

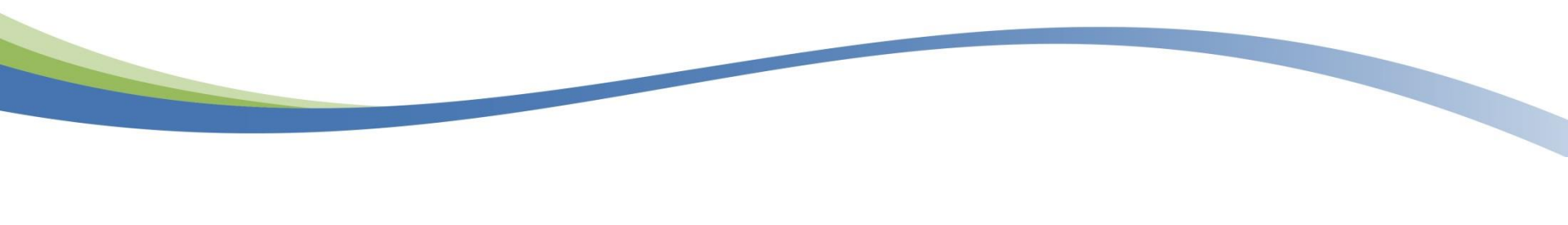
Your Care, Your Choice



Early Intervention Program Staff Work Injury Hotline

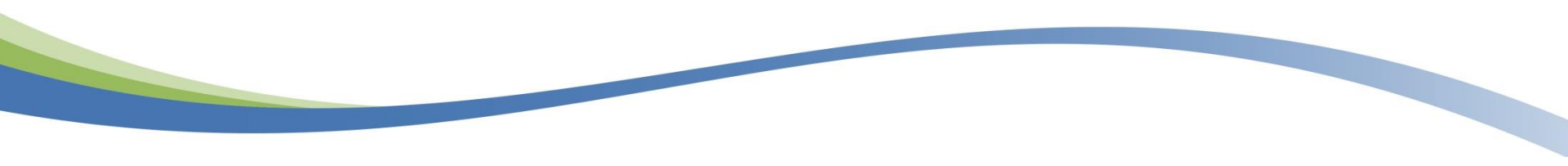
October 2016

Why, why, why?

- In November 2014, there was a substantial increase in workers compensation claims, for no apparent reason
 - There was a loss of control
 - Increase was not limited to a specific location....it was NSW wide
 - Inconsistencies in reporting, injury management, medical capacity
 - Often delays in seeking medical attention
 - Lack of support – managers (process), doctors (recovery at work)
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What action was taken?

Couldn't ignore so;

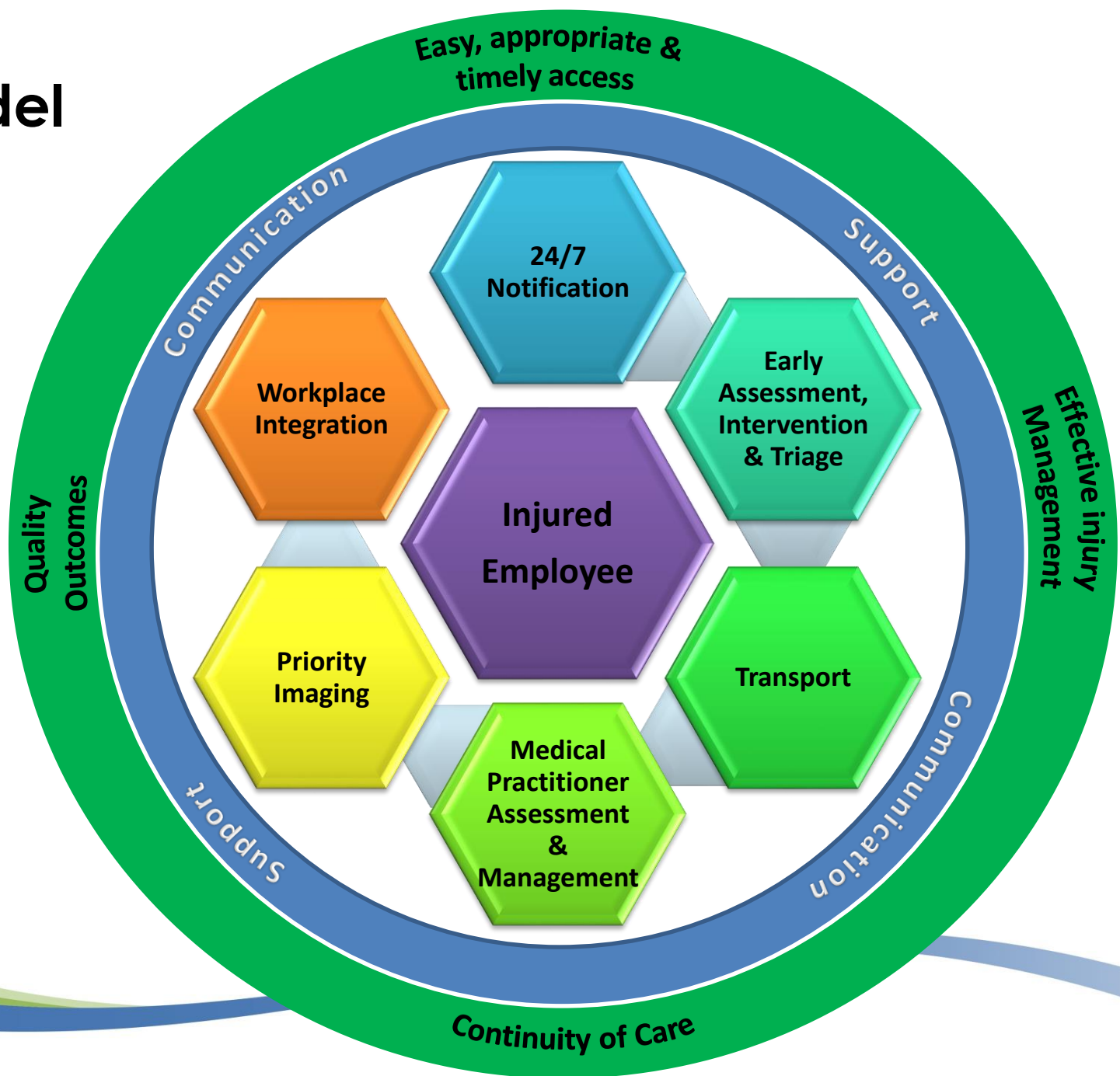
- Reviewed the incidents, historical data, process and reality
 - Researched options to provide the best outcome
 - Met with the program provider, Trintas Group
 - Spoke with insurer regarding the program
 - Requested funding from the insurer
 - Presented to manager as a sponsor
 - Consulted with union and other stakeholders
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What is the Staff Work Injury Hotline?

