



Design as medicine for the ills at work

The role of the occupational physician

- Dr Sara Pazell, Director | Principal Work Design Strategist

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Acknowledgment of Country

In the spirit of reconciliation, we acknowledge the traditional custodians of country throughout Australia and their connections to land, sea, and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

The Sunshine Coast Country acknowledges the home of the Kabi Kabi and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share. We recognise these places of cultural, spiritual, social, and economic significance.

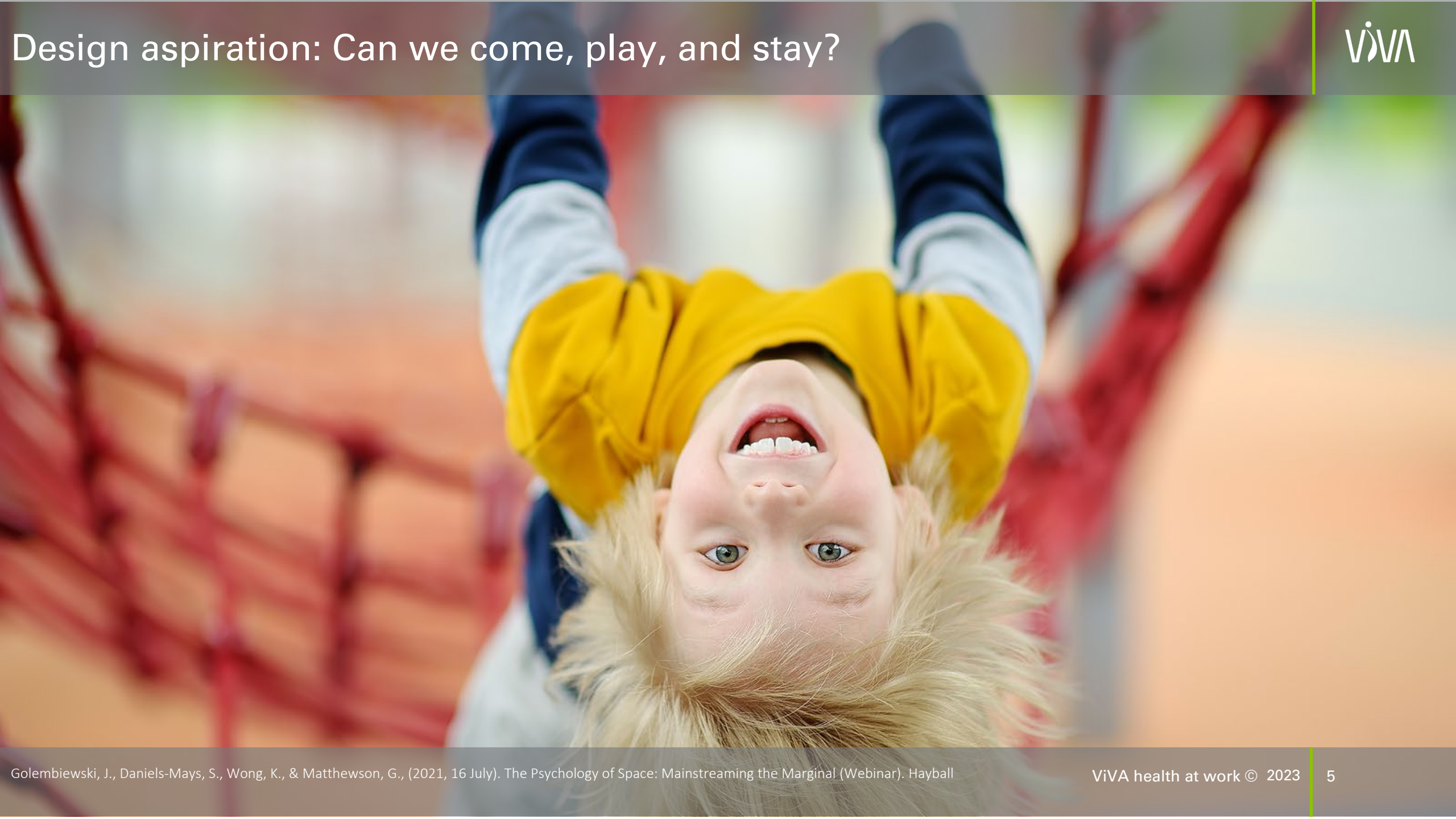




- Design influences
- A day in the life of YOU
- Empathy Map
- Journey Map
- Case examples
- Imagine work design strategy
- Influences of the Occupational Physician
- Present to the group

Take-aways – something to make YOUR JOB BETTER & something to IMPROVE YOUR INTERVENTION across the employee lifecycle

Design aspiration: Can we come, play, and stay?







- A day in the life of YOU
- Persona
- Empathy Map

Jason: The Occupational Physician



Name: Jason Evans
 Age: 56
 Education: Board-certified - Occ Med & Internal Med
 Character: Ambitious but seeking balance, friendly, but often time poor
 Lives: Major Australian city

Males: 81.6% (2016)
Race: Caucasian > 62%
Average age: 58.6 yrs

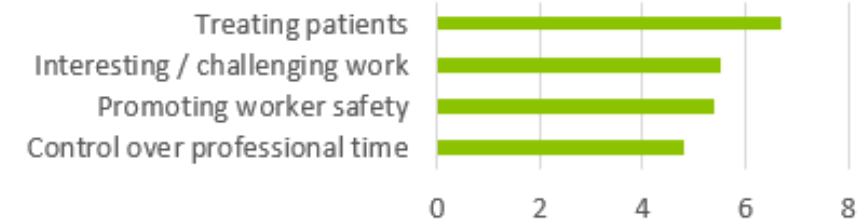
Goals

- A sense of accomplishment in work and personal life
- Staying current in occupational field
- Understanding the link between work exposures & health
- Communicating effectively with stakeholders
