

Mental health compensation challenges and opportunities

International Forum on Disability Management plenary panel

Brian Jarvis / Chief Operating Officer, October 16, 2018

Agenda

Introduction

Mental Stress Injuries Program

Mental health prevention in the workplace

Questions

Introduction to the WSIB

Here to help.



Our vision

Make Ontario the safest and healthiest place to work and set the standard for outcomes in recovery, return to work, occupational health and claims decision-making.

Mental Stress Injury Program

Legislative timeline

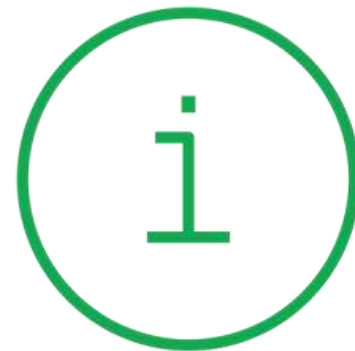


Mental stress injuries program

Triage and
initial decision-
making



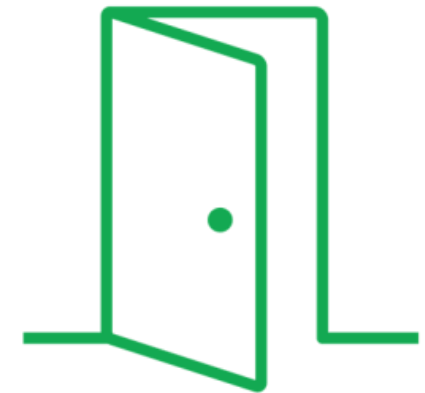
Inquiry



Case
management



Recovery and
return to work



Health care services

Community Mental Health Program

- For all people with a WSIB registered claim who require psychological assessment or treatment
- Collaboration with the Ontario Psychological Association

Community Mental Health Network

- Network of psychologists and psychiatrists across Ontario
- All health-care providers registered with the network can be found in a public directory

Specialty Programs

- Provide fast access to expert specialists for people with work-related injuries or illnesses
- Specialize in recovery and achieving a healthy and safe return to work by providing assessment and treatment of more complex injuries and illnesses
- Includes a specialty program on mental health

Challenges and barriers to recovery and return-to-work

Non-linear recovery

Course of recovery for mental stress injuries is non-linear due to a higher chance of relapse.

No recovery guidelines

No Official Disability Guidelines (ODG) for mental stress injuries making it more difficult to set return-to-work and recovery goals.

Functional abilities may not translate to return to work

Activities of daily living may not translate to ability to return to work. In physical injuries we expect the treating practitioner to provide physical restrictions. Mental stress injuries are characterized less by restrictions and more by symptoms.

Nature of mental stress injuries is not always understood

Some employers do not understand the nature of mental stress injuries and continue to view return to work for these claims in the same way as physical injury claims. For example, many employers wait for functional abilities before offering suitable work.

Our approach to improving return-to-work and recovery outcomes

Supportive communications

- Empathetic and non-judgmental approach
 - Building a trusting relationship and work readiness by meeting with an injured person and their treating practitioner without the employer
 - Providing employer support
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Interdisciplinary approach

- We work together with the injured person, their health care professionals and employer
 - WISB team that can be made up of a Case Manager, Return-to-Work Specialist, Nurse Consultant and a Professional Practice Leader
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Monitoring recovery

- Monitor through regular contact with the treating health care provider
 - If recovery is not progressing we make a referral to our mental health specialty program
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Mental health prevention in the workplace

Preventing mental stress in the workplace

Everyone
has a role



Be proactive
by promoting
mental health



Support those who
report substantial
stressors like bullying
or harassment



Promote
workplace mental
health prevention
resources



Questions