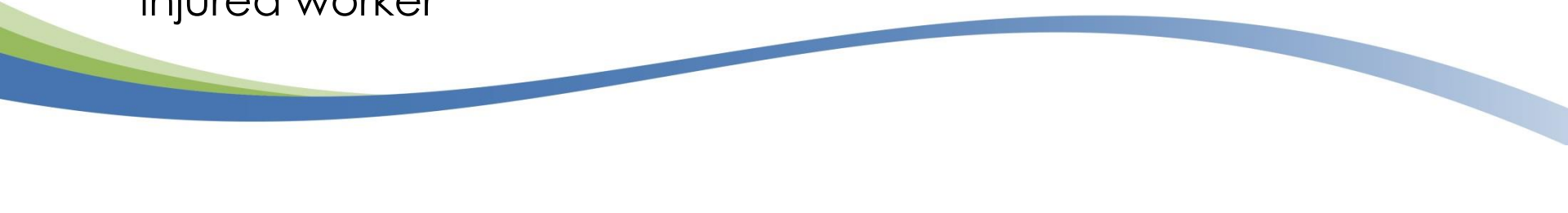
The Staff Work Injury Hotline is a premium early intervention program specifically designed to facilitate an end to end service covering prompt treatment, effective injury management and rehabilitation.




Model



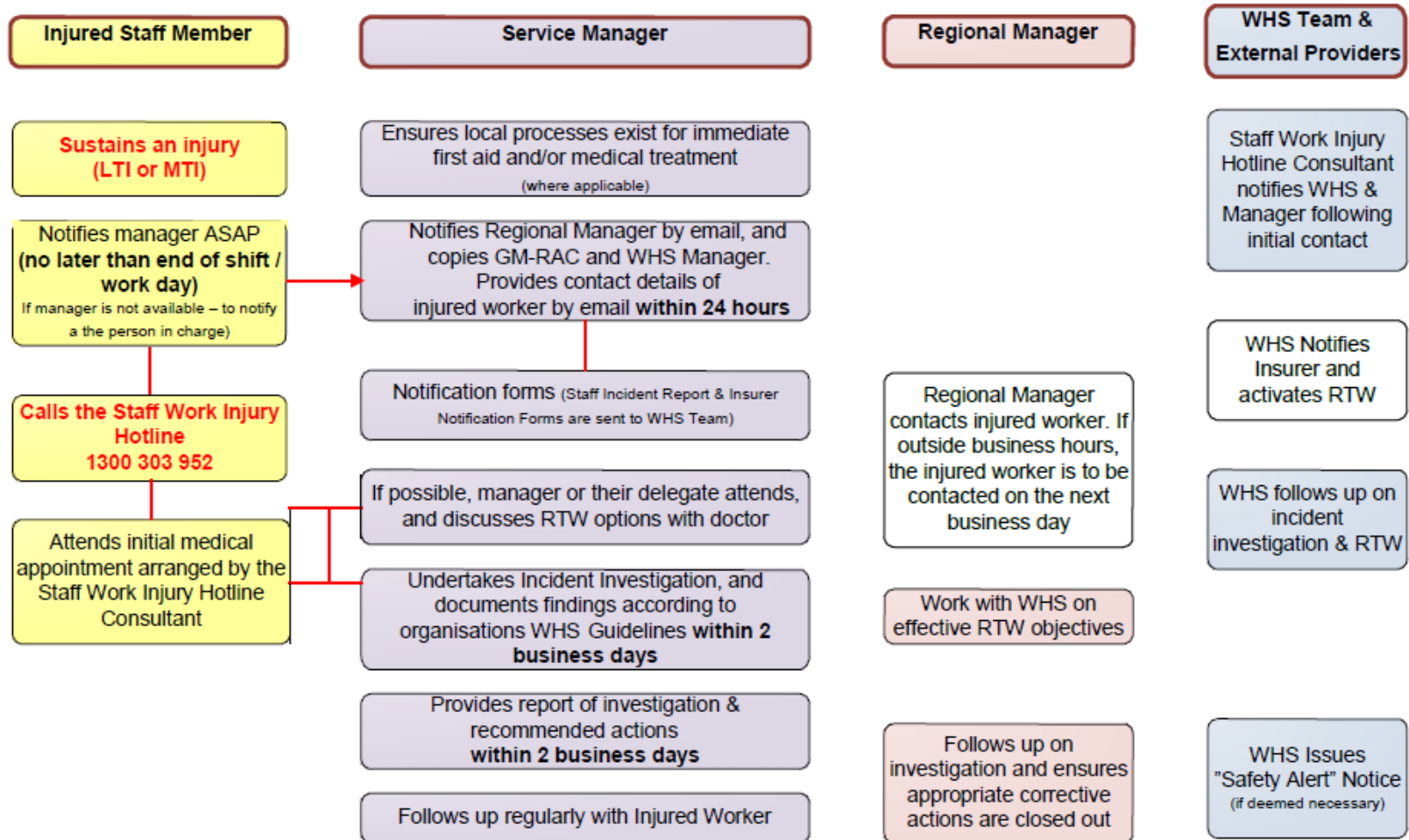
Program benefits

- Available 24/7 and it's FREE!
 - Access to end-to-end service covering prompt medical treatment and radiology, effective injury management and rehabilitation following a workplace injury
 - A phone call is all that is needed to access the program, either by the employee, their manager or the person-in-charge
 - Your initial appointment is made for you at a specified and convenient time
 - Doctors are made aware of the demands of the employee's pre-injury role and the availability of suitable duties
 - Doctors who are part of the Staff Work Injury Hotline network have a sound understanding of the workers compensation process and the impact a workplace injury can have on an injured worker
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How does the Staff Work Injury Hotline work?

- Employee sustains a workplace injury, notifies their manager or person-in-charge and calls the Staff Work Injury Hotline (**1300 303 952**) if they require or will seek medical attention (non-emergency)
 - Injured employee is triaged by an allied health professional (consultant) over the phone
 - Appointment is made for the injured employee to attend a doctor nearby to their workplace
 - Injured worker attends appointment (*the manager should attend too, if possible*) and if medically able, returns to work
 - Workers compensation process commences
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Injury Notification, Reporting, Investigation & RTW Process – Residential Care

