Challenges and Innovations for Workforce Health

9th International Biennial Congress
on Disability Management and Return to Work

October 14-17, 2018
Vancouver, British Columbia, Canada
Marriott Vancouver Pinnacle Downtown Hotel

Program
The International Disability Management Standards Council (IDMSC), working in collaboration with the IFDM conferences, provides confirmation of 20 CEC hours to current holders of the CDMP and CRTWC professional designations who attend the full IFDM conference and optimize all learning activities.

### PROGRAM

**SUNDAY, OCTOBER 14**

- **2:00 pm – 6:00 pm** | Registration

### MONDAY, OCTOBER 15

- **7:00 am – 8:30 am** | Registration
- **8:30 am – 8:50 am** | Welcome
  - Honourable W. G. Wouters, PC, OC, Chancellor, PCU-WHS
  - Ken Neumann, National Director, United Steelworkers, Co-Chair
  - Dean Winsor, Vice President Human Resources, Teck Resources Limited, Co-Chair
- **8:50 am – 10:00 am** | Plenary
- **10:00 am – 10:30 am** | Break
- **10:30 am – 12:00 pm** | Plenary
  - The end of traditional work – and of Disability Management?
  - Joachim Breuer, President, International Social Security Association, Geneva and Director General, Deutsch Gesetzliche Unfallversicherung (DGUV), Germany
  - Disability Management and Social Security: Changing the Paradigm
  - Francois Perl, Director General, INAMI?RIZIV (Social Security System), Belgium
- **12:00 pm – 1:30 pm** | Lunch
- **1:30 pm – 2:45 pm** | Concurrent workshops
  - SESSION 1
- **2:45 pm – 3:15 pm** | Break
- **3:15 pm – 4:30 pm** | Concurrent workshops
  - SESSION 2
- **4:30 pm – 6:30 pm** | Networking opportunity
## PROGRAM CONT.

### TUESDAY, OCTOBER 16

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>8:45 am – 10:15 am</td>
<td><strong>Plenary – Panel Discussion</strong>&lt;br&gt;The Disappearing Workplace: Challenges and Opportunities for Workers Compensation Systems&lt;br&gt;Statutory, no-fault, occupational injury/disease insurance legislation and systems were first introduced in Germany in 1885, and this model has since been emulated in many countries around the world. Today, these systems are facing a myriad of new challenges with ever evolving impairments, a changing employment landscape, and fast paced technological transformation including new responsibility obligations with respect to a range of circumstances affecting workers’ mental health, increasing use of temporary workers facilitated in large part through increased and cost-effective transportation options and dramatic restructuring of traditional employment relationships. This discussion will include senior executives and thought leaders of national and international workers compensation systems who will not only highlight their changing environment and obligations, but also outline their respective organizations’ strategic and practical responses.&lt;br&gt;&lt;i&gt;Panel Chair: Joachim Breuer, President, International Social Security Association, Geneva and Director General, Deutsch Gesetzliche Unfallversicherung (DGUV), Germany&lt;/i&gt;</td>
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<tr>
<td>10:15 am – 10:45 am</td>
<td>Break</td>
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<tr>
<td>10:45 am – 12:00 pm</td>
<td><strong>Concurrent workshops</strong>&lt;br&gt;SESSION 3</td>
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<tr>
<td>12:00 pm – 1:30 pm</td>
<td>Lunch</td>
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<td>1:30 pm – 2:45 pm</td>
<td><strong>Concurrent workshops</strong>&lt;br&gt;SESSION 4</td>
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<tr>
<td>2:45 pm – 3:15 pm</td>
<td>Break</td>
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<tr>
<td>3:15 pm – 4:30 pm</td>
<td><strong>Concurrent workshops</strong>&lt;br&gt;SESSION 5</td>
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<tr>
<td>6:00 pm – 8:00 pm</td>
<td>Social event</td>
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### PROGRAM CONT.