- Positive and established interdisciplinary teams
- Effective & recognised leadership role
- Knowledge of OH&S laws, regulations, standards
- Sport & travel, personal hobbies

Challenges

- Fellowship pathways to education
- Reimbursement models and staffing & skills shortages
- Meeting employer expectations
- Understanding the extent and scope of work undertaken by workers
- Being asked to participate in work design for preemptive/preventive work
- Balancing family obligations and own health & fitness

Motivations



Brands & Influencers





Case Law

- Texas (2000): for the occupational physician, a 'patient' is a 'non-patient', i.e., not the care of the patient but *the assessment of the worker and his work-related health risks*
- Supreme Court New Jersey (2001): extended liability limits ... a duty to inform a patient of potentially serious pathology
- Supreme Court of Cassation, Italy (2020): Patient suffered an undiagnosed form of myelodysplasia. The patient died after a few years. Prosecution: first degree and appeal: charged that OP could have diagnosed the disease per blood tests to assess employability.

Name: Jason Evans

Age: 56

Education: Board-certified -

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Character: Ambitious but seeking balance, friendly, but often time poor

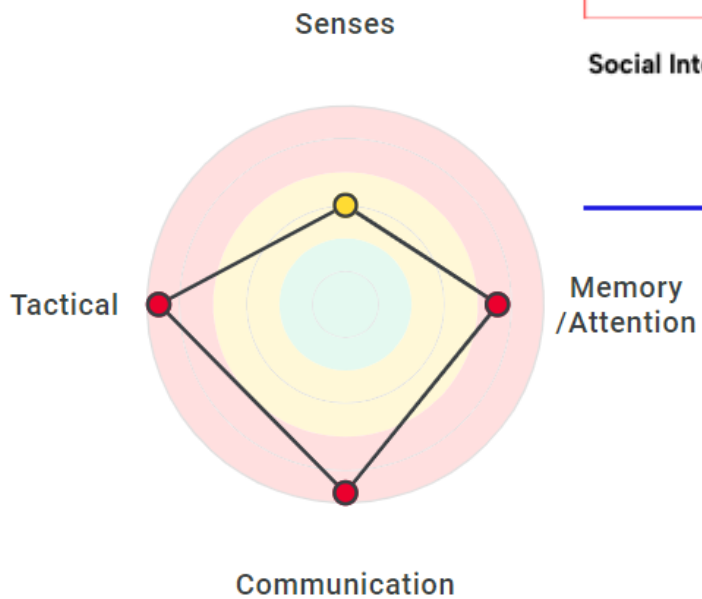
The judges stressed that the *Occupational Physician has no duty to carry out general clinical assessments ... not required to make a specific diagnosis or engage in therapeutic activity. The objective, first and foremost, is secondary prevention applied to work and workplaces*