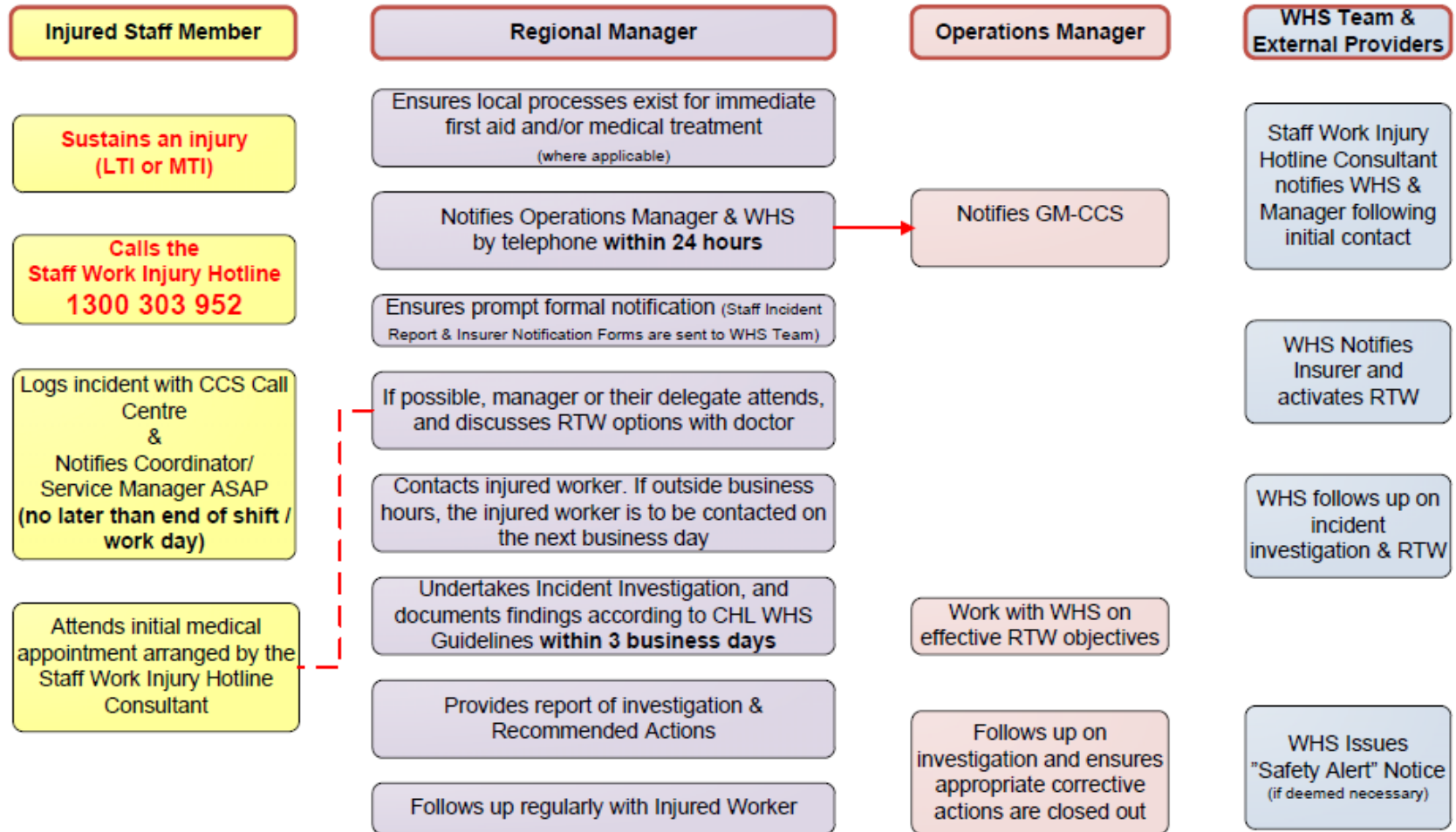


Definitions

Lost Time Injury (LTI). Work injury or illness resulting in inability to work for at least one full day or shift any time following day or shift on which the injury occurred.

Medical Treatment Injury (MTI). Injury where medical treatment was given by a doctor - but no time was lost.

Injury Notification, Reporting, Investigation & RTW Process – Community Care Services



Definitions

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Staff Work Injury Hotline Promotional Material

If you sustain a work injury call

Staff Work Injury Hotline

1300 303 952

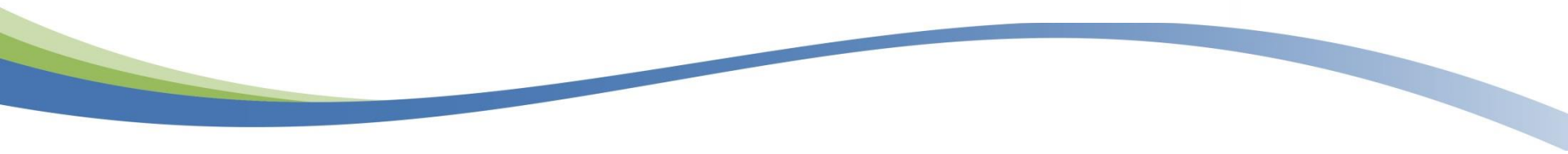


How does it benefit you?

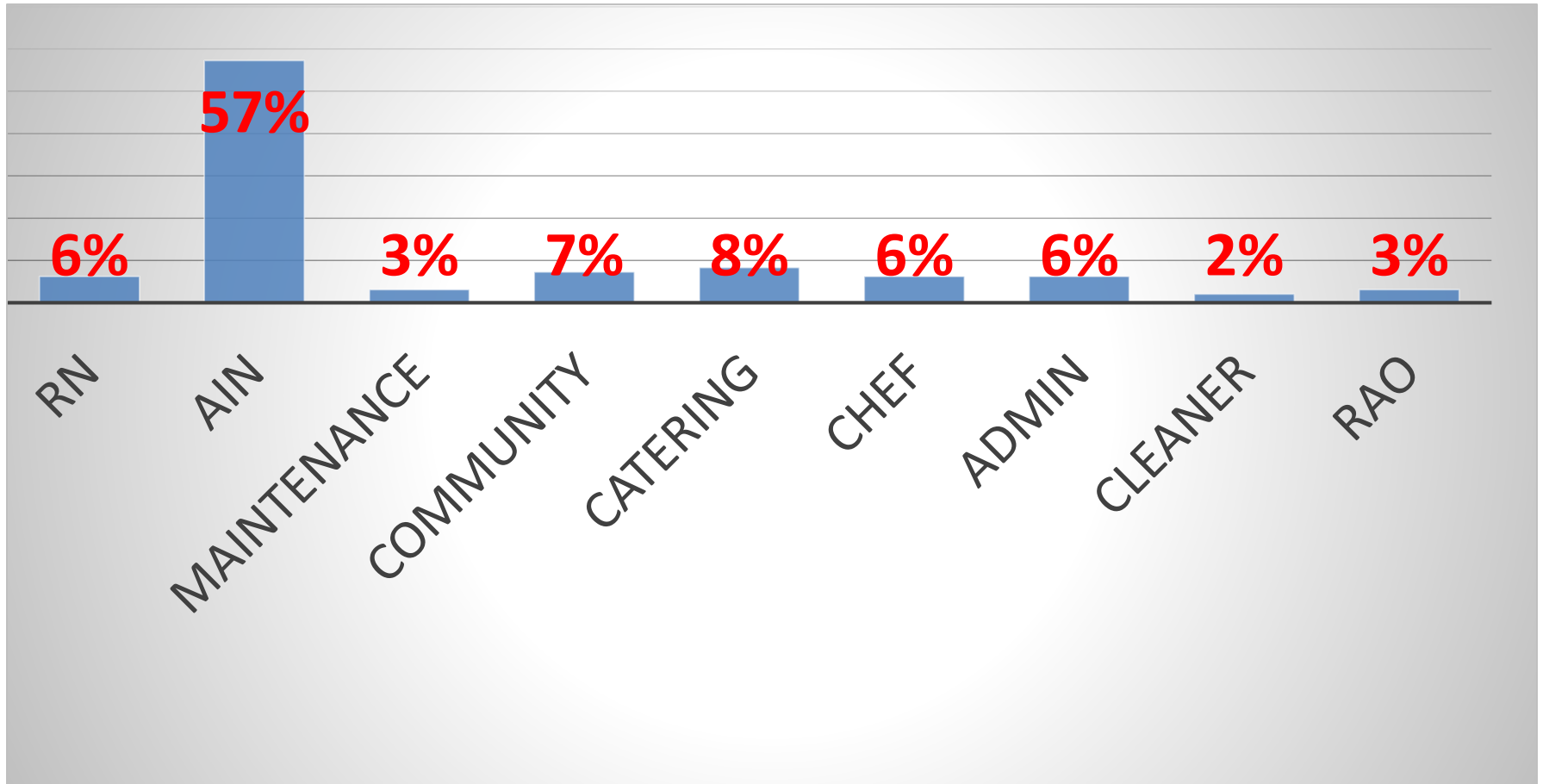
- Available 24/7
- It's FREE. You don't have to pay for the service
- It's convenient – your first appointment is made for you at a specified and convenient time
- The medical practitioners are trained to ensure you receive appropriate and timely care
- Speeds up return to work process
- Access to end to end service covering prompt medical treatment, effective injury management and rehabilitation

For further information about this program, please speak to your manager.

