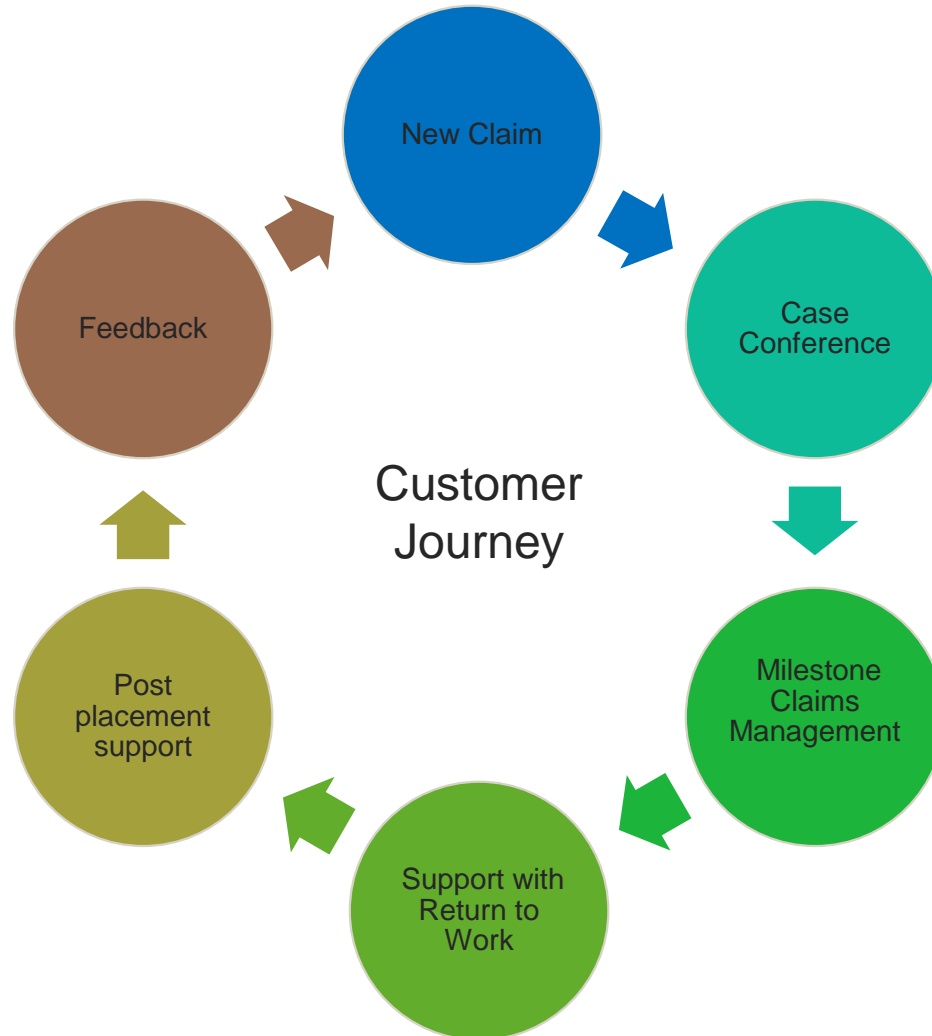


# Digging Deeper into the “Toolbox”

Presenter: Belinda Nicholson

# BT – Digging Deeper into the Toolbox





# DARREN'S STORY

# BT – Digging Deeper into the Toolbox





## CLAIM ADVICE

- ❖ **Claim Details:** 41 yo, male, Income Protection
- ❖ **Injury:** 17/03/2016 - R rotator cuff tear
- ❖ **Treatment:** Surgery (17/03/2016) + rehabilitation
- ❖ **Occupation:** Self employed, Bovine ultra Sonographer
- ❖ **BPS Flags:** Previous claim for shoulder injury 12 months prior (unrelated)  
Job to return to but no light duties - manual and heavy  
Motivated to return to work



## EARLY INTERVENTION/CASE CONFERENCE

- ❖ Initial claim profiling
- ❖ Health Support
- ❖ Ensure clarity on strategy
- ❖ Duration