... Thus, the OP (in Italy) is no longer required to carry out general clinical evaluation and/or disease diagnostics that do not interfere with work.

What is the balance of legal duties and deontological duties?

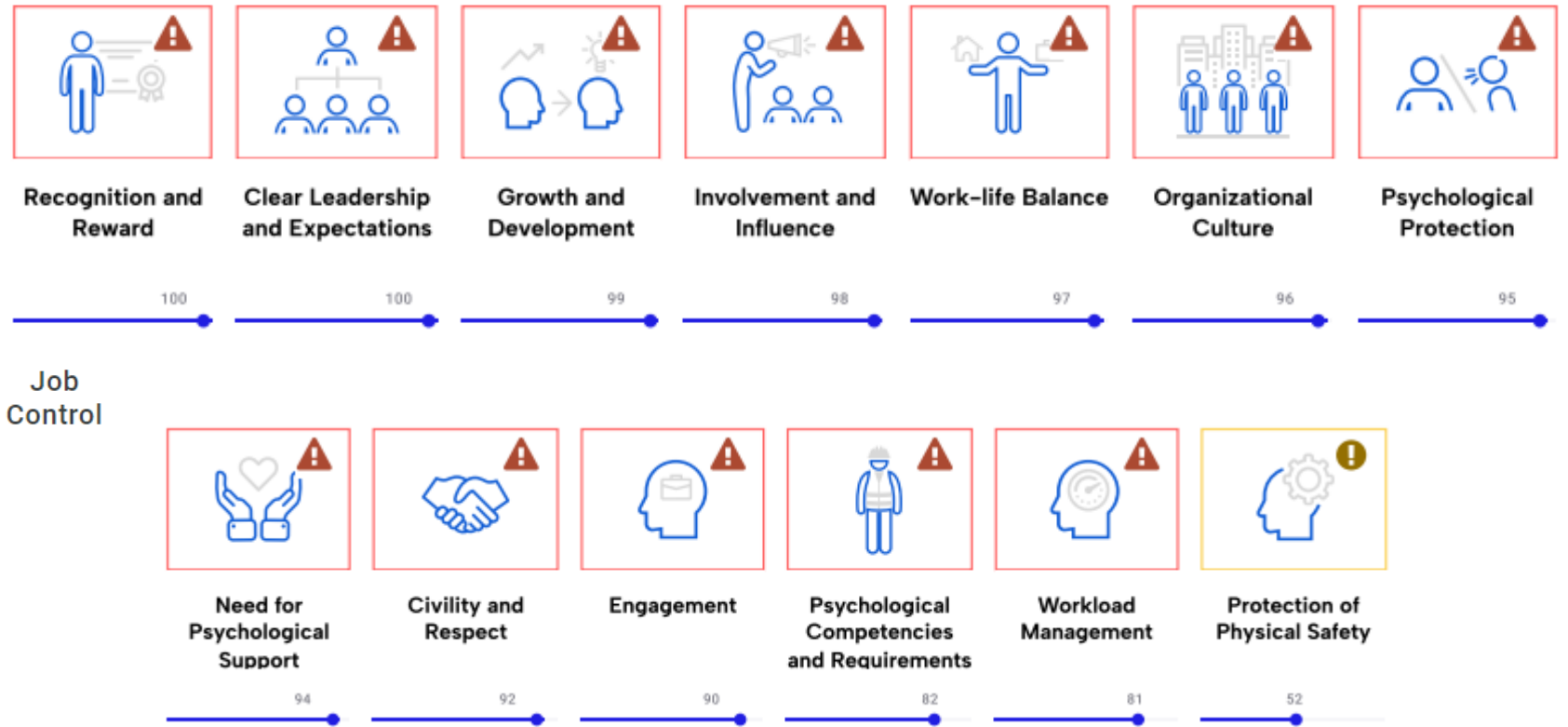
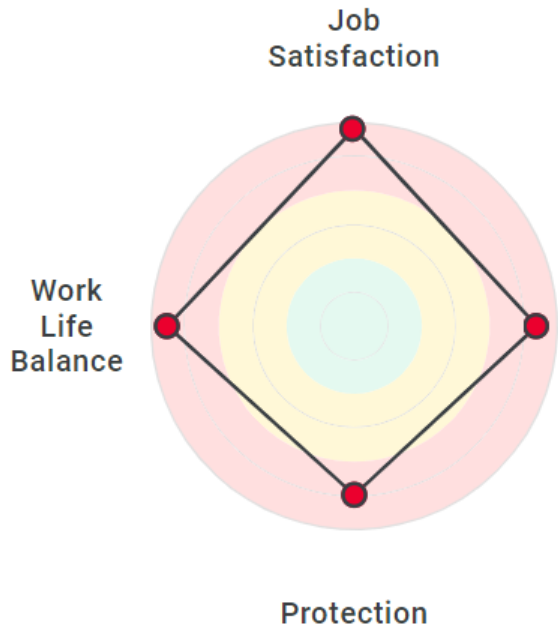
Cognitive