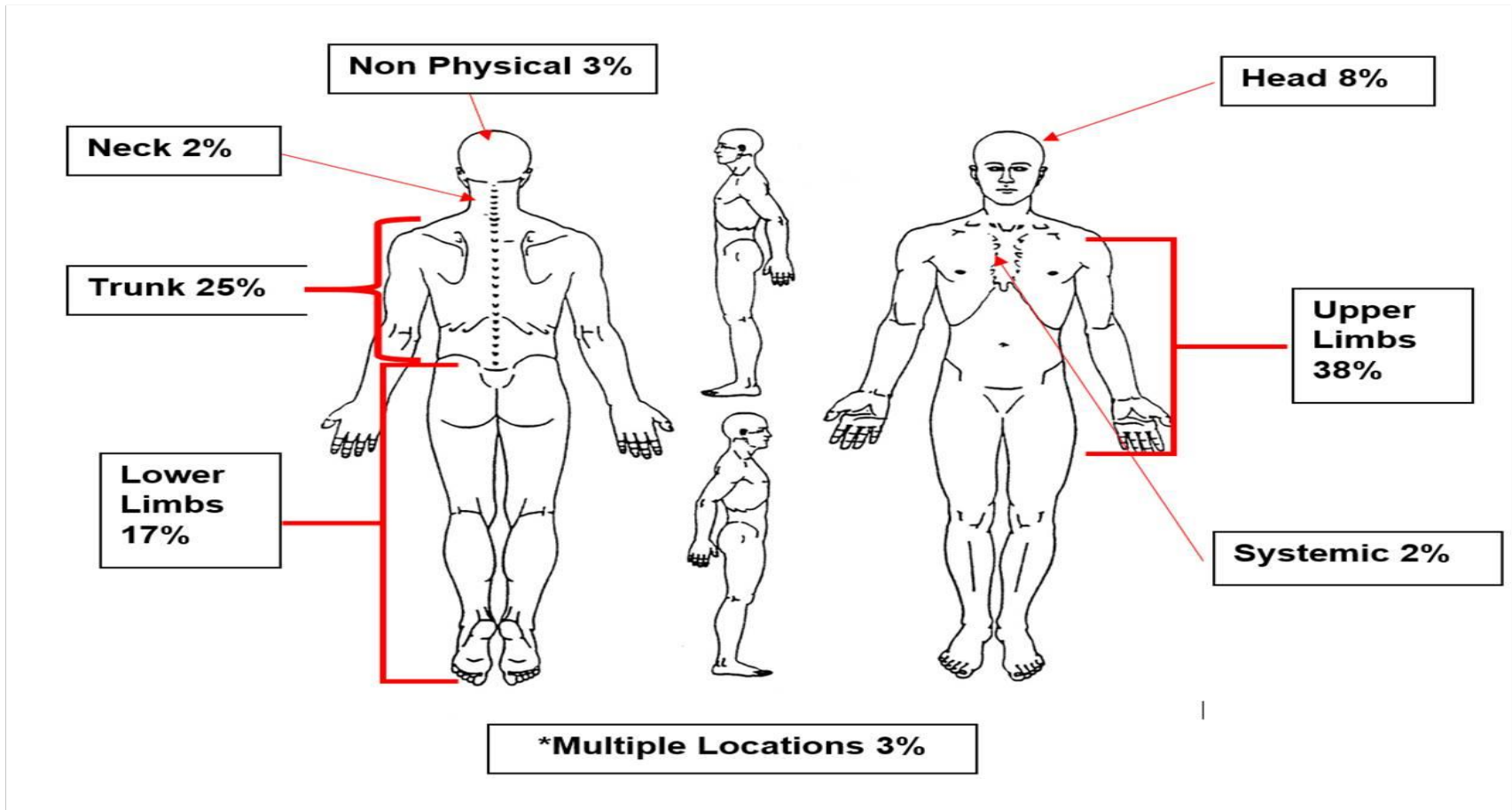




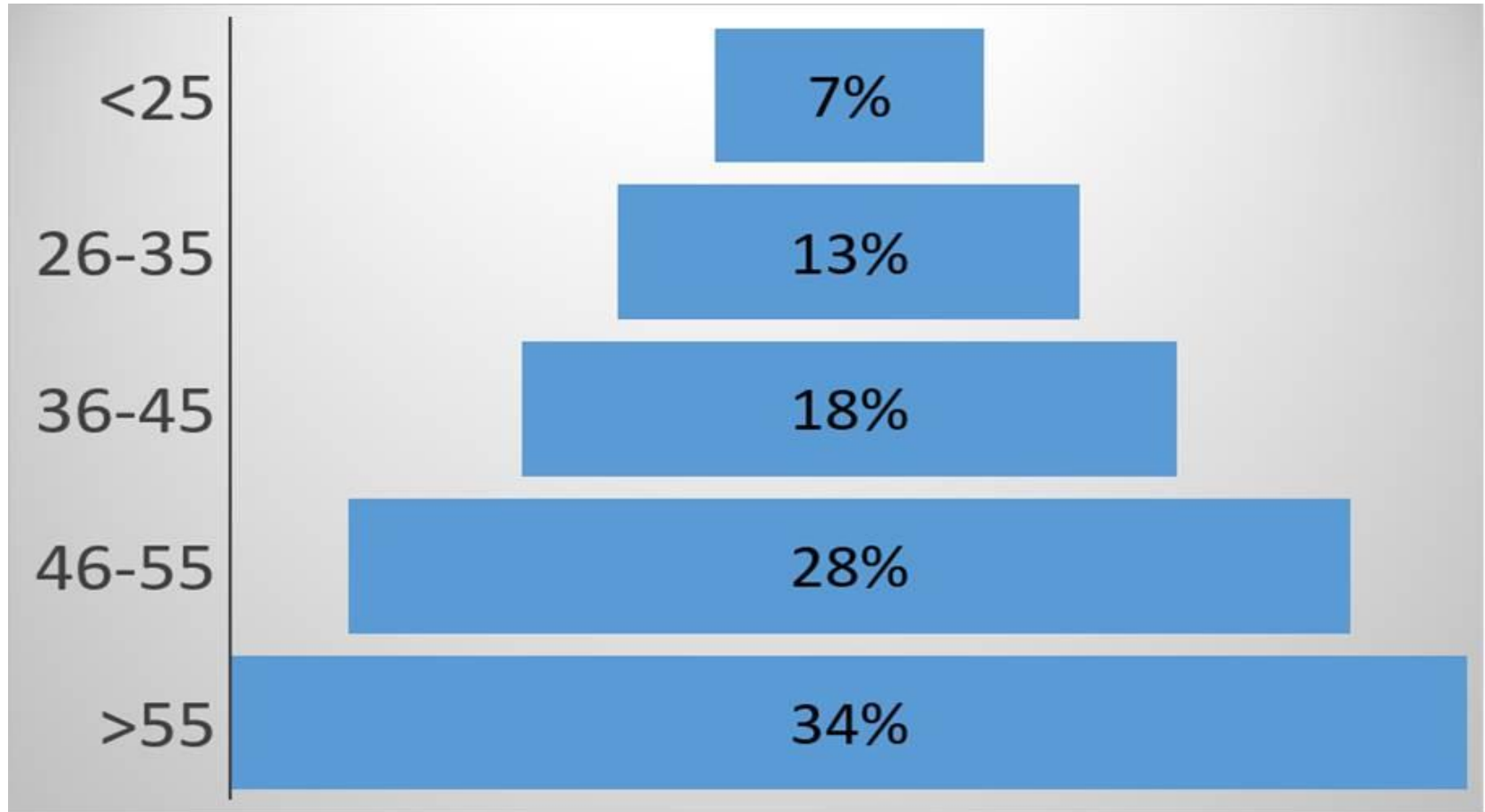
Injury By Occupation



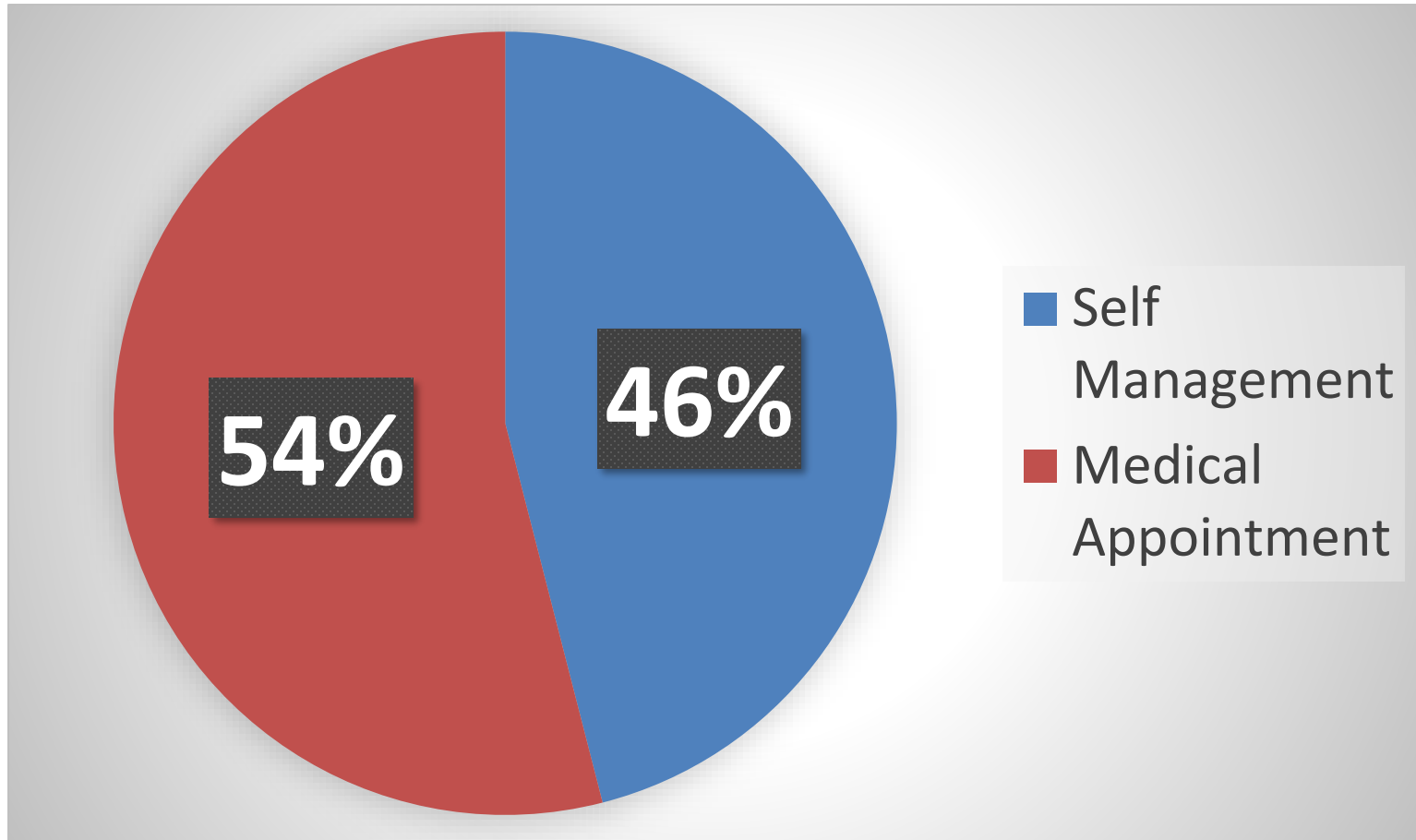
Injury Location



Average Age

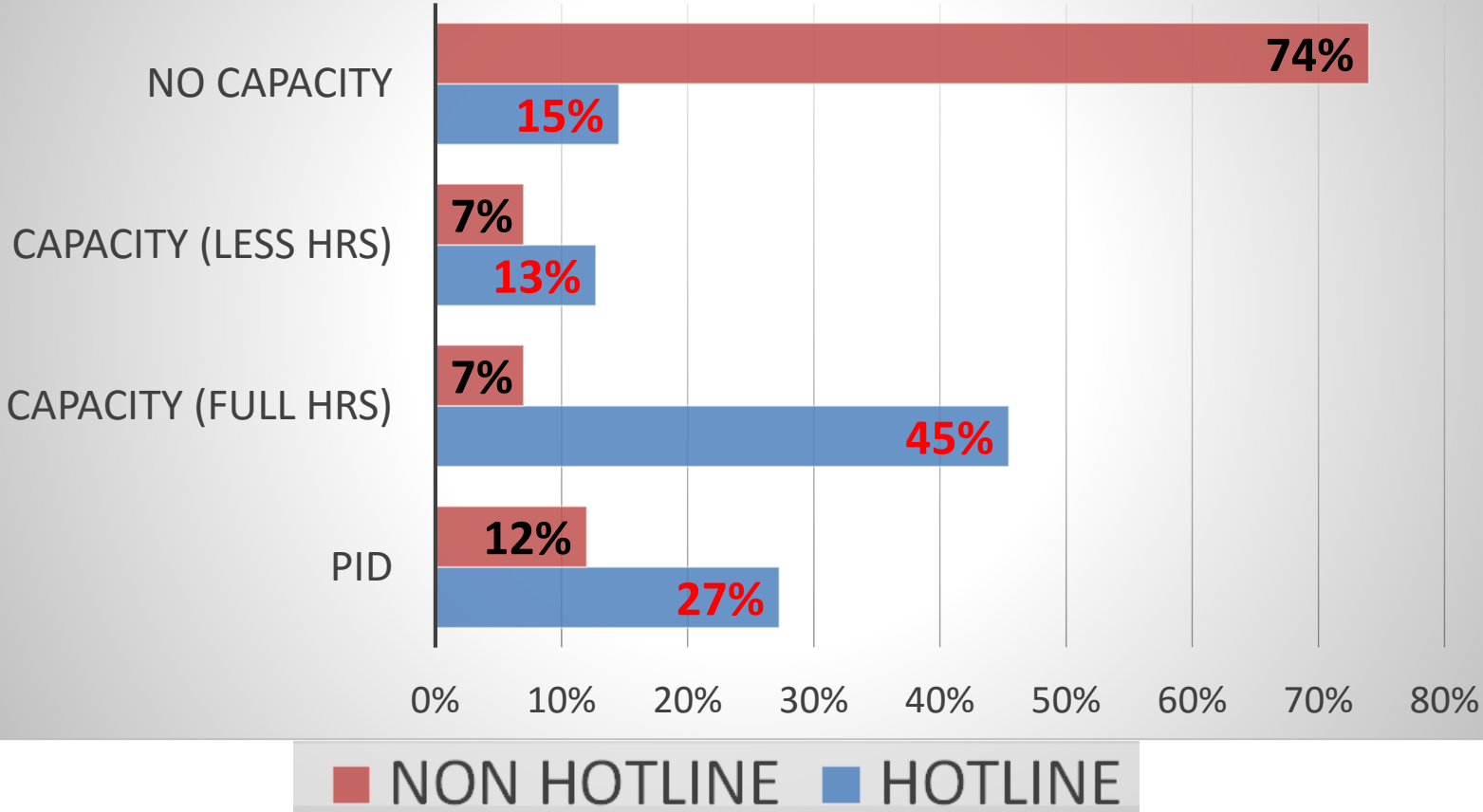


Action on Receipt of Call



Return To Work Outcomes

Initial Medical Certification



What the doctor receives

PRIORITY CARE APPOINTMENT DETAILS



Job Analysis (Brief)

Patient Details		Appointment Details	
Name:		Date:	
DOB:		Time:	
Address:		Clinic Name:	
Phone Number:		Doctor's Name:	
Date of Injury:		Clinic Address:	
Occupation:		Phone:	
Mechanism of Incident:		Fax/Email:	
Injury Location:		Transport:	

Employer Details		Insurer Details (Billing Details)	
Name:		Name:	Catholic Church Insurance - CCI
Contact:		Postal Address:	GPO Box 4240, Sydney, 2001
Address:		Phone Number:	03 9934 3000
Phone Number:		Fax:	03 9934 3460
		Email:	NSWWCAccounts@ccinsurance.org.au

BILLING DETAILS

Please note all accounts are to be sent directly to the insurer (postal address above). Details provided below for the Priority Care Initial Consultation as per gazetted rate in NSW.

- AA040 (Comprehensive Service Level D)
- WCO001 (Initial Certificate of Capacity Only)

For subsequent consultations your regular State or Territories fee structure applies.

ACTIONS TO BE PERFORMED BY MEDICAL CENTRE

Action	Description	Check
1	Medical practitioner to assess injured worker ASAP on arrival	
2	Medical practitioner to review 1 page job analysis. (*attached)	
3	Medical practitioner to contact "Kathy Pahl on 0428 022 698" during the initial consultation to discuss suitable duties regardless of if there is a line manger present in the consult	
4	Medical Centre to forward 'WorkCover Certificate of Capacity' and all requests for 'imaging' to Priority Care Send to Email: referral@prioritycare.com.au (preferred option) or Fax: 02 8016 0875	