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<th>Time</th>
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| **8:30 am – 10:00 am** | **Plenary – Panel Discussion**  
Disability and Poverty: Breaking the Cycle  
More than 1.2 million Canadians living with a physical or mental health disability are supported through a provincial or federal social security system, which means living in poverty. In fact, people with disabilities constitute a disproportionate 23% of all people living in poverty across Canada. According to the WHO World Report on Disability, this pattern is replicated across the majority of developed and developing economies, with people with disabilities accounting for a disproportionate percentage of those living below the poverty line. As more than 80% of impairments occur during one’s working life, for those who lose their employment for various reasons due to an impairment, this often triggers the downward path, with very difficult financial, social, psychological and health outcomes. As evidenced through recent federal and provincial consultations, the first imperative raised by people with disabilities was: employment - being part of the workforce and being part of society. Sadly, this outcome pattern, to varying degrees, is replicated around the world where a variety of public policy approaches have attempted to address these issues with often limited success. Our changing employment landscape where increasing precarious work has resulted in less than 50% of workers having non-occupational long-term disability coverage and, in the absence of statutory re-employment obligations, only serves to exacerbate this disturbing cycle. Key leaders will explore the challenge and potential opportunities for positive change.  
*Panel Chair: Honourable Wayne G. Wouters, PC, OC, Chancellor, PCU-WHS* |
| **10:00 am – 10:30 am** | **Break** |
| **10:30 am – 12:00 pm** | **Plenary – Panel Discussion**  
Meeting the Challenge of Mental Health in Today’s Workplace  
Healthy workplaces, work life balance and mental health in the workplace have come under increasing scrutiny in discussions around workplace culture, strategic goals and operating environments. Driven by a multitude of factors including increased general awareness and diagnosis, rapidly rising mental health short- and long-term disability claims and often tragic homelessness, addiction and suicide caused by an underlying mental health challenge drive today’s public discourse and the strategies and actions for many leaders and practitioners across all stakeholder groups. However, the quest for effective solutions is tempered by a range of constraints which can include limited resources at all levels, economic organizational pressure in both the public and private sectors, practical limitations in research, appropriate medical assessment and treatment, and ultimately effective return to work strategies. Renowned experts representing key stakeholders will share their experiences, successful strategies and highlight critical developments in this important field.  
*Panel Chair: Jody Thomas, Deputy Minister University Champion for PCU-WHS and Deputy Minister for Canada’s Department of National Defence* |
| **12:00 pm – 12:30 pm** | **Wrap-up of IFDM 2018 and Hand-over to IFDM 2020, Belgium** |
| **12:30 pm – 1:30 pm** | **Lunch** |
| SESSION 1A | Criterion Validity of the Quickscan questionnaire to assess risk of long-term sickness absence: A cross-sectional validation study  
*Presenter: Kaat Goorts, Belgium*  
The development of a Belgium questionnaire to predict long-term sickness absence is a governmental project to support physicians of sickness fund organisations in rehabilitating patients. According to this research project, the questionnaire is a clinically reliable and valid instrument to select the high-risk patients-group for long-term sick leave. |
| --- | --- |
| SESSION 1A | Assessing the risk of long-term sickness absence: Validation study of a new assessment instrument  
*Presenter: Lode Godderis, Belgium*  
A large scale Belgian governmental project aims to develop and validate a predictive questionnaire for high risk on long-term sick leave. The questionnaire is a support instrument for physicians of sickness fund organisations, so they can focus early return-to-work efforts on the group who needs this the most. |
| SESSION 1A | Construction and validation of an Injured Worker Social Support (IWSS) Scale  
*Presenter: Samantha Ferguson, Australia*  
The construction and psychometric testing of the Injured Workers Social Support (IWSS) scale was constructed to assess perceived informational, emotional, and tangible social support, as well as aspects of psychosocial workplace environment and wellbeing in injured workers prior to and during recovery from a workplace injury or illness. |