COGNITIVE
79

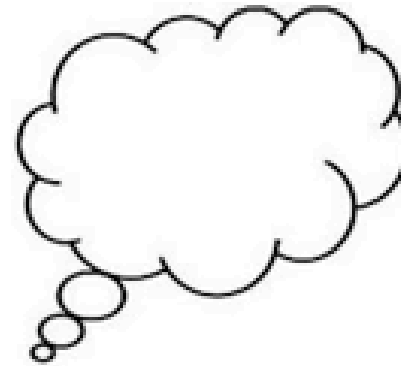


Psychosocial

PSYCHOSOCIAL
91







Where we ask, **"What matters to you?"**

Not, **"What's the matter with you?"**

Sophia the Hybrid Worker

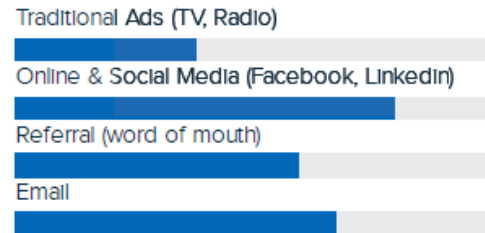


Name: Sophia Taylor
Age: 44
Work: Office Worker
Family: Married (2 Children)
Location: Canberra, ACT
Character: Friendly but no-nonsense. Dedicated to personal priorities and family.

Goals

- A sense of accomplishment while juggling work and family life
- Health and wellbeing for self and family
- Manage her time to go to her gym class two evenings per week
- Keep her family happy yet advance in her career