5	Worker to sign consent: I consent Medical Centre to forward a copy of my initial WorkCover Certificate of Capacity along with referrals for imaging and treatment to Priority Care. I understand that the purpose is to relay information to CCI in a timely manner.	
Signature:		Date

**This consent is for the record keeping of the medical centre only.*

Employer	Catholic Healthcare	Job Title	Assistant in Nursing (AIN) / Care Staff
Duties:			
<ul style="list-style-type: none"> AIN & Care Staff are primarily required to assist the residents with personal care tasks such as showering, dressing, toileting, feeding, transfers and mobility. Supervise residents who require the use of walking frames or walking sticks to mobilise. Assist residents in the manual wheelchairs to get to the various areas in the facility Required to assist residents with toileting, showering, re-positioning and this may require conducting transfers using various pieces of assistive equipment including pelvic belts, full sling hoists (2 staff operation), a standing lifter (2 person operation) Required to manoeuvre residents whilst they are positioning within the shower bed, float chair, commode or water chair. This requires pushing and pulling forces of differing strengths and depends on the weight of the individual residents. Required to change catheters (AIN), empty bed pans, assist residents on/off commodes and toilets, mobilising and general repositioning of residents. With changing continence pads, workers may be required to roll the residents positioned on a bed, and this task may require the assistance of two workers. AIN & Care Staff regularly change resident beds and use a foot pump or electric hand controls to adjust bed height. The clean linen is stored on trolleys and the trolley is pushed around to each individual room. The dirty linen is placed in linen bags on the trolley and later disposed into larger bins within the facilities room 			
