

Injury & Trauma - Prevention, Management and Rehabilitation Courses for WA Health Practitioners Audit Report 2012-16

Part C: Rehabilitation Courses

Prepared by the Injury and Trauma Health Network affiliated -
Western Australian Trauma Education Committee (WATEC)



Government of **Western Australia**
Department of **Health**

Background – Part C: Rehabilitation Courses

The principal goal of the Injury and Trauma Health Network community of practice is to advise on the development of population-centred, sustainable and effective clinical services across all continuums of care.

The responsibilities of the Injury & Trauma Health Network (I&THN) Community of Practice are to absorb those activities formally allocated to the Executive Advisory Group (EAG) outlined within the Terms of Reference (2008). That is to:

- Develop and implement a state-wide policy framework for injury prevention and trauma services.
- Develop appropriate models of care to strive for equitable access to services.
- Provide advice on health priorities, goals and targets that relate to injury prevention and trauma treatment and management in WA.
- Provide advice and support in the development of policies that support integration of services through partnerships and collaborations across organisations and government service providers.
- Advise on appropriate evidenced-based standards of care including benchmarks, accreditation and credentialing.
- Advise on workforce needs and the education and training required by clinicians and other relevant professions and the community.
- Advise on the development of injury surveillance and trauma research data systems to inform planning, policy and strategy.
- Ensure the production of an annual report that is made available to the public.

In keeping with several of the responsibilities it was decided that a web based directory of WA Trauma Education opportunities would be a useful tool for those interested in or responsible for facilitating professional development.

To this end the community supported by the WA Trauma Education Committee (WATEC), a sub-group of the Injury and Trauma Health Network, conducted a WA Trauma Education Audit which informed this directory, now known as the:

Injury & Trauma - Prevention, Management and Rehabilitation Courses for WA Health Practitioners Audit Report.

This document **Part C: Rehabilitation Courses** is only a portion of the entire directory.

The report is available in full or as sub sections on the Injury and Trauma Health Network website

http://www.healthnetworks.health.wa.gov.au/projects/trauma_education.cfm

The other sections available as separate documents are:

Part A: Prevention Courses

Part B: Treatment Courses

Invitation to all interested providers

The audit in full and this section 'Prevention courses' is by no means an exhaustive list of all available trauma education. However, it does provide direction to a wide variety of professional development opportunities available to West Australians. If you would like to have your organisations education courses considered for possible inclusion in the audit as part of an annual update simply submit the details, including a contact persons phone number or email address to

healthpolicy@health.wa.gov.au; attention Injury and Trauma Health Network Development Officer, Trauma Education Directory.

Important Disclaimer:

All information and content in this Material is provided in good faith by the WA Department of Health, and is based on sources believed to be reliable and accurate at the time of development. The State of Western Australia, the WA Department of Health and their respective officers, employees and agents, do not accept legal liability or responsibility for the Material, or any consequences arising from its use.

Angelhands Inc. Post Violence Related Crisis Assistance And Support Website: www.angelhands.org.au		
<p>Target Audience</p> <p>angelhands provides assistance and support to men, women and children who have been affected by homicide, assault, sex crimes, and driving causing death, and to those people and professionals that support them.</p>	<p>Content</p> <p>angelhands vision is to provide crime victims with strength, community and learning on how to overcome violence experiences. angelhands aims to assist crime victims and people and agencies that support them with access to services and strategies that promote: mastery of trauma symptoms; reducing social isolation; maintaining and/or regaining a sense of belonging and achieving good health and wellbeing.</p> <p>The services provided by angelhands include:</p> <ul style="list-style-type: none"> ■ Individual counselling; ■ Small group therapy; ■ Provision of role models for overcoming violent experiences; ■ Befriending services; ■ Rapid response to service requests to minimise and/or prevent further victimisations; and ■ Strategies towards community integration and ongoing engagement. 	<p>Contacts</p> <p>Phone:0416 580 090</p> <p>Email: admin@angelhands.org.au</p> <p>Website: www.angelhands.org.au</p> <p>Facebook: http://www.facebook.com/angelhandsinc</p> <p>Twitter: https://twitter.com/angelhandsInc</p>