| SESSION 1B | From prevention to rehabilitation and back: The cycle of Disability Management in temporary work  
*Presenter: Eckehard Froese, Germany*  
The presentation describes VBG’s (German Social Accident Insurance) specific concept in prevention and rehabilitation. At any time precise description of work tasks and comparison with the employee’s capacity is the key. All preventive protective measures, adaptations of the workplace and rehabilitation measures are derived from this in order to achieve safe and healthy work. |
| SESSION 1B | Factors affecting the return-to-work outcome of migrant workers after a work injury  
*Presenter: Heidi, Siew Khoon Tan, Singapore*  
The challenges of returning migrant workers to work in Singapore after a work injury is significantly greater than for local workers. This study seeks to use real case studies to gain a deeper understanding of the facilitators and barriers that could affect the RTW outcome of migrant workers. |
| SESSION 1B | Low skilled work, aging workforce and the multicultural workplace: New challenges for disability management at the workplace in Switzerland?  
*Presenter: Thomas Geisen, Switzerland*  
Many migrant workers are employed in low skilled work. Growing older in these jobs, which are often difficult, dirty and dangerous (3-D-jobs), means new challenges for workers in relation to health, both physical and mental. Based on that situation, new challenges for disability management will be discussed. |
| SESSION 1C | Work-injury management and return to work in the manufacturing industry in Selangor, Malaysia  
*Presenter: Wei Fern Siew, Malaysia*  
Work-injury management is a vital process to ensure workers’ successful return to work (RTW) following any workplace injury. This study reports on the Social Security Office of Malaysia, nurses, employers and workers’ participation in work-injury management and return to work practices in the manufacturing industry in Selangor, Malaysia. |
| --- | --- |
|  | Return to work in Germany: Disability Management offers possibilities to reach this target  
*Presenter: Oliver Froehlke, Germany*  
The obligation to offer a return to work program for sick and injured employees, which is required by German law, is globally unparalleled. Its goal is to overcome the inability to work and to secure the workplace in the long run. |
|  | Occupational rehabilitation systems for workers with acquired non-occupational health conditions: A European Union perspective  
*Presenter: Donal McAnaney, Canada*  
This presentation provides an overview of the findings of an international review of occupational rehabilitation systems of delivery in 12 EU Member States. It identifies similarities and contrasts between jurisdictions and draws conclusions relating to services and supports for workers with non-occupational health conditions in Europe. |
| SESSION 1D | Promoting informed employees in the disability management process: Construction of a decision aid for employees with a chronic disease concerning disclosure at the workplace  
*Presenter: Mathilde Niehaus, Germany*  
Employees diagnosed with a chronic disease, often encounter the problem of how to deal with their condition at the workplace and whether they should communicate it at all. This project is about the construction of a web-based decision aid that facilitates the disclosure decision in the disability management process. |
|  | Demystifying DM & RTW: How the Ontario Hospital Association in partnership with Desjardins Insurance assists Ontario Hospital employees successfully return to work  
*Presenter: Brenda Clark, Canada*  
This presentation will show how the Ontario Hospital Association in partnership with Desjardins Insurance assisted hospitals throughout the province of Ontario provide a consistent return to work model and enhanced disability management program for those coming back to work following a non work-related illness or injury. |
|  | To disclose or conceal mental health problems in the work environment? A multi-stakeholder focus group study on the disclosure dilemma (preliminary results)  
*Presenter: Evelien Brouwers, Netherlands*  
This presentation focuses on how mental health related stigma and disclosure decisions can affect work participation. Multi-stakeholder views on the expected effects of disclosure in the work environment will be discussed, as well as practical implications on how organizations, professionals and individuals can deal with this problem. |
### MONDAY, OCTOBER 15  SESSION 1 – 1:30 pm – 2:45 pm