<i>The PPE for this role:- uniform which consists of long trousers, short sleeve shirt and covered shoes, rubber gloves, plastic apron.</i>			

Overall Job Analysis	Occasional 1-33%	Frequent 34-66%	Constant 67-100%	Comments
Lifting (0-10kg)	X			Minimal lifting and can seek assistance as needed
Sitting	X			Occasional sitting for administrative tasks
Standing			X	Dynamic standing for various tasks
Push/pulling	X			Manoeuvring of a wheelchair and shower chair varies from 5 – 15 kg pending the weight of the resident. The linen trolley is up to 4.5kg. Pushing/pulling forces when using the sling and standing hoist.
Bending/twisting/squatting	X			Occasional sustained squatting. Frequent sustained stooping & occasional kneeling.
Driving				nil
Other:		X		Frequent walking on even surfaces. Occasional stair climbing. Frequent bilateral upper limb gross and fine movements to conduct various tasks between waist and shoulder height. Manual handling of residents using slide sheets and pelvic belts




Suitable Duties

At Catholic Healthcare sites the management team are committed to provision of "suitable duties" in the workplace. We concur that the workplace is the best place for progressive rehabilitation and an essential element to achieving one's return to work/ stay at work goal. Given this we always endeavour to offer "suitable duties" in accordance to the capacity outlined by the respective medical practitioner as per certificate.

Please feel free to contact the supervisor (details on referral form) to discuss suitable employment available to assist in facilitating our employee's recovery.