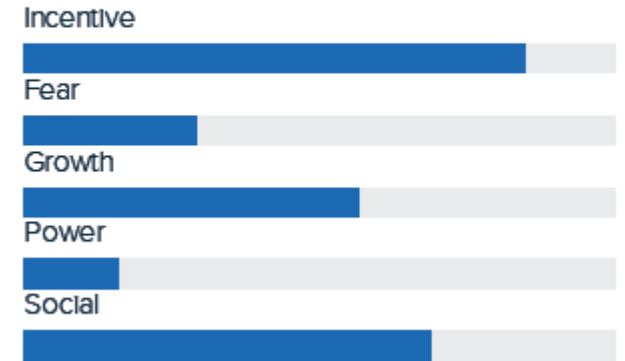
Preferred Channels



Frustrations

- Coronavirus has made her and her family's lives unpredictable
- She has put on a little extra weight that she never seems to be able to lose
- Rarely does she have much time for herself and multi-tasking can distract her thinking and challenge her sense of accomplishment
- Her manager, some workmates, and her husband never seem to realise how hard she works.

Motivation



Brands & Key Influencers



EMPATHY MAP HYBRID OFFICE WORKER DURING THE PANDEMIC

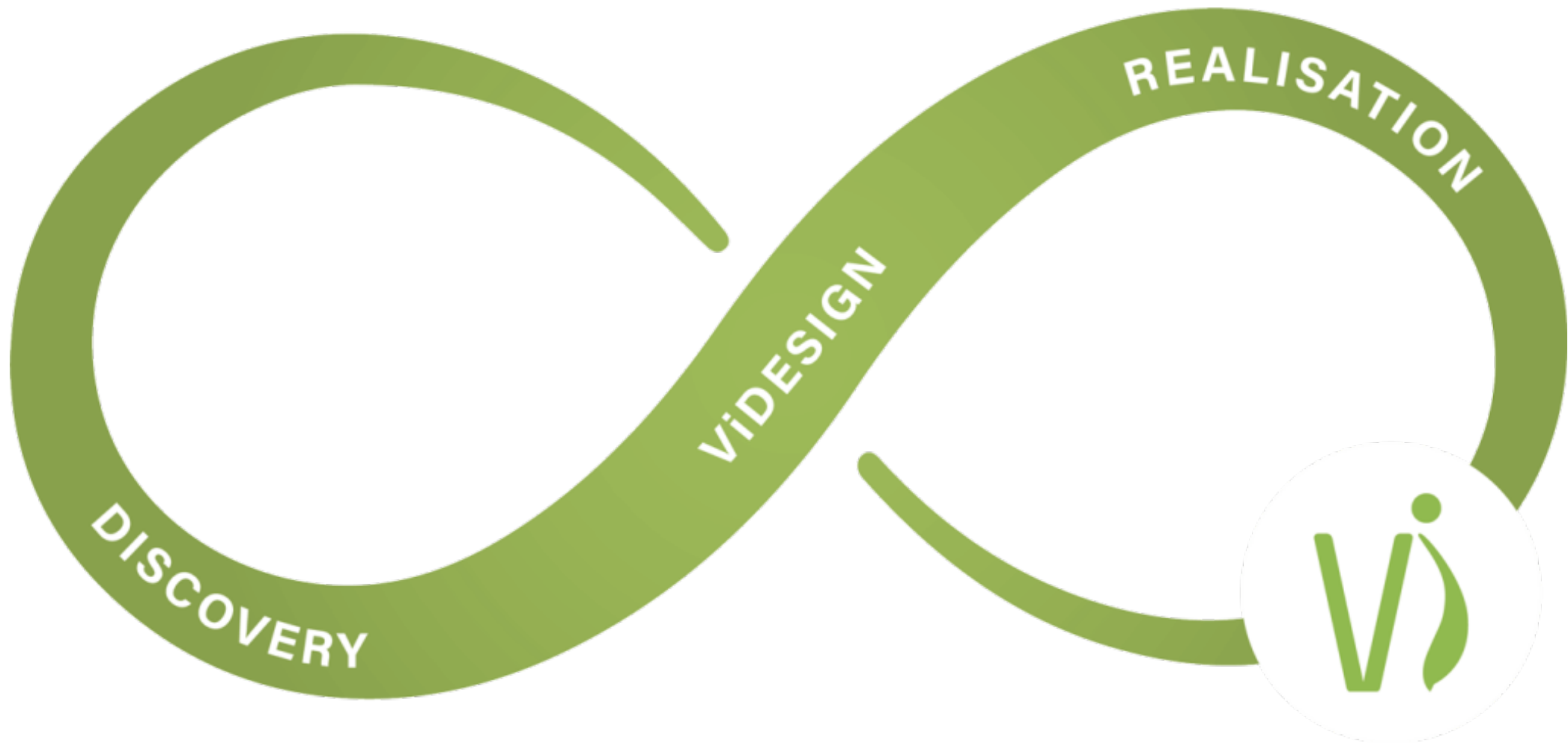


PAIN

- » Isolation
- » Hard to maintain fitness and activity schedules