| SESSION 1E | Recruiting, retaining and engaging individuals living with a mental illness  
**Presenter: Nitika Rewari, Canada**  
This session will share the business case for accommodating employees living with a mental health disability. We will explore the types accommodations and strategies employers can implement in their disability management policies and practices. Findings from the Mental Health Commission of Canada’s latest research project will be presented. |
| --- |
| Creating evidence-informed theory-driven interventions to increase hiring practices of people with disabilities  
**Presenter: Marc White, Canada**  
Working with human resources professionals, labour representatives, non-profit agencies and other service providers to create targeted resources to increase organizational readiness (awareness, motivation, knowledge and competencies, policies and procedures, support services) and to participate in job recruitment and enhance job retention of people with mental health and physical disabilities. |
| Predictors of employment in a sample of individuals with a serious mental health illness who are receiving community mental health services: Using the Ontario Common Assessment of Need  
**Presenter: Behdin Nowrouzi-Kia, Canada**  
The purpose of this study is to describe the labour market participation of individuals with a mental health illness receiving community mental health services in the following functional centers: intensive case management (CM), assertive community treatment (ACT), employment services, and early psychosis intervention (EPI). |

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### MONDAY, OCTOBER 15  SESSION 2 – 3:15 pm – 4:30 pm

| SESSION 2A | What is episodic disability? A scoping review  
**Presenter: Mary Catharine Breadner, Canada**  
Creating a working definition for workers, unions, and employers is essential to ensuring that workers with episodic disabilities are able to access and participate in work. The aim of this review is define episodic disability and suggest a definition for the workplace. |
| --- |
| The Hidden Workforce (Cancer)  
**Presenter: Graham Halsey, UK**  
Two million people have cancer in the UK. There has been a positive shift in attitudes supporting people through their journey through diagnosis and treatment, less in the workplace. A cancer charity has used the Disability Management model enabling health professionals to work with employers and employees in return to work. |
| Collaboration between a Disability Management program and clinical pharmacists to improve the health and work attendance of employees with migraines  
**Presenter: Monica Herrera and Barbara Gobis, Canada**  
In 2016, Fraser Health Disability Management established an arrangement to refer employees with migraines to the University of British Columbia Pharmacists Clinic to obtain comprehensive medication review and improve employee migraine self-management. Based on feedback and review of absenteeism before and after the referral, we conclude that this service improves health and reduces absenteeism. |
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<tr>
<th>SESSION 2B</th>
<th>Onsite workplace simulation framework to assist with return to work</th>
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<tr>
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<td><strong>Presenter: Tanya Bismayer, Canada</strong></td>
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<td>Innovative approach to assist with RTW. Engages all stakeholders. Allows for focused and customized RTW plans for better success. It can be adapted to other work environments. It encourages individuals to take “ownership” of their recovery. It’s sustainable as it uses the organization’s available resources and indirectly assists with budget containment.</td>
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<tr>
<th>SESSION 2B</th>
<th>EML uses personalized and interactive video as a new way to engage with injured workers</th>
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<td><strong>Presenter: Helena Swindells, Australia</strong></td>
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<td>EngageOne Video technology enables EML to interact with injured workers differently. It uses data to generate videos tailored to each worker, and allows them to choose topics they wish to view. Analytics give insight into what’s important to them, providing EML a new and engaging way to interact with workers.</td>
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<th>SESSION 2B</th>
<th>Can artificial intelligence facilitate the RTW of MSD cases?</th>
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<td><strong>Presenter: Katia Maciel Costa-Black, South Africa and Hector Upegui, Germany</strong></td>
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<td>This workshop will present the results of a collaborative knowledge synthesis project on core components of return to work interventions for workers with musculoskeletal disorders. It will also introduce artificial intelligence (AI) and explore together with the participants if AI can help to better design and recognize effective intervention components.</td>
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<th>SESSION 2C</th>
<th>Analysis of engagement between ethics and return-to-work discourses in respective academic literature</th>
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<td><strong>Presenter: Wentao Li, Canada</strong></td>
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<td>Ethics terminology can guide RTW professionals on how to respond to future challenges. We investigated whether such vocabulary was utilized in RTW academic literature and whether RTW was mentioned in ethics-related journals. We found limited coverage especially for ethics theories in RTW literature and for RTW in ethics literature.</td>
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<th>SESSION 2C</th>
<th>The Return on Work Reintegration</th>
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<td><strong>Presenter: Gregor Kemper, Germany</strong></td>
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<td>The Return on Work Reintegration Study demonstrates the large economic potential of investments into work reintegration. For every dollar invested, employers, social security and society receive an average return of 3.1 times the initial investment after two years.</td>
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<tr>
<th>SESSION 2C</th>
<th>From macro to micro: Global perspectives and strategies on return to work</th>
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<td><strong>Presenter: Vickie Kennedy and Heather Lore, USA</strong></td>
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<td>Hear a global perspective on the roles of stakeholders in return to work to prevent disability, and how jurisdictional agencies benefit from supporting claims stakeholders understand their role, develop a return to work culture, and ways to incentivize return to work.</td>
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**SESSION 2D**

**Prevention and rehabilitation: A twin-track approach in return to work**  
*Presenter: Friedrich Mehrhoff, Germany*  
The message of the lecture: Open the traditional model of segregation between technical inspectors and disability managers to a more cooperative relationship. This kind of strategy facilitates to reach the goal of retaining and returning the employability.

**Preventing delayed recovery by adopting a biopsychosocial approach**  
*Presenter: Marcos Iglesias, USA*  
Delayed recovery presents a challenge to employers and is harmful to the employee. A biopsychosocial approach addresses disability holistically and effectively. We will explore ways to identify medical, psychosocial, psychiatric, work and system barriers to function and learn the tools available to address them.

**Disability Prevention: Navigating the road to recovery**  
*Presenter: Paul Petrie and Paul Henczel, Canada*  
This co-presentation will include an innovative approach to disability prevention that focuses on the supports needed for maximizing recovery, particularly for complex multiple disability conditions and “hidden” mental and psychological disabilities. It will speak directly to the theme: Overcoming key health barriers to successful work outcomes.

**SESSION 2E**

**Employment and economic security for persons with disabilities: Findings from the Canadian Survey on Disability 2012**  
*Presenter: Gail Fawcett, Canada*  
Employment is a key protective factor against poverty; however, many Canadians with disabilities find it difficult to obtain and retain employment. We examine the employment/income link for persons with disabilities to identify key groups at risk of poverty due to lack of employment, discrimination, and/or lack of accommodations.

**The analysis of standard workplaces for the disabled for their promotion**  
*Presenter: Won Ho Kim, Republic of Korea*  
This study examined the actual conditions of people with disabilities (PWDs) working in standard workplaces for the disabled (SWD) and the actual conditions of those workplaces. Based on the analysis result, we suggested several recommendations to improve the conditions of the SWDs.

