

HBGW Biannual Forum

Fostering Good Work in the Territory

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Triaging for high risk claims: does method matter?

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Research Program

“Applying a structured Biopsychosocial approach to achieve better workplace rehabilitation outcomes”.

Including:

Issues to consider in the implementation of a psychosocial screening process.

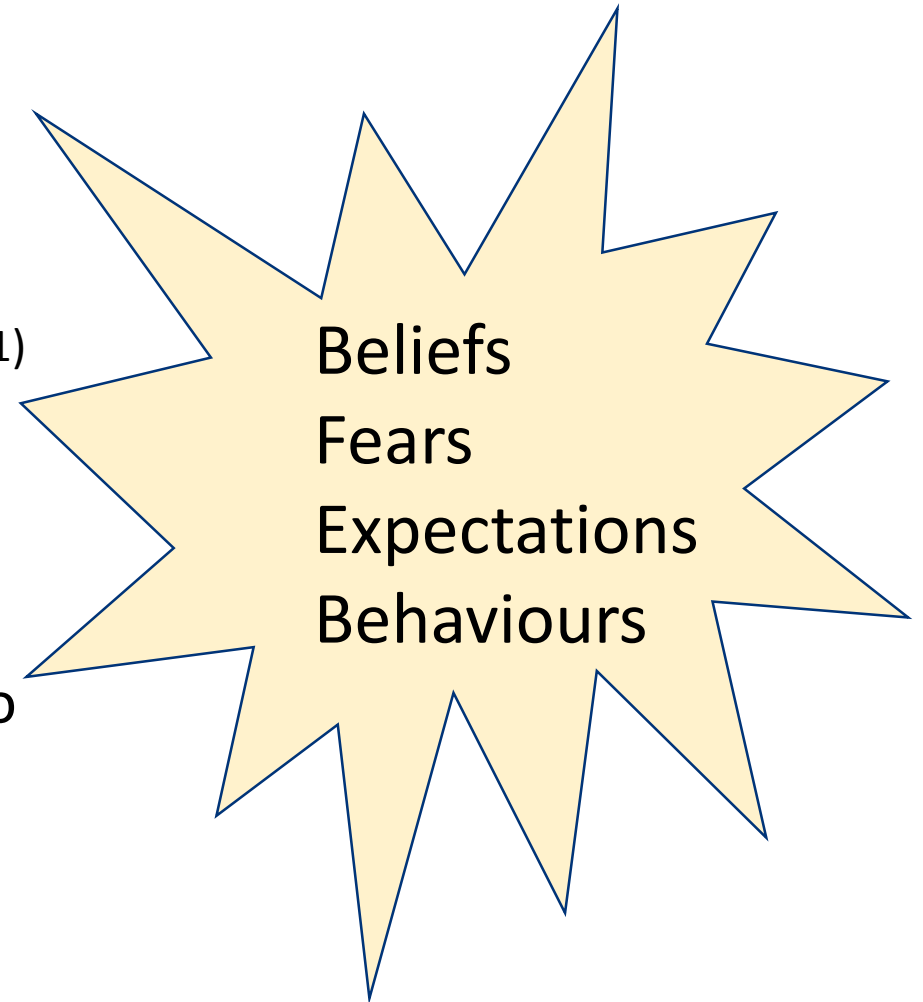
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Why BPS triage?

- Psychosocial factors better predict long term outcomes than biomedical. (Waddell 2003)
- Psychosocial factors are predominant contributors to ongoing pain and work disability. (Sullivan 2005, Linton 2011)
- Psychosocial responses generate neurobiological processes that increase pain, distress & disability. (Gatchel 2007, Edwards 2016, Moseley 2016) *The Bio in BPS.*
- Interventions based on ‘yellow flag’ screening lead to better health and work outcomes (Nicholas 2011), and cost savings. (GAP, 2017)
- Early identification study – GPs & PTs identified 5%, a brief screening tool identified 70%. (Stratil 2017).



An ideal screening tool

- Suitable for purpose ie. to segregate those with higher risk of psychosocial obstacles, to support evidence-based decisions.
 - NOT to identify & measure the obstacles.
 - HARMFUL if used for diagnosis or adjudication.

(Waddell 2003, Nicholas 2011, Sullivan 2013, Iles 2018)
- Easy to ask, and valuable in building trust and supporting a positive claim experience. (Safe Work Australia 2018, Collie 2018).
- Minimal questions, yet multiple predictive variables. (Karran 2017)
- High sensitivity to be inclusive. (Kendall 2013)
- Capture responses in database for measurement and continuous improvement. (Safe Work Australia 2018, Collie 2019)



BPS triage when?



- At work, before the claim. (Wyatt, 2017)
- At claim determination to guide resource allocation and proactive claim management. (Iles 2018, Collie 2019)
- Early conversation to engage with PoC as an active contributor and collaborator. (Safe Work Australia 2018)
- WISE RCT project - psychosocial screen within 3 weeks. Quicker RTW and cost savings, accurate prediction of control group off work. (Nicholas 2018)
- Everyone's responsibility throughout the claim. (Kendall 2013)

Biopsychosocial Assessment

- Referral of moderate/high risk cases to health or rehab professional for BPS assessment. (Waddell 2003)
- To identify and measure the influential BPS factors to guide tailored intervention. (Collie 2019).
- Multiple variables in BPS domains. (Sleijser-Koehorst, 2019)
- Tailored = self-management skills, building work-readiness, managing workplace barriers.
- Accurate matching of intervention to results is still under-development. (Linton 2018)
- When – 2 to 4 weeks post injury, so intervention in place before 6 weeks. (Iles 2018)





Implementation process

- Substantial evidence on risk factors, very little evidence on how to implement a risk screening process. Analyse, understand & customise. (Iles 2018)
- Dependent on BPS interactions at individual, organisational and system level. (Collie 2019)
- BPS is poorly understood and applied. (Pincus 2013)
- Critical factors - prevailing organisation culture, leadership style, organisation readiness for change. (Main 2016)
- Prepare well, based on existing evidence eg *Best Practice Framework*. (Safe Work Australia 2018)



Abilita structured system



- Triage tool = 5 questions from Abilita multi-variable assessment.
- Predicts need for Abilita Assessment, sensitivity of 94%.
- Software enables referral for the Assessment which then identifies and measures responses in BPS domains.
- Reports guide rehab planning and self-help coaching.
- Training courses for assessment, coaching, & triage case management.
- Repeat assessment = outcome accountability.

Triage checklist



- Analyse your system and customise a valued, multi-level implementation plan ensuring a process to build worker trust and engagement.
- Select a brief screening tool to identify high BPS risk.
- Enable immediate referral for BPS assessment to identify and measure obstacles, plan and implement tailored BPS intervention.
- Require post-intervention BPS assessment for comparison.
- Ensure data records for individual progress, and continual improvement of process.
- Make this an opportunity to provide the health benefits of good work!

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Thank you.

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