Rehab Management **Case Conference**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p>	<p>Content</p> <p>Case conferences are an integral component of a proactive rehabilitation strategy. They allow key parties including the injured worker, the treating doctor, claims agent and rehabilitation provider to mutually agree and set goals, ensure roles and responsibilities are understood and agree on how outcomes are to be measured. Case conferences are also an efficient way to progress a case by bringing all the parties together - medical provider, employer, worker and others - to a single meeting.</p> <p>These conferences may also include including other treating practitioners or service providers such as psychologists, pain management specialists and return to work coordinators.</p> <p>Case conferences are an effective tool for:</p> <ul style="list-style-type: none"> ■ medical certificate upgrades ■ challenging unhelpful beliefs about function and/or work capacity ■ ensuring key parties reach agreement on goals ■ promoting a 'best case' scenario approach to problem solving and functional restoration <p>All Rehab Management consultants are trained to chair and negotiate during a case conference. We have quality assurance processes in place to ensure consistency of performance and that agreed outcomes are achieved.</p> <p>Expected Outcome</p> <p>Case conferences bring the key parties together at one time to mutually agree goals and establish strategies to achieve them. It is an efficient and effective case management tool that ensures all parties understand their roles and are committed to achieving the agreed goals.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management Claims Review Website: http://www.rehabmanagement.com.au		
Target Audience	Content Finding suitable duties for injured workers is important for the worker's wellbeing and to keep workers compensation costs down. A claims review assists employers at specific intervals post-injury by reviewing return to work plans and assisting in the provision of suitable duties upgrades. A claims review is recommended at: 10 weeks 24 weeks 50 weeks The benefits of a claims review to an employer are lower claims durations, reduced requirement for provider services, reduced workers compensation claims costs and reduced premiums/levies. Expected Outcome A claims review is a direct approach to cutting claims costs and assists employers with suitable duties upgrades for injured workers.	Contacts Currently conducted in New South Wales.

Rehab Management **Earning Capacity Assessment**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p>	<p>Content</p> <p>An earning capacity assessment is a tool for life insurance/income protection claims to establish a person's economic loss.</p> <p>The evaluation provides recommendations on the person's functional capacity, work skills/ability, personality, transferrable skills, work values, aptitude, interests and work readiness.</p> <p>A comprehensive report provides the person's vocational options, retraining needs and analysis of the current labour market.</p> <p>Expected Outcome</p> <p>An earning capacity assessment will establish functional capacity to assist with setting economic loss.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **Functional Capacity Assessment**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p>	<p>Content</p> <p>A functional capacity assessment determines person's current functional capacity and work potential.</p> <p>Rehab Management use standardised and non-standardised assessment tools to evaluate the worker's abilities and limitations against identified work related criteria.</p> <p>Return to work</p> <p>A functional capacity assessment can be used as part of a return to work (RTW) program, to assist with medical upgrades and to help achieve agreed RTW goals.</p> <p>Recruitment and Job seekers</p> <p>These assessments are also a useful tool for determining a person's capacity for work or for a particular job.</p> <p>Our <u>specialist employment support</u> assessment services are specifically designed to assist Employment Service Providers and job seekers participating in Employment Services programs.</p> <p>Expected Outcome</p> <p>A functional capacity assessment provides an evidence-based platform to determine a workers current functional capacity and work potential.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management Functional Education Website: http://www.rehabmanagement.com.au		
<p>Target Audience Injured workers.</p>	<p>Content Functional education is an evidenced-based intervention utilising every day activities of daily living (ADL), work activities and exercise to help a worker manage their injury, increase their capacity and work comfortably and safely. An occupational therapist will set goals based on every day activities to promote recovery. Progress is monitored against the established goals. Benefits: Increases functional performance which transfers to the work environment Reduces the period of incapacity through proficient and active involvement in home activities Reduces likelihood of exacerbating pain through learned self-pacing techniques. Empowers an injured worker to control and manage their injury which can motivate them to return to work. Expected Outcome Functional education achieves an increase in activity and assists in a return to work by improving an injured worker's functional performance and promoting the workers coping skills and strategies for daily activities.</p>	<p>Contacts Currently conducted in New South Wales.</p>