**Hospital-to-Work Program in Singapore**  
*Presenter: Simon Tay, Singapore*  
This session will report on the achievements of the Hospital-to-Work (H2W) which was implemented as a national program supporting persons with disabilities in their transitions to employment through a case management approach.
### SESSION 3A

**When the treatment becomes the barrier: Addressing new challenges facing DM Professionals**  
*Presenter: Dawn Yearwood, Canada*

This presentation explores the challenges and impact of cannabis and opioids as prolonged treatment options on accommodation and return to work. Identifying strategies, tools and resources disability management professionals can use to address these barriers will be the focus of this session.

**How antidepressant and psychotherapy treatment utilization for depressive disorder influences work disability**  
*Presenter: Fraser Gaspar, USA*

Our findings illustrate the wide variability in mental health treatment utilization. Antidepressant and psychotherapy utilization were found to be generally outside treatment guidelines. Finally, work disability was influenced by treatment and adherence to treatment.

**Addiction medicine in the workplace in 2018**  
*Presenter: Anne Sophie Marsolais, Canada*

A four year medical implementation process in a 2,800 employee workplace reveals that assisting employees in their search for treatment, and educating employers on how to assist and accommodate employees in great need are an important investment in preserving jobs and dignity, and in ensuring a secure and safe workplace.

### SESSION 3B

**Barriers and facilitators for return to work of workers with mental health problems: A multi-stakeholder perspective**  
*Presenter: Margot Joosen, Netherlands*

In this session, the audience will learn about barriers and facilitators of work participation after sick leave in workers with common mental disorders, from the perspective of workers, managers, mental health professionals, occupational health professionals and general physicians. Also, practical implications for occupational health and safety professionals and HR managers will be discussed.

**Negotiating workplace accommodations for employees with mental illness: An evolving, interactive process**  
*Presenter: Rebecca Gewurtz, Canada*

The purpose of this research was to explore the process by which workplace accommodations are negotiated for people with mental illness. It draws on qualitative data collected from interviews with employees, managers, human resources professionals, and disability management professionals. The findings highlight recommendations to improve work disability practices within organizations.

**Revisiting an integrated model to disability management [by applying a common approach to managing occupational and non-occupational claims]**  
*Presenter: Sami Jarjoura and Bill Dyer, Canada*

Many employers have introduced disability management programs within their workplaces, yet fall short by not engaging in an integrated approach. This presentation will explore the benefits to all stakeholders in introducing and applying a consistent approach to occupational and non-occupational illness and injury in their workplace.
SOCSO Tun Razak Rehabilitation Centre: Best Practices in Successful Return to Work & Sustainability at Work for Amputees
*Presenter: Nazatul Akma Binti Zawawi, Malaysia*

Amputees are often identified as disabled, but working without difficulty, compared to those with more severe impairments. Working while wearing a prosthesis carries a risk of complications especially if there are underlying health conditions, e.g. diabetes, hypertension, etc. Multidisciplinary involvement in disability management approach at Tun Razak Rehab Centre has managed to identify and overcome barriers that can affect the return to work outcome and sustainability of amputee workers.

Evidence of the positive impact of Health Benefits of Good Work concepts on early intervention treatment
*Presenter: Anne Cherry, Australia*

Across Australia, the Health Benefits of Good Work public awareness campaign, in tandem with behavioural economics approaches, is having a positive effect on General Practitioners’ certification practices – leading to measurable, positive impact on reducing the potential detriments that worklessness can lead to.

Changing focus, changing lives – Focusing on abilities, workplace options and early return to work
*Presenter: Janet Henry, Canada*

Flowing from the CBDMA recommendations, the Enhanced Disability Management Program was developed and implemented province wide. Building on best practice recommendations, Vancouver Coastal Health Authority brought rehabilitation and return to work services in house. Working jointly with key stakeholders, employees receive individualized CMPs, support for ongoing chronic conditions and options for alternative work.

Implementation of the Disability Management training program and certification in Belgium: Steps taken
*Presenter: Saskia Decuman, Belgium*

In 2014 NIHDI obtained the license to organize in Belgium the DM training and certification. A structured process was followed for implementation. 122 students followed the training. 42 people participated in the first exam: 27 took the CRTWC test and 15 the CDMP test. A total of 25 passed (18/27 CRTWC; 7/15 CDMP).

Implementing an International Disability Management Training Program in Belgium: Lessons Learned
*Presenter: Marie-Claire Lambrechts, Belgium*

In 2016, a consortium of various universities and non-profit organizations implemented a training program of the National Institute of Disability Management and Research in the Belgian context. After evaluation, we report now the success factors and barriers of this implementation process.

