The Enhanced Disability Management Program (EDMP)

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

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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
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
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
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.
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.
Questions

Break
Box 1 Program Participation

Box 2 Program Intake

Box 3 Triage

Box 4 Triage reports provided to union

Issue resolved enter program at box 5 or 6

If not resolved, refer to HR/LR

Box 5 Case Management Plan

Box 6 Monitor & Review

Box 7 Non Participation/Unable to Contact

Box 5.1a CMP-Straight Forward

Plan developed, implemented and monitored

Successful RTW

Box 5.1b CMP-Complex

Plan developed, implemented & monitored

Successful Accommodation

Remains off work

Box 8 Case Management Review Meetings

Challenges

Box 9 Case Management Dispute Resolution
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
Box 2: Program Intake

- Referrals can come from:
  - The employee
  - The union
  - The manager
  - WorkSafe BC or the LTD insurer
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
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
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 5.1a: 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
Box 5.1b: Complex CMP

- Was not resolved by the process in 5.1a
- 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
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.
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.
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