Rehab Management **Integrated Program**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workers who meet the following criteria would benefit from the program:</p> <ul style="list-style-type: none"> ■ claims over 52 weeks from date of injury ■ diagnosed “soft tissue” injury ■ certified unfit for suitable duties and have exceeded their expected recovery time ■ cases where there are no red flag indicators eg not awaiting surgery, no healing fracture. 	<p>Content</p> <p>The integrated program is a holistic, approach to rehabilitation for long term claims. The program is delivered by a multidisciplinary team of qualified professionals. It brings key rehabilitation services together in a single, streamlined program, with one point of contact. Through this concentrated, but carefully tailored and managed approach, we increase the injured worker’s capacity, help them to return to work and, in doing so, reduce your ongoing claims liability.</p> <p>Our fee structure is designed so that we share the risk with you. A basic service fee initiates the program with an incentive fee only payable when we get results.</p> <p>Program outline</p> <p>The program focuses on three key areas:</p> <ul style="list-style-type: none"> ■ <u>pain management</u> ■ functional upgrading ■ <u>job seeking programs</u> <p>Services are designed to work closely together to gradually build the worker’s capacity and maximise the outcome. Programs are offered over 8 or 12 weeks, as individual programs or in a group environment, depending on the workers assessed needs.</p> <p>Expected outcomes</p> <p>The integrated program achieves tangible results for long term claims: increased capacity; upgraded certificates; a full or partial return to work.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **Initial Assessment**

Website: <http://www.rehabmanagement.com.au>

Target Audience

Workplace and Human Resource Managers and injured staff.

Content

An initial assessment, or rehabilitation assessment, examines the needs of an injured or ill worker and the workplace requirements to develop a rehabilitation plan. The assessment includes the services and treatments recommended to assist the worker to return to pre-injury duties.

A rehabilitation consultant will conduct an in-depth interview with the worker to obtain information relating to the injury. Further detail is gathered from doctors, health professionals and the employer, to contribute to the assessment of the worker's needs.

An initial assessment can be used as a 'one-off' service by employers to determine the extent of a worker's injuries. This gives them information so that they can take a proactive approach to the return to work (RTW) process, either managing it internally or through a rehabilitation provider.

Expected Outcome

The aim of the initial assessment is to gather information to determine the severity of the injury and limitations due to the injury, in order to develop a RTW goal that is agreed by all stakeholders.

Contacts

Currently conducted in New South Wales.

Rehab Management Job Seeking Programme

Website: <http://www.rehabmanagement.com.au>

Target Audience

Job seekers who have been injured and want to return to work.

Content

Our innovative Job Seeking Program is designed to return injured workers to durable, new employment when they cannot return to their pre-injury job. This outcome focused program is offered at our local office and has three distinct phases: Job Seeking Assessment; Job Seeking Training; and Active Job Search. While generally offered one-on-one, the training and job search phases can be run for small groups.

Compliance is monitored closely throughout the program. We liaise fortnightly with the agent/insurer, and other stakeholders as appropriate, reporting on compliance and the worker's progression through the program.

Phase 1: Job Seeking Assessment
A focused assessment identifies the individual's transferrable skills, viable vocational goals, interests and any barriers to employment. A concise report outlines the assessment findings and recommends a tailored program for each worker.

Phase 2: Job Seeking Training
A tailored program of up to eight training modules held over 4 weeks, develops the workers skills so that they become confident, independent job seekers. We provide a concise report on completion of the training outlining the individuals training outcomes.

Phase 3: Active Job Search
Support, supervision and monitoring is provided over six sessions, twice weekly, as the individual utilises their newly learned skills and actively looks for employment. A progress report is provided on completion which may include recommendation for further sessions.

Contacts

Currently conducted in New South Wales.