Linking prevention with rehabilitation – Partnership actions of Germany and Africa
*Presenter: Christian Bochmann, Germany and Frédéric Ntimarubusa, Africa*

The presentation will showcase how to link prevention with rehabilitation by networking, social dialogue and knowledge transfer, based on innovative partnership actions of the German Social Accident Insurance (DGUV) and the East and Central Africa Social Security Association (ECASSA). The findings are relevant for many international social development programs.
| SESSION 3E | A total health approach for workplaces: Linking prevention to return to work  
**Presenter: Tyler Amell, Canada**  
Workplaces today continue to struggle with both injury and illness prevention efforts as well as disability management efforts. This session will present a new, integrated model that workplaces can adopt to improve their overall approach to workplace health with an emphasis on disability prevention. |
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|  | Workplace culture and environment: The impact on disability claims management  
**Presenter: Jeff Verrill and Don Russell, USA**  
A claims professional’s work experience could mean the difference between a satisfactory and unsatisfactory claims outcome. Based on observations of a broad cross-section of disability claims operations in the US, the presenters will offer their perspectives on how culture and work environment can impact results. |
|  | A retrospective analysis of employers’ DM policy and practice 2004-2016  
**Presenter: Donal McAnaney, Canada**  
This presentation summarizes the findings of an analysis of data extracted from 344 anonymized Consensus Based Disability Management Audit (CBDMA) reports carried out in five countries between 2004 and 2016 and covering 15 different industrial sectors. Domains of good disability management practice and areas for improvement are described. |
| SESSION 3F | Program planning: Investigating the impact of educational webinars on disability prevention and management  
**Presenter: Marc White, Canada**  
Researchers investigated knowledge uptake and action plans arising from attending one or more “research to practice” webinars concerned with disability prevention and management. Over half the attendees identified themselves as responsible for disability management. Knowledge uptake and action plans were assessed for congruence with evidence and learning themes were identified. |
|  | Professional knowledge and training in increasing Disability Management process for workforce development in inclusive education and social development for people with disabilities in Nigeria  
**Presenter: Innocent Kalu, Nigeria**  
Thrust for successful implementation of inclusive workforce disability management process is development of professional knowledge, to accelerate workforce. Training for inclusive workforce development includes, legislative framework, equal opportunities, robust advocacy on the rights of persons with disabilities. Formulating strategy for managing disability issues and consultation with representatives in the workforce are recommendations. |
|  | Equipping health professionals to become return-to-work coordinators in public hospitals  
**Presenter: Heidi, Siew Khoon Tan, Singapore**  
With the launch of the hospital-based RTW program in Singapore in November 2017, 28 health professionals have since been trained as return to work (RTW) coordinators. This study seeks to understand the impact of the training program in equipping health professionals with the competencies of RTW coordinators. |
The Weller-Database: IT-Tools to manage a rehabilitation process and how to apply the Weller graphical guide with therapy plan

*Presenter: Katharina Scheidet, Germany*

The Weller-Database is able to provide a highly accurate prognosis of the expected recovery time. With Weller, the healing process of an injured person will be improved, the fitness to work is restored more quickly and the work time lost can be reduced.

Application of the client-focused return-to-work model in BC industry

*Presenter: Derek Sienko, Canada*

This presentation focuses on a flexible and integrated model of disability management, the Client-Focused Return to Work Model, and its success for a medium-sized BC organization. Use of this model resulted in greater employee satisfaction and reduced absenteeism over a three-year period. The model provides a basis for future application and research.

The use of Customer Journey Mapping and Client Personas

*Presenter: Karen Munk, Australia*

The use of Customer Journey Mapping and Client Personas in the complex Police worker’s compensation portfolio has supported a tailored approach to the delivery of services using a customer centred approach. Personas help illustrate a client’s needs and allows the delivery of information and services at the right time.

Working toward better outcomes

*Presenter: Mark Pittman, Australia*

Improved recovery rates can be achieved where a collaborative, whole of person approach is adopted. Utilizing a biopsychosocial framework, underpinned by behavioural economics principles, results in workers who are more engaged, in control of their own recovery and have a faster return to work rate.

Overcoming barriers and challenges to the introduction of return-to-work arrangements: Developing world perspectives

*Presenter: Marius Olivier, Australia*

Significant barriers prevent the establishment of a return to work (RTW) system in a developing world context. This contribution presents findings of a desktop review of available literature and reflects the practical experience of the authors in identifying and overcoming challenges to the introduction of RTW in parts of the developing world.