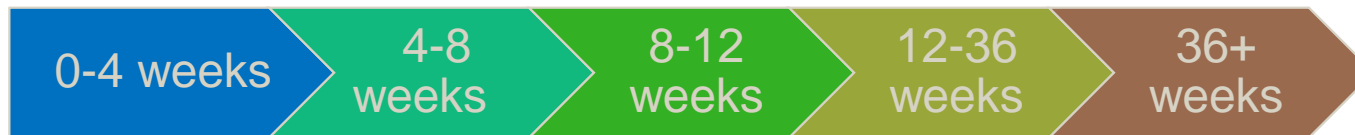


## CLAIM NOTIFICATION

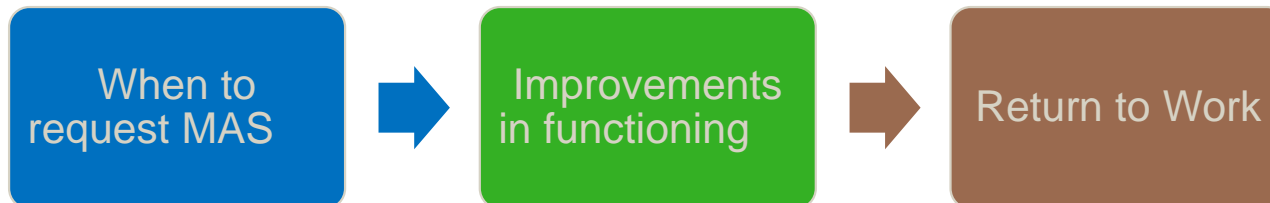
- ❖ **Medical:** 17/03/2016 – operation performed
- ❖ **Occupation:** Unique occupation
- ❖ **RtW Date:** 17/8/16 (5 months post operation)
- ❖ **Duration:** Injury Protocol

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## ❖ Injury Protocols



ORTHOPAEDIC PROTOCOL	0 - 6 WEEKS – ACUTE POST-OP	6 - 12 WEEKS – ACTIVE ROM	12 - 16 WEEKS – EARLY STRENGTHENING	16 WEEKS+ – ADVANCED STRENGTHENING
Click <a href="#">here</a> Click <a href="#">here</a>	Sling remains on <u>Pendular</u> Exercises only No active ROM Passive ROM exercises only Flexion 60-90° max Hydrotherapy from 3 weeks if wound OK	Active ROM exercises Flexion 90-120° max No active ROM against resistance	Full active ROM exercises Abduction 90°+ Lifting 1-2kg weights only No lifting > 3kgs <u>Therabands</u> (yellow/red) No overhead lifting	Exercises progressed into functional positions for ADLs, sports and RTW Increasing weights Sports specific exercises Work specific exercises <a href="https://specialisedhealth.wistia.com/medias/2g0mk6is8b">https://specialisedhealth.wistia.com/medias/2g0mk6is8b</a>





## MILESTONE CLAIMS MANAGEMENT

- Managing a claim by milestones
- Utilising “Injury Protocols” to understand the milestones
- Removing unnecessary requirements
- E-certificates
- Proactive management of a claim





## HEALTH SUPPORT

- ❖ **Treatment:** Physiotherapy
- ❖ **Occupation:** Understand duties and functional requirements
- ❖ **RtW Date:** August 2016
- ❖ **Duration:** On track

## HEALTH OUTCOME MEASURE

Tool to track the improvement in overall health of customers who have engaged in a program of support

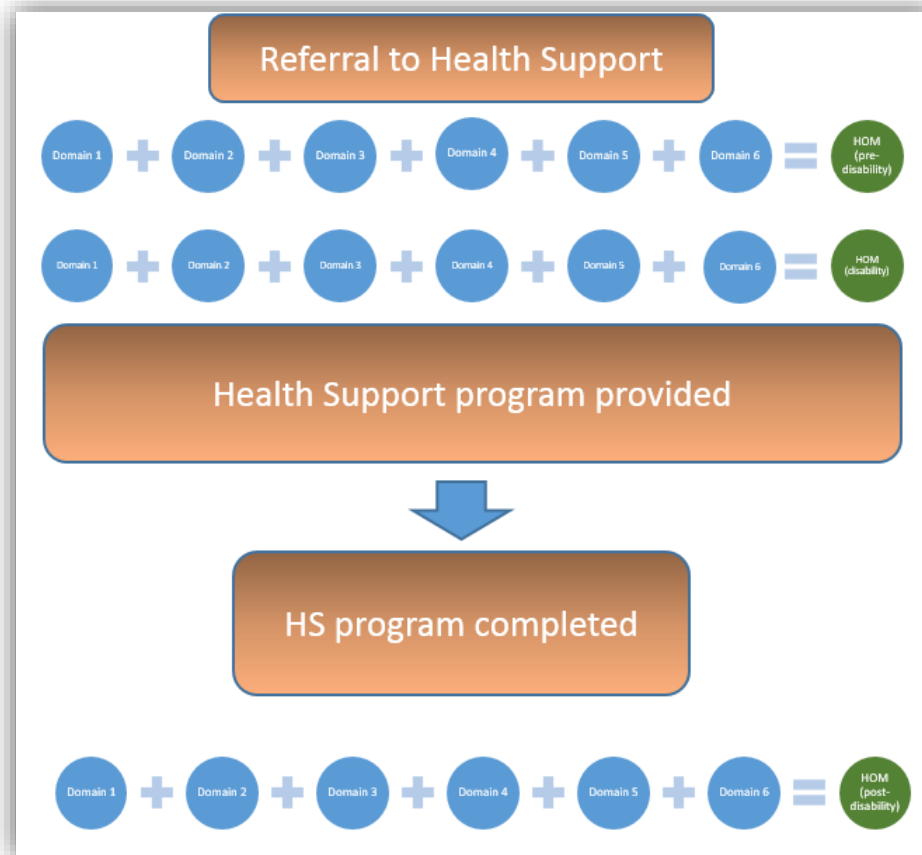
The Measure is derived from 12 questions that cover 6 domains of health:

- cognition, getting along, self care, participation, mobility and life activities.