Rehab Management **Labour Market Analysis [LMA]**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers</p>	<p>Content</p> <p>A labour market analysis can provide essential information for people looking to change employment or injured workers who cannot return injury to their pre-injury work.</p> <p>A labour market analysis offers evidence in support of an application for an earning capacity assessment for an injured worker. A sound understanding of the local labour market is also effective for ensuring that a reasonable, achievable job goal is set.</p> <p>Expected outcome</p> <p>A labour market analysis ensures that a recommended vocational goal is actually achievable within the local labour market</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **One - off Review**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers and injured staff.</p>	<p>Content</p> <p>Rehab Management can provide a one-off single service to complement existing rehabilitation/injury management coordination being undertaken by a claims agent, insurer or employer.</p> <p>One-off reviews are conducted by an experienced allied health or rehabilitation professional with skills relevant to the type of service required.</p> <p>Reviews may include:</p> <ul style="list-style-type: none"> ■ a worksite review and evaluation of current suitable duties, with recommendations for equipment provision, upgrading of work capacity, manual handling or functional education ■ liaising with the treating doctor following a worksite review ■ review with the return to work coordinator, claims agent or insurer to provide strategies to progress a case <p>Expected outcome</p> <p>One-off reviews are a cost-effective and efficient service to support case management. One-off reviews are of particular benefit when conducted at strategic points during the life of a claim.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **RMRapidStart**

Website: <http://www.rehabmanagement.com.au>

Target Audience

Workplace and Human Resource Managers and injured staff.

Content

Early intervention is the key to rapid recovery leading to a durable, early return to work (RTW). An early, sustained RTW minimises claims costs and disruptions to productivity.

Our *RMRapidStart* interventions are one-off, early intervention services for physical or psychological claims. For workers compensation cases services are instigated within 24 hours. Timeframes, and other elements of the service, are tailored for each insurance framework, including life insurance and for individual businesses.

RMRapidStart is designed to provide you with the information you need to take a proactive approach and make prompt, informed decisions to maintain a worker in the workplace or assist them to return to work following an injury, illness or disability.

Initial/Workplace Assessment

Assesses availability of suitable duties inc: review of pre-injury duties and physical requirements and identification of alternate suitable duties.

Initial contact: 1 day

Assessment, report: 5 days

Initial/Workplace Assessment and Suitable Duties (SD) Plan

Assessment plus development of a graduated suitable duties plan documenting the short term suitable work duties and signed by treating doctor, worker and employer.

Initial contact: 1 day

Assessment, report, SD plan: 5 days

Plan sign-off: 10 days

All *RMRapidStart* services also include use of OMPQ – Orebro Musculoskeletal Pain Questionnaire - to identify barriers to RTW and liaison with all key stakeholders.

Services can be supported by a one-off case conference with the nominated treating doctor. This collaborative approach ensures that suitable duties are within the certified medical restrictions and the Suitable Duties Plan is medically endorsed.

Contacts

Currently conducted in New South Wales.

Rehab Management **Re-deployment Case Management**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers</p>	<p>Content</p> <p>Re-deployment case management assists injured workers to return to work with a new employer when unable to return to their pre-injury occupation.</p> <p>Re-deployment is appropriate in cases where:</p> <ul style="list-style-type: none"> ■ return to pre-injury work has failed ■ prognosis to pre-injury/modified job is poor ■ pre-injury position is no longer available ■ return to pre-injury duties poses a risk to the health and safety of the employee <p>Expected outcome</p> <p>Re-deployment case management aims to facilitate the transition from injury to meaningful and durable employment with a new employer in a cost-effective and timely manner.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **Rehabilitation Case Management**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience Workplace and Human Resource Managers</p>	<p>Content</p> <p>Occupational or workplace rehabilitation case management integrates injury and claims management in a multi-disciplinary approach to delivering a safe, durable return to work.</p> <p>We take a proactive, holistic and outcome focused approach to each case, ensuring we consider the whole person when identifying goals and strategies for return to work. Regular communication is central to our service delivery.</p> <p>For each case, a rehabilitation plan is developed which identifies:</p> <ul style="list-style-type: none"> ■ the assessed needs of the claimant ■ the goals or outcomes to be achieved ■ the proposed interventions or strategies ■ the responsibilities of the key parties ■ time frames for achievement ■ periodic evaluation and reporting costs <p>Plans are developed through a collaborative approach and agreed by all parties eg, the injured or ill person, the treating medical practitioner, the employer and the insurer. This ensures that all parties are working towards the same outcome.</p> <p>Expected outcome Workplace rehabilitation case management is aims to provide a cost-effective, safe and durable return-to-work for an injured worker.</p>	<p>Contacts Currently conducted in New South Wales.</p>
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Rehab Management **Transferable Skills Analysis**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers</p>	<p>Content</p> <p>A transferable skills analysis (TSA) is an assessment of the skills and knowledge a person acquires from the actual performance of a job and from learned situations, work and school environments.</p> <p>TSA's are most beneficial when assessing people who have a wide range of skills, employment history and who generally do not require retraining to re-enter the open labour market.</p> <p>This service can also be used as a tool by employers, claims agents, insurance companies and employment agencies to define a person's skills and experience for new placements or positional changes.</p> <p>Expected outcomes</p> <p>A transferable skills analysis is most beneficial when assessing people who have a wide range of skills, employment history and who generally do not require retraining to re-enter the open labour market.</p> <p>TSA's can define a person's skills and experience for job placements or a change in role with their current employer.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management Treating Doctor Conference

