

BSBWHS407 Assist with claims management and return to work programs

Assessment Task 6

Student name: _____

This task requires you to assist with monitoring and evaluating a rehabilitation or return-to-work program. This activity can be completed as a small group however, each participant will need to complete their own workbook. Read the following information and answer the questions provided.

The Australian Institute for Primary Care published a research paper (literature review) on Facilitators and Barriers to RTW. **Some extracts are quoted below:**

There is evidence that communication, cooperation and establishing common agreed goals between the injured worker, health providers, supervisors and management is critical for improvement in both clinical and occupational outcomes.

There is evidence that psychosocial factors such as workers' fears and beliefs about their conditions and the impact of re-entry to the workplace on their health, and the promotion of self-responsibility and self-care are critical domains that need to be included in these rehabilitation approaches.

There is growing consensus that while attending to the physical/medical aspects of the work-disabled employee is important, much of the variability in return-to-work outcomes is accounted for by what takes place at the workplace.

Higher levels of liaison between the injured workers' general practitioners and the workplace were independently associated with better return-to-work rates.

Read the following scenario

Arik was a concrete worker (tradesman) on one of the construction sites. He developed a serious rash which was due to contact with the chemicals in concrete.

He was approved for workers compensation and was away from work for a month. It was clear that concreting would not be an option when he returned to work and he was given re-training as a plant operator.

Arik was medically assessed as fit for work and his workers' compensation payments were discontinued. He returned to work as a plant operator. Having worked for 2 weeks, he is now off sick and has submitted a medical certificate stating the rash has returned.

The Site Supervisor contacted you with concerns that Arik was not showing any signs of physical discomfort while at work. In the Site Supervisor's opinion, Arik is in breach of the terms of his rehabilitation and return to work program.

☆ Discuss this situation with your colleagues, fellow trainees or friends.

☆ Answer the questions in the following table.

1. What are the obligations of a worker in relation to participation in a return to work program?
Assessor Comments:
2. What are the obligations of an employer in relation to participation in a return to work program?
Assessor Comments:
3. What do you think about the Supervisor's comments? How will you investigate this situation?
Assessor Comments:
4. Do you think you will need to contact the workers' compensation insurer? Why?
Assessor Comments:

When you contact the doctor, she advises that a skin rash, once it has occurred through purely physical causes, can re-emerge due to emotional imbalance and depression. The doctor is unable to say whether this is the case for the worker, but it is a possibility.

5. How can you investigate whether the worker's re-emergence of the rash was caused by physical causes? Hint – what physical investigations can be utilised? We need to rule in or out the 'physical' causes? Hint – what physical investigations can be utilised? We need to rule in or out the 'physical' causes.

Assessor Comments:

6. After investigation, you can find no reason for the worker's rash to re-emerge through physical causes. Who do you notify of this?

Assessor Comments:

Expert advice indicates the worker's problem is psychological and could have been caused by the workplace culture on site and the attitude of the site supervisor.

7. Will you need to investigate whether the employer could be in breach of their workplace obligations? (yes/no)

Assessor Comments:

<p>8. On further investigation, you find that, during the rehabilitation period, other workers taunted the injured worker and this was ignored by the site supervisor. Why is this a breach of the employer's obligations?</p>	
<p>Assessor Comments:</p>	
<p>9. What will you report to your manager about this case and what will you recommend?</p>	
<p>Assessor Comments:</p>	
<p>Completed on (<i>enter date</i>):</p>	
<p>Satisfactory (Y/N):</p>	
<p>Assessor Name:</p>	
<p>Assessment Date:</p>	