Information obtained is part of their normal dialogue with a customer (no forms)



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$$\frac{(\text{Post-disability HOM}) - (\text{Disability HOM})}{(\text{Pre-Disability HOM}) - (\text{Disability HOM})} \times 100 = \text{HOM\%}$$



## HEALTH OUTCOME MEASURE

Pre-disability HOM: 59/60

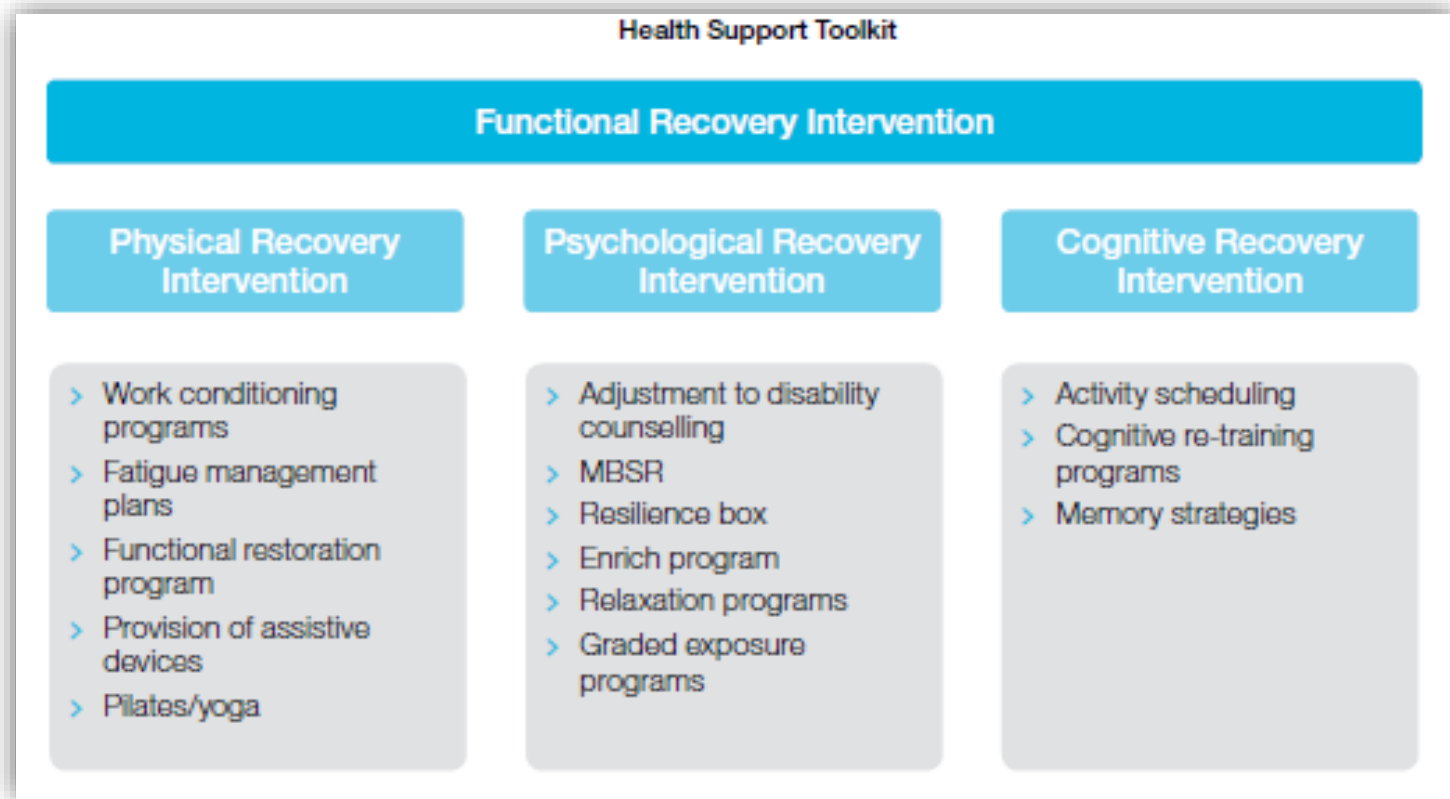
Disability HOM: 46/60

Concentration

Hobbies

Driving

Sleeping



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## REHAB 101

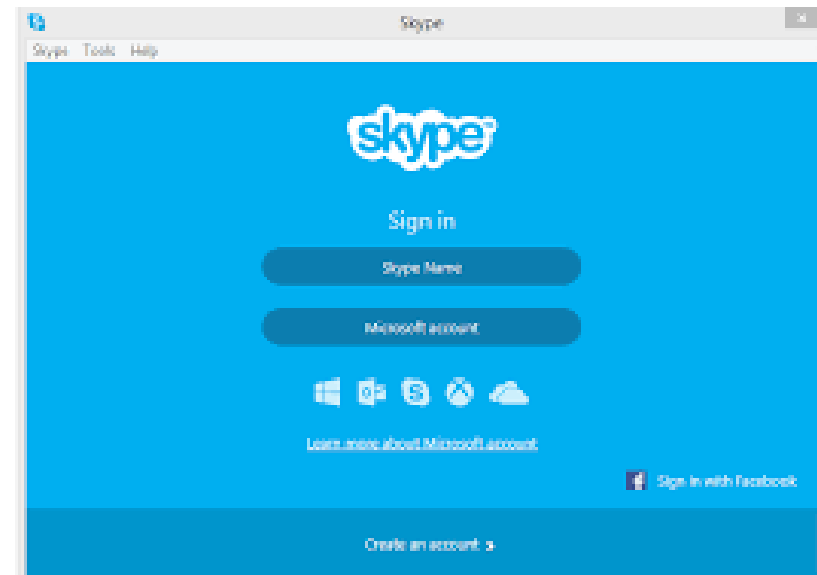
- ❖ Workplace Assessment
- ❖ Collaboration with treating professionals
- ❖ Development of graded RtW plan
