

THE CLIENT-FOCUSED RETURN-TO-WORK MODEL

There are significant gaps that exist in employer disability management programs that result in increase costs and lost productivity for companies. The Client-Focused Return-to-Work Model (CF-RTW) addresses these gaps by providing an integrated, flexible and personalized approach to disability management that engages the employee and their direct manager. This evidence-based model consists of four layers of action and four phases of progress that change employee absences from a taboo into an active and collaborative process.

The Client-Focused Return-to-Work Model Layers and Phases



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WHY USE THE CF-RTW MODEL?

- Provides practical return-to work resources and tools.
- Offers ongoing support to employers and employees.
- Standardizes the Return-to-Work program.
- Reduces the costs of absenteeism, presenteeism and turnover as well as premiums on WCB claims, short-term disability, and long-term disability.
- Focuses on prevention by implementing effective Stay-at-Work strategies.
- Reduces the risk of legal matters concerning return to work accommodation.
- Keeps skilled and experienced workers at work.
- RTW decisions are initiated and finalized by the Immediate Return-to-Work team.

RESEARCH BEHIND THE MODEL:

- **Input from Professionals:** Diversified has a variety of front-line professionals such as Occupational Therapists, Vocational Rehabilitation Consultants, medical care providers, and many others who provided their expertise on return to work.
- **Experience with over 15,000 Clients:** This model has been used successfully with a variety of clients with diverse and complex needs.
- **Evidence-based theories:** Using supported research from the literature; Diversified incorporated evidence based predictors of successful return-to-work in the development of this model. Supporting theories include: systems theory, the biopsychosocial-economic model, 7 principles of successful return to work, and the 6 pillars of employee wellness programs.

LAYERS OF ACTION

The CF-RTW model has four layers of action that are codependent and interrelated.

Worker:

The worker is the first layer of action and is found at the center of the CF-RTW Model. It is strongly advised that the worker takes an active part in the stay-at-work / return-to-work process.

Environment:

The social environment at work includes the relationship the worker has with their supervisor and coworkers. These relationships play an important role in supporting the worker in their recovery and return to work.

Immediate Return-to-Work Team:

The return-to-work team is made up of professionals from diverse fields who work together. The key players include the worker, direct manager, and RTW coordinator.

Accountability, Quality, and Safety:

A successful return-to-work program is built on the foundation of accountability, quality, and safety which ensure the client is getting the best possible care.

PHASES OF PROGRESS

The CF-RTW Model provides four, carefully designed phases which emphasize that stay-at-work or return-to-work is a process and not just an event.

1. Assessment

Purpose is to understand the worker's condition and how their current work interferes with recovery.

2. Planning

The team works together to identify suitable options based on information gathered during assessment.

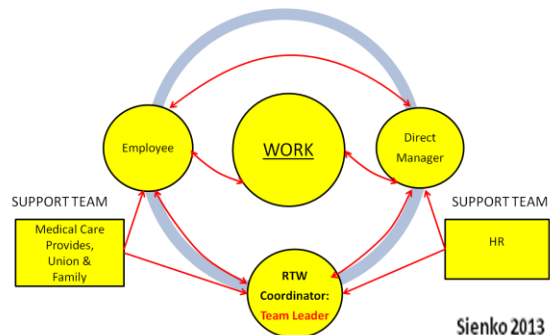
3. Implementation

Implementation follows the RTW plan and occurs on every level, including management, until all stakeholders' goals are met.

4. Evaluation

Ensures accountability, quality, and safety are maintained and that all stakeholders, including the employee, are satisfied.

The Immediate Return-to-Work Team and Support Team



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