What the doctor receives

 Phone: 1300 885 265 Fax: 1300 366 858 www.mrinow.com.au referral@mrinow.com.au

Locations all around Australia
Prompt reports enabling early diagnosis & treatment

Medical Imaging Referral

Name: _____* Date of Birth: _____*
Address: _____* Phone #: _____*
_____ Mobile #: _____
Payment Method: _____* Required Fields
 Workers Compensation CTP Claim Veterans Affair Pensioner Medicare
Insurance Company: _____ Claim Number: _____

Examination Required

<input type="checkbox"/> X-Ray	<input type="checkbox"/> Bone Mineral Density
<input type="checkbox"/> MRI	<input type="checkbox"/> Mamography
<input type="checkbox"/> CT	<input type="checkbox"/> Fluoroscopy
<input type="checkbox"/> Ultrasound	<input type="checkbox"/> Nuclear Medicine
<input type="checkbox"/> Cardiac CT	<input type="checkbox"/> Interventional Procedures

Clinical Notes

Referring Doctor Details

Name: _____ Provider Number: _____
Address: _____ Email Address: _____
_____ Phone / Fax #: _____

Average Time From Injury To Medical Appointment

- 2 hours 46 minutes
- Overnight clock stopped



Average Time For Insurer To Receive Certificate Of Capacity

- 17 minutes post medical appointment



WorkCover NSW – certificate of capacity

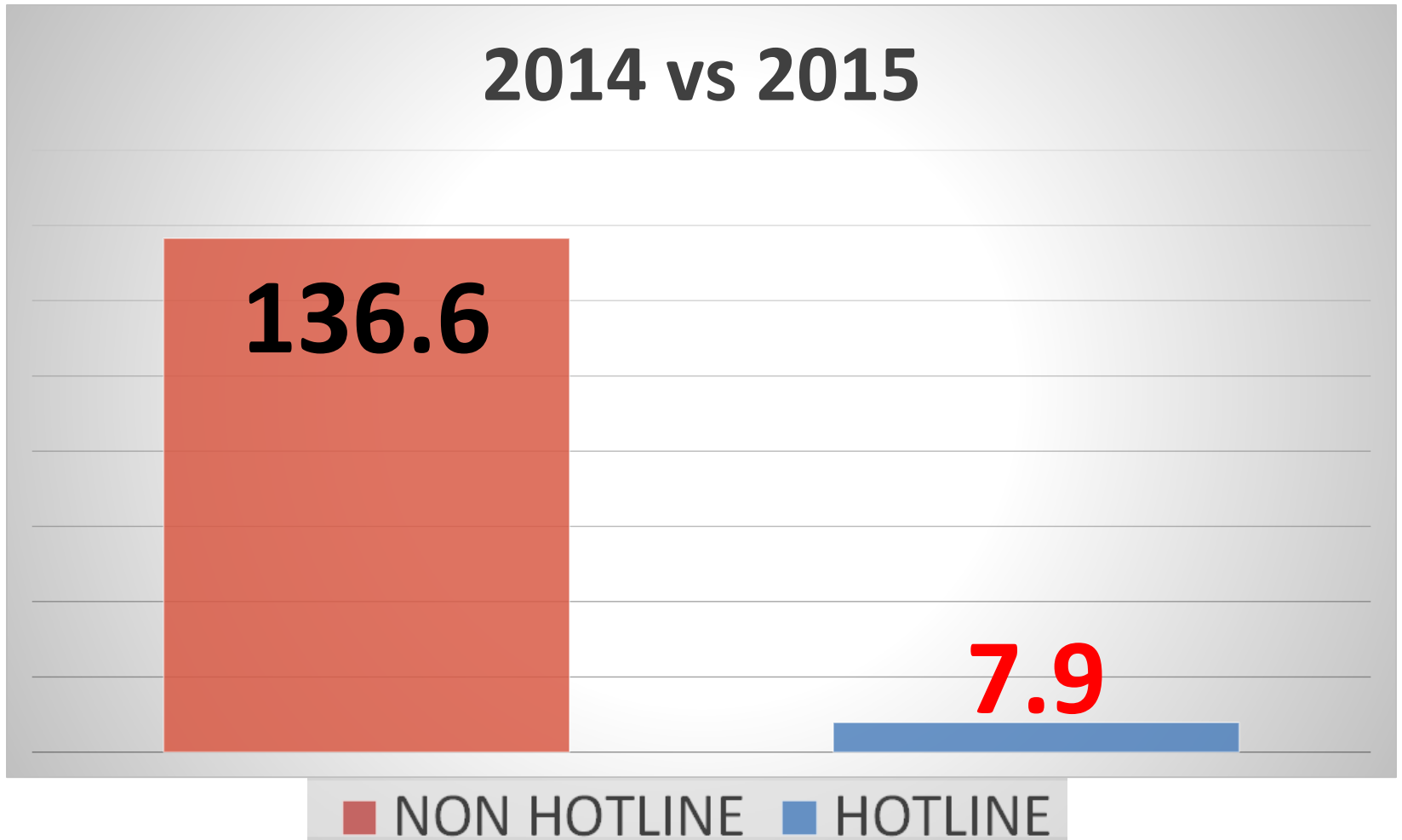
Please ensure all sections are completed. Tick if this is the initial certificate for this claim

PART A – MAY BE COMPLETED BY PATIENT

Patient's first name		Last name	
<input type="text"/>		<input type="text"/>	
Date of birth (DD/MM/YYYY)		Telephone number	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Patient's address			
<input type="text"/>			
Claim number			
<input type="text"/>			
Medicare number			
<input type="text"/>			

