) will call the employee to discuss return to work barriers
- ▶ The DMP, in consultation with the employee, determines if the employee:
  - Is a candidate for immediate enrollment
  - Is not a candidate for immediate enrollment (reviewed every 30 days)
  - Is refusing to participate
  - Is unable to participate (due to injury or illness)

# Box 4: Triage Reports

- ▶ A timely triage report will be provided to the appropriate union representative

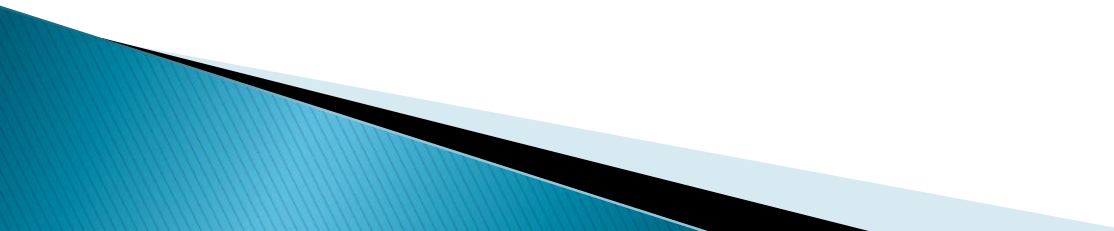
# Box 5: Case Management Plan

- ▶ A holistic Case Management Plan (CMP) will be developed by the DMP for all participating employees
  - ▶ A CMP may include medical intervention, transitional work, graduated return to work, workplace modifications, vocational rehabilitation and/or retraining
  - ▶ The CMP is based on an assessment of factors
    - Prognosis
    - Capabilities and limitations
    - Skill and education
    - Cost effectiveness
    - Likelihood of return to work
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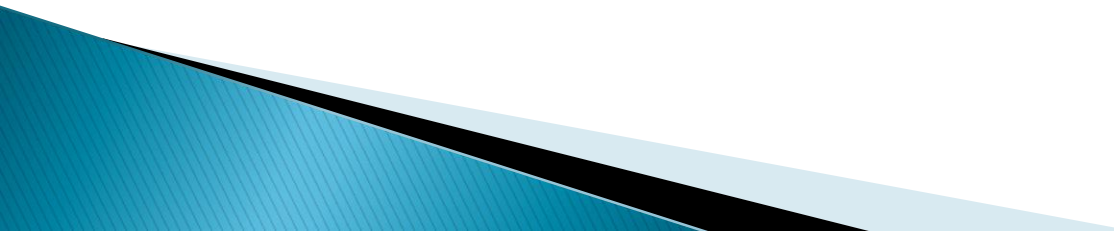
# Box 5: Case Management Plan

- ▶ CMP return to work hierarchy:
  - Own job
  - Own job with modifications
  - Alternate job that is not posted with or without modifications
  - Alternate job that is posted, with or without modifications
  - Alternate job with retraining, with or without modifications

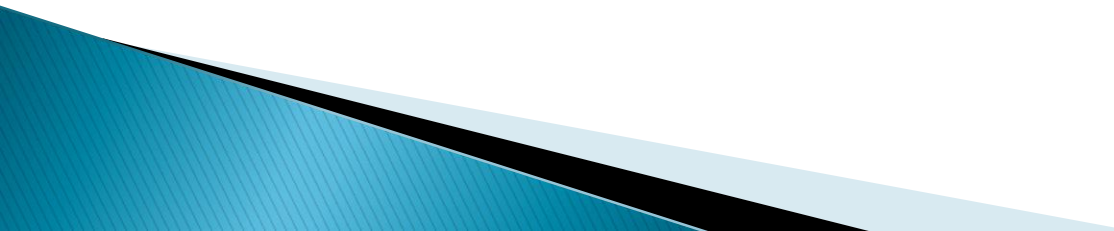
# Box 5.1 a: Straight Forward CMP

- ▶ Return to work to previously held position
  - ▶ Less than six weeks
  - ▶ Clearance from the appropriate medical professional
  - ▶ No change in FTE
  - ▶ No workplace issues identified
  - ▶ No concerns raised by employee
  - ▶ Signed off by the employee
  - ▶ Meeting at the discretion of the union steward
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## Box 5.1 b: Complex CMP

- ▶ Was not resolved by the process in 5.1 a
  - ▶ More than six weeks in duration
  - ▶ Requires a temporary accommodation/transitional work
  - ▶ Need for vocational training identified
  - ▶ Component of workplace or LR issues
  - ▶ Issues related to a claim for LTD, WSBC, or ICBC
  - ▶ Report to a professional association
  - ▶ Requires a permanent accommodation
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# Box 6: Monitor and Review

- ▶ DMP will maintain regular contact with employee to offer support
  - ▶ Frequency of contact will depend on employee's status, but will not be more frequent than every 30 calendar days unless otherwise agreed to by the employee
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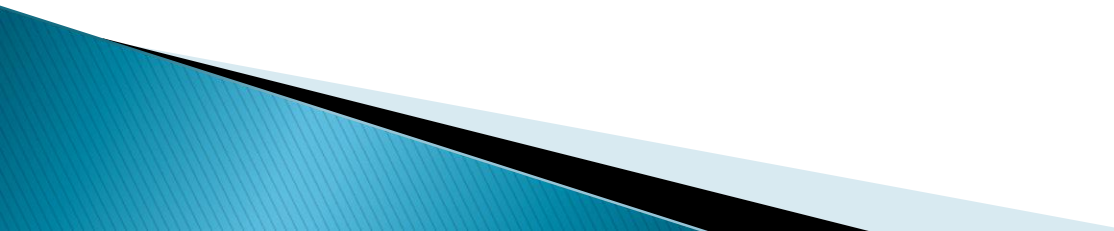
# Box 7: Non-Participation/Failure to Contact

- ▶ DMP notifies union representative of non-participation or failure to contact. Union contacts the employee.
- ▶ Consequence of non-participation is referral to the usual HR/LR processes

# Box 8: Case Management Review Meetings

- ▶ DMP and union representative will review all cases at least once every 30 calendar days to determine next steps.
- ▶ A report will be submitted to the union representative 3 business days prior to the review.

# Box 8: Case Management Review Meetings

- ▶ After 90 calendar days of absence the DMP, union representative and employee will meet to discuss the LTD application process.
  - ▶ Meeting will take place for employees who have reached 17 months from date of disability to review and assess the status of the CMP.
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# Box 9: Dispute Resolution

- ▶ The union representative and DMP will attempt to resolve the dispute
- ▶ If the dispute is not resolved it will be referred to the Case Management Dispute Resolution Process

# Provincial Steering Committee

- ▶ Governance
  - ▶ Agreed to Priorities for PSC
    - Confidentiality
    - Standardized Forms & Flow of Medical Information
    - Dispute Resolution
    - Education & Training
  - ▶ Next Steps
  - ▶ PHC, PHSA & VCHA Implementation Status & Roll Out Plans
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