

10/05/19

**What works in
helping
employees
back to work?**

10/05/19

1. About Me/Innovate
2. What is VR
3. When to help
4. Who to help
5. How to help
6. Reviewing progress
7. Questions

About Me / Innovate

Alexandra Pugh
Client Services Director



Established 2011

Services insurance, OH/case management and corporate markets

Services include specialist assessments, case management, diagnostics and treatment

Multi-disciplinary teams each servicing client sectors



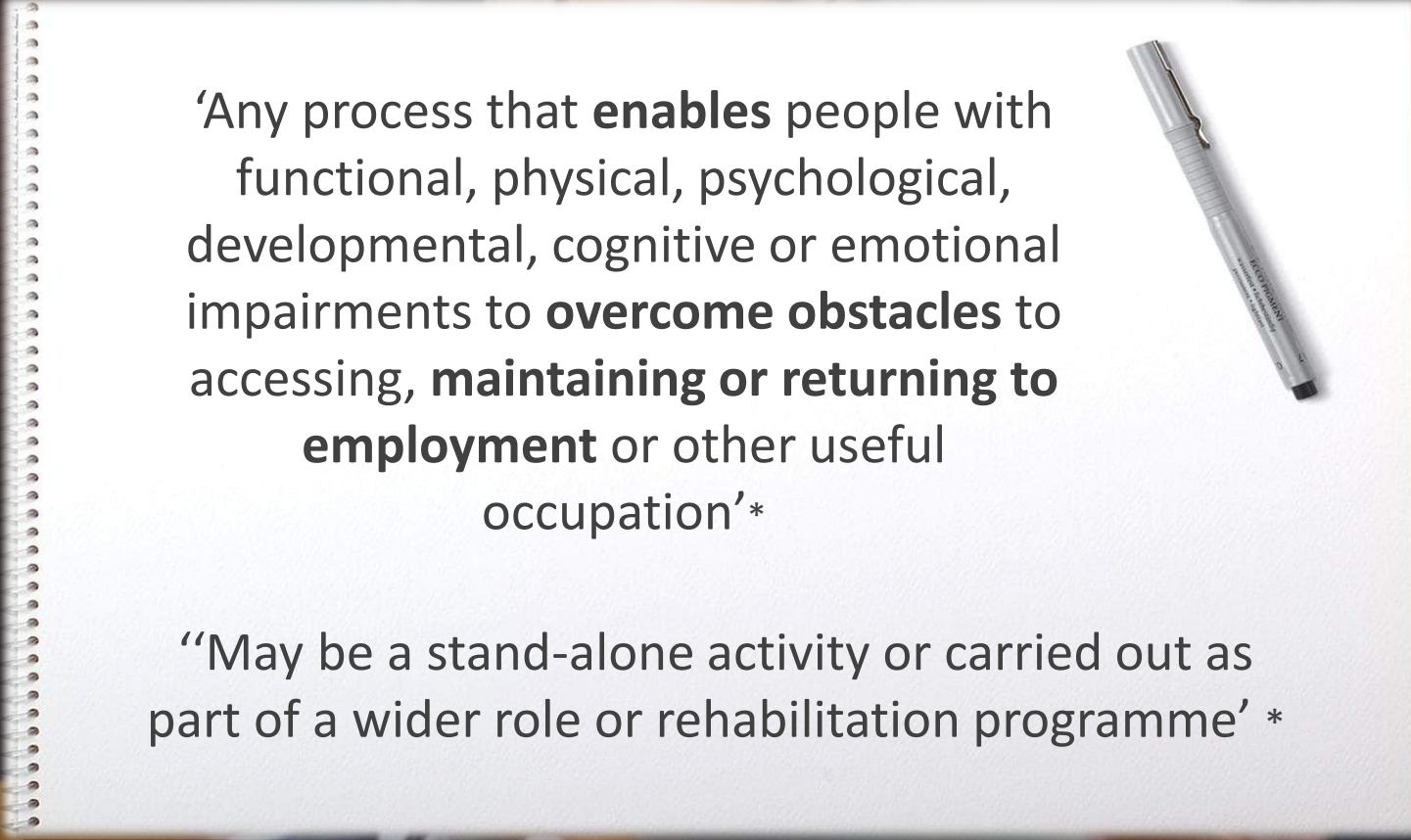
Case Management Company of the Year Winners 2018



What is VR?



What is VR?

A white spiral-bound notebook is the central focus, with a silver marker resting on its surface. The notebook is placed over a blurred background of people in a meeting or classroom setting.

‘Any process that **enables** people with functional, physical, psychological, developmental, cognitive or emotional impairments to **overcome obstacles** to accessing, **maintaining or returning to employment** or other useful occupation’*

“May be a stand-alone activity or carried out as part of a wider role or rehabilitation programme’ *

What is VR?

Maximising an individual's participation in the workforce

Work with people:

- Struggling at work
- Absent from work to return to prior role
- Absent from work to re-enter alternative employment



When



When

ASAP!

Ideally before an absence; when struggling

Open communication channels as soon as feasible

The longer the absence, the harder and longer the journey back



Teamwork



Teamwork

Who are the stakeholders?

Who are the influencers?

Who is already involved and doing what?

Make sure everyone's on the same page

Communication, communication!!