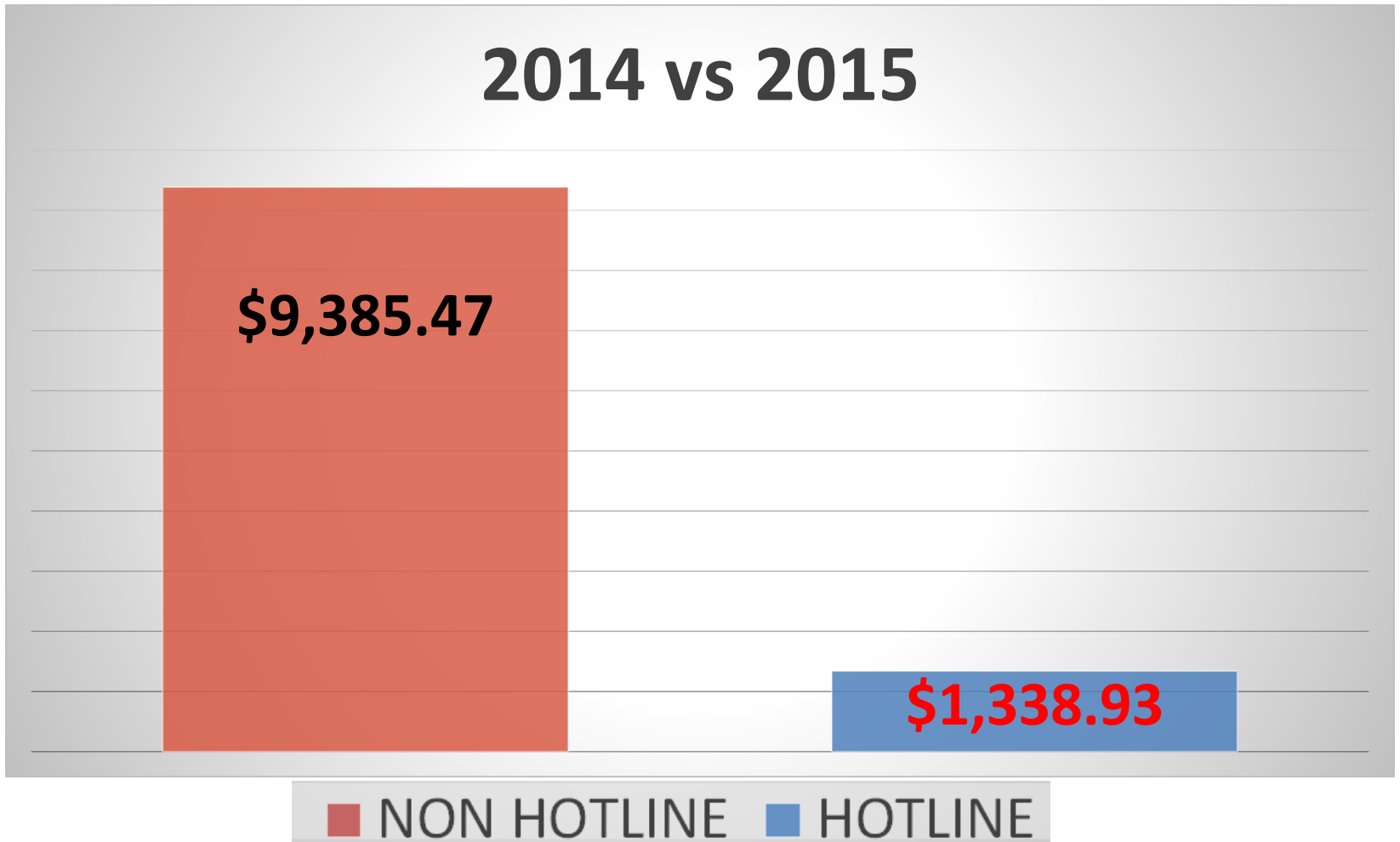
Average Hours Lost

2014 vs 2015



Average Paid

2014 vs 2015



So what have we learned?



The Worker Early Intervention Program has achieved significant outcomes for employees and the organisation. Results under the principles include:

Easy, appropriate and timely access to early intervention

- Consistent employee injury reporting process
- Consistent employee advice and management providing program credibility

Effective injury management

- Standardised training of Service Managers and employees
- Consistent injury management by Service Managers

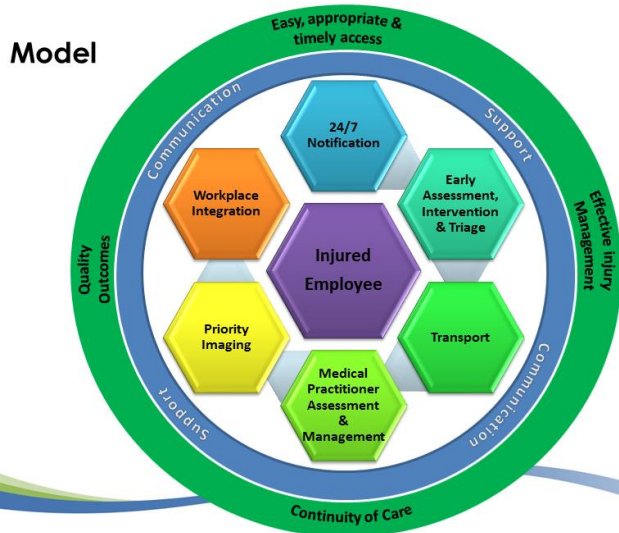
So what have we learned? (continued)

Continuity of care

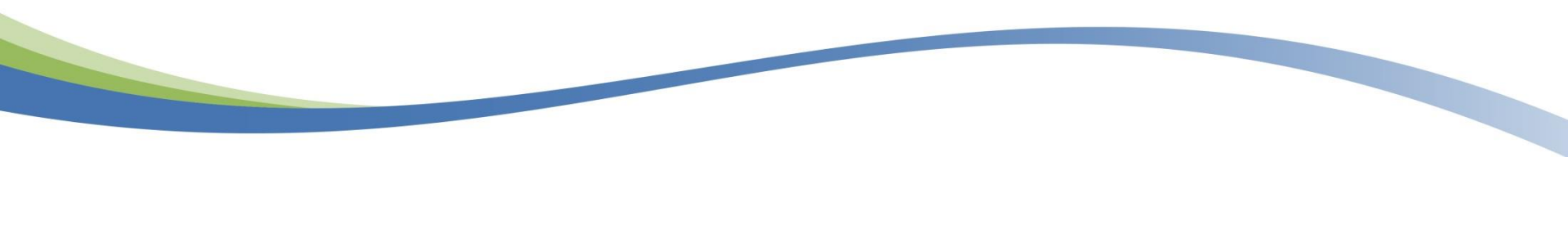
- Continuity of resident and client care
- Reduced impact on Service workforce

Quality outcomes for injured workers

- Immediate referrals, integrated response for assessment, treatment, work, and rehabilitation
- Reduced psychosocial and financial impact for injured workers recovering at work



So what have we learned? (continued)

- Employees feel valued
 - Employee supported at every stage of the process
 - Change in employee expectations
 - Employee engagement
 - Active reporting to the Hotline is now standard practice
 - Provision of task analysis and suitable duties to medical practitioners upfront optimises employee return to work outcomes
 - Effective communication and collaboration is critical for success
 - Insurer supports work health and safety initiatives
 - Program is transferrable to other care providers
- 

Testimonials

I would like to thank you for the introduction of the Staff Injury Hotline. For a small facility of only 40 beds and 28 staff, we don't often have staff injuries. Prior to the staff injury hotline being introduced, when we did have an injury, it had always been so long since the previous one that we had forgotten how to deal with it. The staff injury hotline has really streamlined everything for us and made things so much easier. The follow up that we get after a staff injury assists us to move through the process with ease, and what was often a very frustrating process is now much less cumbersome. (Service Manager)

“Great process, received professional care”. (Employee)

“Since the commencement of the Staff Work Injury Hotline I am more aware of how the staff member is and how we can best assist him or her to return to work. There is always an email that is prompt and concise so that I am ‘in the loop’ at every step of the way. Feedback from staff is that they feel they are cared for and valued in the process”. (Service Manager)

“They look after me very well and the follow up from the doctor was good”. (Employee)

“Thank you for your prompt notification and information about As this is our first contact with you, I would just let to like you know that ... was very impressed with the courtesy and professionalism shown by the people she spoke to. As a Manager it is good to hear such positive feedback on a system I must admit I was a little sceptical about using”. (Service Manager)

“The consultant I spoke to was courteous and understanding, he provided me with clear information and followed through on his call backs”. (Employee)



What's next?

- We aren't satisfied with the status quo
- Improved efficiency and RTW outcomes
- i-pad applications



Technology

- i-pad app that allows for a RTW plan to be completed anywhere at anytime



Questions?