- ❖ Provision of equipment
- ❖ Ongoing monitoring of RtW
- ❖ Full time RtW achieved





## POST PLACEMENT SUPPORT

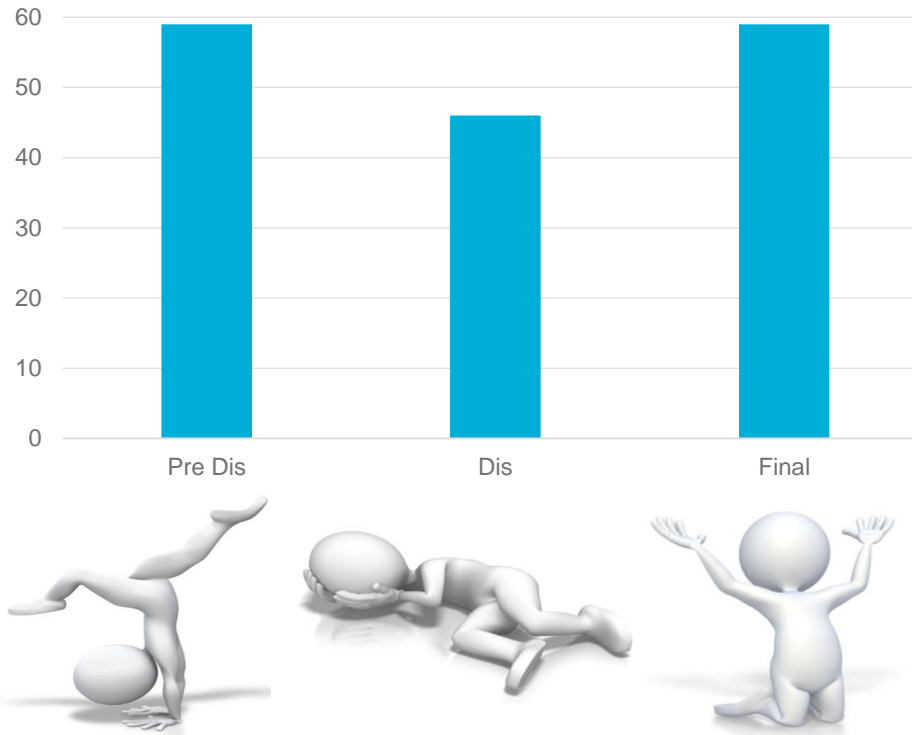
- ❖ Previous injuries
- ❖ Manual occupation
- ❖ Location
- ❖ Use of technology





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Health Outcome Measures



$$\frac{(\text{Post-disability HOM}) - (\text{Disability HOM})}{(\text{Pre-Disability HOM}) - (\text{Disability HOM})} \times 100 = \text{HOM\%}$$



## CUSTOMER FEEDBACK

- ❖ Opportunities
- ❖ Are we meeting our customers needs
- ❖ Adapting and changing the way we do things

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