Legal and policy approaches to implementing a return to work program in Singapore

*Presenter: Sylvia Teo, Singapore*

RTW is currently not legislated in Singapore. Hence, the take up of RTW has been slow. This paper describes the measures taken by the government to fund the implementation of RTW clinical services in public hospitals and address the gaps including the lack of capabilities and know-how to implement RTW.
| SESSION 4C | Assessing cognition and cognitive demands in stay at work  
**Presenter: Nancy Gowan, Canada**  
Accommodation of Mental health conditions requires a standard objective assessment process. This workshop will show how accommodation of cognitive limitations has been undertaken within a national financial institution to support improved stay at work options for employees when mental health conditions impact cognition. |
| Reasons behind lack of workplace accommodations:  
**Insights from the Canadian Survey on Disability 2012**  
**Presenter: Jeffrey Hughes, Canada**  
Many Canadians with disabilities have unmet needs for workplace accommodations, either due to employer refusal, or because they have not asked for accommodation. Paying close attention to “invisible disabilities” and the impact of past discrimination, we examine workers’ decisions about whether or not to request accommodation and employers’ reactions. |
| Workplace- and system-based interventions on return to work and recovery for musculoskeletal and mental health conditions:  
**A systematic review**  
**Presenter: Kim Cullen, Canada**  
The burden of managing musculoskeletal pain and injuries (MSDs) and mental health (MH) conditions in the workplace is substantial. The primary objective of this review was to synthesize evidence on the effectiveness of workplace- and system-based interventions for RTW and recovery after a period of work absence. |
| SESSION 4D | Mental health – A universal asset  
**Presenter: Graham Halsey, UK**  
Mental illness has a significant financial impact on the economy not just for the headline conditions such as PTSD. 60-70% of people with common mental health problems are in employment but need support to remain in the workplace. |
| Health Lift: Understanding cognitive impairment and impact on employee performance  
**Presenter: Karen Seward Adams, Canada**  
This session is to gain awareness of cognitive impairment and its impact on health outcomes. This session will discuss a new research tool used to identify cognitive impairment. Focus will be on how to support and treat cognitive impairment and role in prevention and return to work. |
| Mental health: The last workplace taboo? A UK perspective  
**Presenter: Gemma Hope, UK**  
This session will present the findings of a survey of 550 employers at the end of 2017, using the same questions as surveys completed in 2006 and 2009, which showed that while more employers had policies and procedures in place to support people with mental health, the level of stigma towards disabled people with mental health conditions had increased. |
### SESSION 4E

#### Stakeholder collaboration in the development and implementation of a behavioural activation intervention to target psychosocial risk factors for delayed recovery

*Presenter: Michael Sullivan, Canada*

This presentation will describe the development and implementation of a risk-targeted intervention designed to foster successful recovery of injured workers in New South Wales public hospitals.

#### Key stakeholders: The union representative’s role within the Enhanced Disability Management Program (EDMP)

*Presenter: Lani deHek, Canada*

EDMP is a leading edge disability management program focusing on collaboration and is inclusive of employer and union representatives to support and assist ill and injured employees safely and effectively return to work. The union representative plays an integral role throughout the process and particularly with complex files.

#### Managing workplace accommodation in a unionized workplace environment: A workplace model

*Presenter: Viki Scott, Canada*

This session introduces an integrative, consensus, interest based workplace model to assist workplace parties, especially in “safety sensitive” workplace environments, with developing a successful, effective and results based workplace accommodation program for physical and psychological disabilities.

### SESSION 5A

#### Innovative approaches to help employees return to health and work sooner

*Presenter: Georgia Pomaki, Canada*

Working with specialized providers, Manulife initiated five ground-breaking pilot programs to explore innovative treatment options for employees on disability. Earlier, personalized, intensive and return to work focused treatment is offered to employees with mental and musculoskeletal disorders. Pilot findings and ways to initiate effective treatment programs in disability management, will be presented.

#### Injured workers return to work: Issues and challenges

*Presenter: Shakir Saad, Malaysia*

This paper examines issues and challenges faced by injured workers who successfully returned to work following a case management disability program implemented by Social Security Organisation Malaysia (SOCSO). Data will be obtained through in-depth interviews of 20 workers who have returned to work to the same employer or different employer.