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers</p>	<p>Content</p> <p>A nominated treating doctor or NTD conference is an integral component of a proactive rehabilitation strategy.</p> <p>The conference brings together key stakeholders including the injured worker, treating doctor, agent/insurer and rehabilitation provider to set mutually agreed, measurable goals. It also helps to ensure roles and responsibilities, of all parties, are understood.</p> <p>The earlier a conference can be organised the better the chances of a positive return to work (RTW) outcome. Where possible, organising a conference with the treating doctor on the injured workers first visit to the doctor is recommended.</p> <p>Treating doctor conferences are an effective tool in:</p> <ul style="list-style-type: none"> ■ achieving medical certificate upgrades ■ challenging unhelpful beliefs about function and/or work capacity ■ ensuring goal agreement is reached with key parties ■ promoting a “best case scenario” approach to problem solving and functional restoration. <p>All Rehab Management consultants are trained to chair conferences and in negotiation techniques. We also have quality assurance measures in place to ensure consistency of performance and achievement of desired outcomes.</p> <p>Expected outcome</p> <p>A nominated treating doctor conference is recommended when there have been no suitable duties improvements for a period of time, or you are having difficulties getting a certificate upgrade.</p> <p>NTD conferences are of benefit to employers and agents/insurers who are managing a RTW and would like third party involvement to ensure transparency in the negotiation process.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **Vocational Assessment**

Website: <http://www.rehabmanagement.com.au>

<p>Target Audience</p> <p>Workplace and Human Resource Managers</p>	<p>Content</p> <p>A vocational assessment is used to analyse an individual's current skills and experience, set vocational goals and outline potential job options.</p> <p>The assessment takes into account the individual's functional and work capacity and identifies transferable skills. It also includes an assessment of labour market information.</p> <p>A comprehensive report outlines the person's vocational options, retraining needs and a labour market analysis.</p> <p>A vocational assessment can assist:</p> <ul style="list-style-type: none"> Return to work – injured workers looking to return to the workforce Recruitment and job placement - to determine best fit for placements Careers - professional assessment and recommendations for people unsure of their next career move. <p>Our <u>specialist employment support</u> assessments and intervention services are specifically designed to assist Employment Service Providers and job seekers participating in Employment Services programs.</p> <p>Expected outcome</p> <p>A vocational assessment identifies and recommends vocational goals to help people find or return to meaningful employment.</p>	<p>Contacts</p> <p>Currently conducted in New South Wales.</p>
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Rehab Management **Workplace Assessment**

Website: <http://www.rehabmanagement.com.au>

Target Audience

Workplace and Human Resource Managers

Content

A workplace assessment is a specialised on-site assessment of a worker's duties and/or potential suitable duties.

A thorough workplace assessment will assist to resolve problems identified to be causing or aggravating workplace injuries and will also identify preventative actions, such as a more formal occupational health and safety risk assessment, ergonomic assessment or training.

A workplace assessment is also a useful tool for upgrading medical certificates or sourcing suitable duties. It can be used to compliment occupational rehabilitation, or in itself may substitute for a treatment program.

Employers can also use the assessment to:

- ensure the workplace is equipped for new workers, people with disabilities or those with specific needs
- design an agreeable return to work plan that matches the employees functional capacity.

Expected outcome

The aim of a workplace assessment is to identify preventative options, establish suitable duties and provide a safe working environment.

Contacts

Currently conducted in New South Wales.

Delivering a Healthy WA