Motivational interviewing



Dispelling myths



Dispelling myths

Work will hinder
my recovery

Work will make
me ill again

I have to 100% recovered to
return to work

It was because
of work that I
became unwell



Identifying the goal



Identifying the goal

Determine from:

- Employee
- Employer contacts
- Treating practitioners
- Others involved

Medical situation including functionality, treatment plan and prognosis.

Employment status/situation

Job role requirements

Company environment

Employee's expectations and aspirations

Adaptations/adjustments feasible short-term and long-term

Identifying the goal

Previous role & employer – no adjustments

Previous role & employer – adjustments

Alternative role & same employer

Previous role & different employer

Alternative role & different employer

Identifying the hurdles



Identifying the hurdles

Barriers

Anticipated
challenges

Fears/worries

Employee

Employer

Others
involved

In work

Out of work



Resources



Resources

Public

Private

Company

Other

Private diagnostic and/or treatment

Access to Work

Equipment



Identifying the journey



Identifying the journey

Stages

Solutions

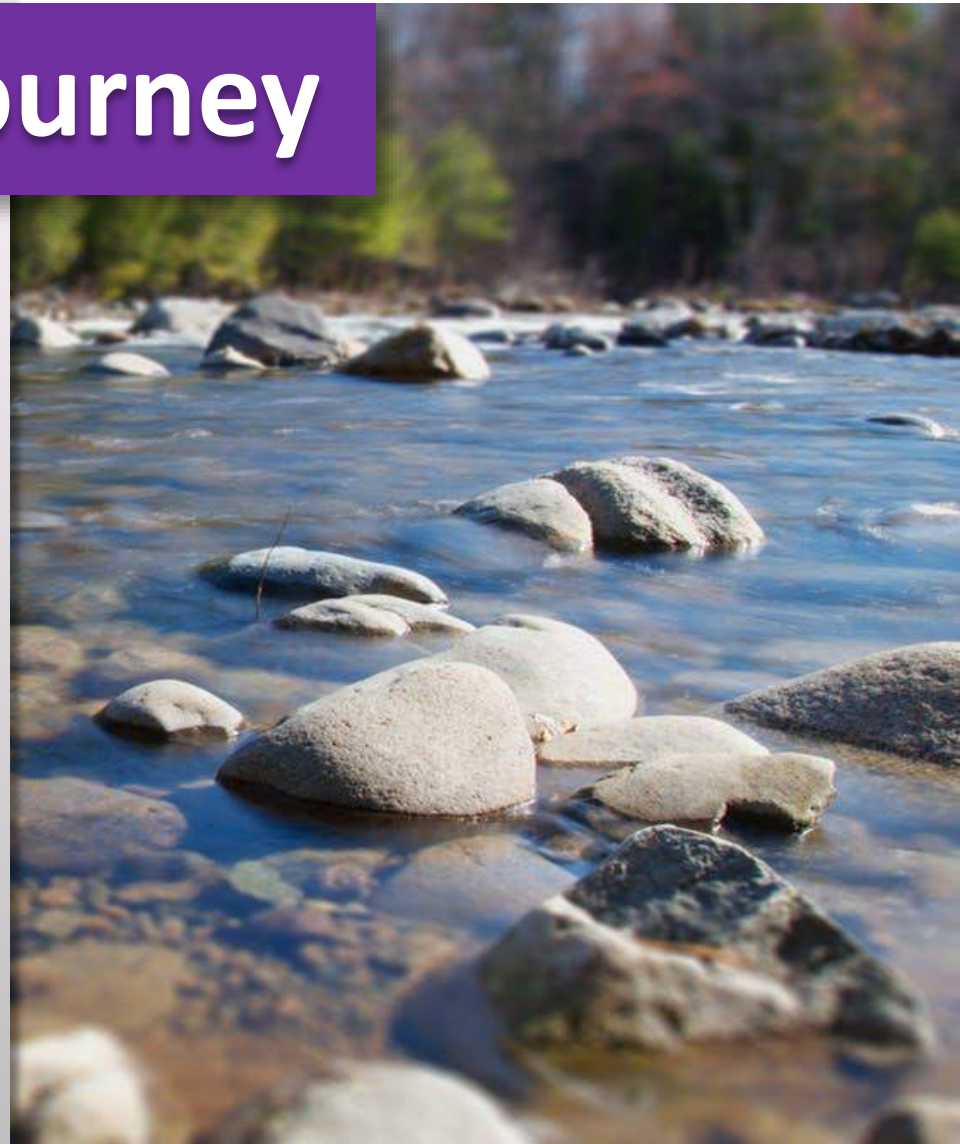
Pace

Options

People

Order

Make a tailored plan with all
Clarity on who, what & when



Review



Review

Consistently review progress with each/all parties

Amend plans where necessary

Praise progress

Determine sustainability once completed

What could be done differently next time



How Innovate can help



INNOVATE HEALTHCARE

Focussing on the Needs of our Customers

How Innovate can help

Award-winning case management

Experienced/trained case managers

Specialist assessments

Diagnostics

Treatment provision

Wanting to work with you

Cross-industry experience

Tried and tested models

Key Points

- 01 Solution-focused
- 02 Practical intervention
- 03 Engaging with all stakeholders
- 04 Adapting and maintaining