#### Personal assistant for injured employees during the rehabilitation process: Russia’s experience

*Presenter: Sergey Aleshchenko, Russia*

The session will present Russia’s experience from the project Personal Rehabilitation Manager for injured people at the workplace. It will detail the rehab manager’s role in retraining injured people using innovative technologies for restoring working capabilities in rehab centers under the management of the Social Insurance Fund of Russia. It will also include the project “Social Navigator”, championed to facilitate better communication between injured/disabled persons and the Fund so individuals can order or browse technical aid equipment by using an online mobile application.
| SESSION 5B | Mental traumatisation caused by violent events in the workplace: How the BGHW can help  
Presenter: Kerstin Wenske, Germany  
After explaining the tasks of the German statutory accident insurance and the difficulty handling occupational mental traumatisation, there will be explained how the BGHW tried to solve these problems. |
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| How to enhance return to work of burned-out employees? A qualitative study of professionals’ perspectives  
Presenter: Charlotte Lambreghts, Belgium  
Return to work interventions can prevent long-term work disability. The aim of this study is to explore professionals’ perceptions of return to work interventions for burned-out employees. During focus groups with professionals, several themes were discussed: diagnosis of burnout, best time to start treatment, role of different stakeholders, communication between stakeholders. |
| Innovation in return to work: A coordinated interdisciplinary team approach to mental stress injuries  
Presenter: Evie DoCouto, Canada  
This presentation will demonstrate that the Workplace Safety & Insurance Board’s evidence-based, and customer-centric, coordinated interdisciplinary team approach for individuals who sustain a work-related mental stress injury (which brings together the worker, healthcare community, employer and our specialized workforce) leads to optimal outcomes for all parties. |
| SESSION 5C | Returning injured workers to work: Experience of case managers in Malaysia  
Presenter: Rosmawati Mat and Halimah Awang, Malaysia  
This paper discusses the challenges faced by case managers based on their experiences. Data will be collected through focus group discussions involving 25 case managers from various SOCSO offices throughout the country. Five focus groups of five case managers per group will be conducted using a semi-structured discussion guideline. |
| Case Management under SOCSO’s Return to Work Program: The perspectives on hiring disabled workers among stakeholders  
Presenter: Fatimah Zahra, Malaysia  
Four case studies from ‘Diseases’ category had been chosen for this specific purpose, to obtain the workplace perspectives on disability management at a workplace micro level. Case management approach coordinated by SOCSO case manager to help the workers through systematic planning including the comprehensive rehabilitation, and intervention from various stakeholders. |
| A national collaborative approach to improve work participation: An Australian cross-sectoral perspective  
Presenter: Jennifer Taylor, Australia  
This presentation will report on a ground breaking national Collaborative Partnership for Work Participation. The partnership brings together public and private sectors to focus on breaking down silos which systems operate in to improve service delivery; helping employees, businesses and GPs to focus on work as part of recovery. |
### SESSION 5D

**Communication gaps within large and complex organizations and their contribution to avoidable disability days: A systems-based study**  
*Presenter: Arif Jetha, Canada*

Our study takes a systems perspective to examine return to work communication within three municipalities in Ontario which were characterized as being large and complex organizations. We uncover potential communication gaps and opportunities for intervention.

**The Disability Confident Employer Program**  
*Presenter: Tiffany Kelly and Ciara Williams, Canada*

Funded by the Government of Canada, the Canadian Council on Rehabilitation and Work (CCRW) will produce the pilot Disability Confident Employer Program consisting of an interactive online training of best-practices that will educate and train 50 employers, collectively, in Alberta, Ontario, and New Brunswick who are currently hiring persons with disabilities and certify them as Disability Confident.

**Creating mentally healthy workplaces**  
*Presenter: Kristin Tugman and Wendy Coduti, USA*

Mental health impacts employers on many levels yet interventions and best practices can be adopted to help mitigate the costs for both employer and employee. Creating psychologically healthy workplaces can be done throughout the employment process including insurance design and structure and accommodations provided by the employer.

### SESSION 5E

**Examining the link between total health, resiliency, mental health, and presenteeism**  
*Presenter: Bill Howatt, Canada*

To examine the interactions between employee total health, resiliency, engagement, and productivity and to highlight some specific actions employers can take for developing a presenteeism prevention plan.

**The impact of presenteeism on health and productivity in the workplace**  
*Presenter: Tyler Amell, Canada*

Workers and workplaces today are faced with an ever increasing burden of chronic disease. This burden impacts both absenteeism and presenteeism. This presentation will provide the conference audience with a state of the art meta-analysis and synthesis of the impact of chronic disease upon presenteeism.

**Workplace practices and policies to support workers with depression**  
*Presenter: Kim Cullen, Canada*

The burden associated with depression in the workplace is extensive. Workers with depression lose more productive time and have higher rates of absenteeism and job turnover than those without depression. This study provides evidence-informed workplace strategies to support individuals experiencing depression through the creation of an innovating implementation guide.
IFDM 2018 is hosted by the Pacific Coast University for Workplace Health Sciences (PCU-WHS), a statutory, not for profit, degree granting University focused on health and safety, prevention, health promotion, disability management and return to work, rehabilitation, and leadership studies.

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