- » Congestion at home when others are working/studying from home too
- » (Sometimes) inadequate working space for focussed and concentrated work
- » Difficulty to "switch off"
- » Less support – managerial, operational, and technical
- » Reduced connection with others
- » Confused by frequent changes to working strategies

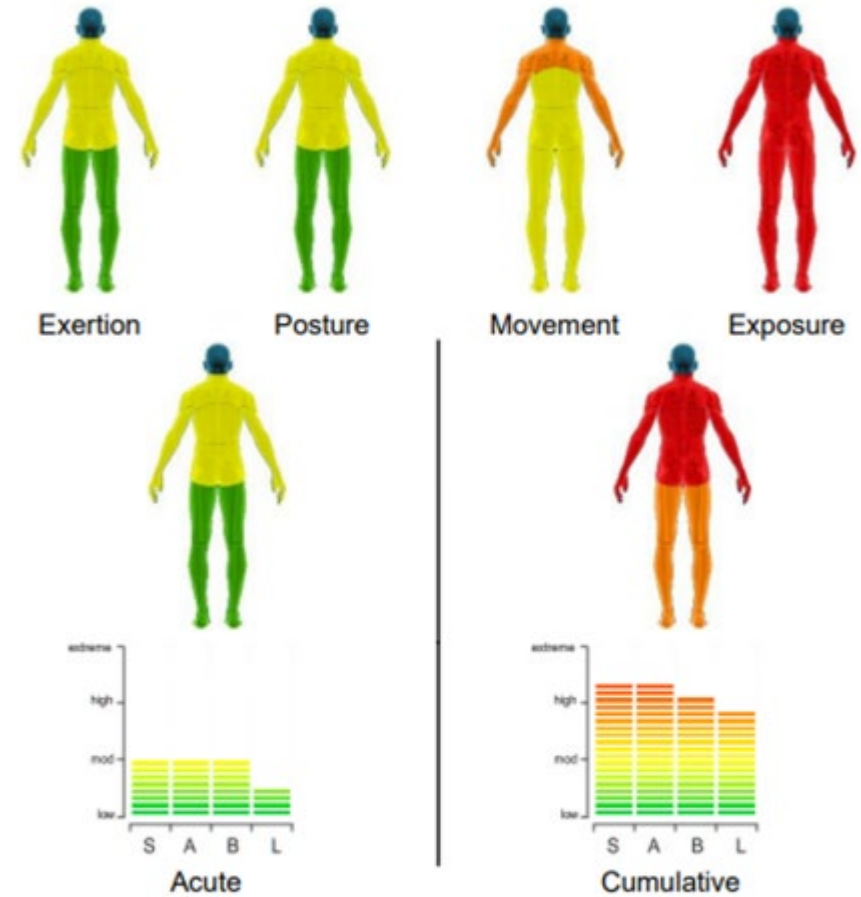
GAIN

- » Flexibility
- » More discretionary time, in some instances (less transit time)
- » Fewer workplace politics to manage
- » More autonomy
- » Relaxed appearance
- » More forgiving of self and others, understanding of family "intrusions"
- » Savings on transit, parking, clothing
- » More time with pets, home project undertaken





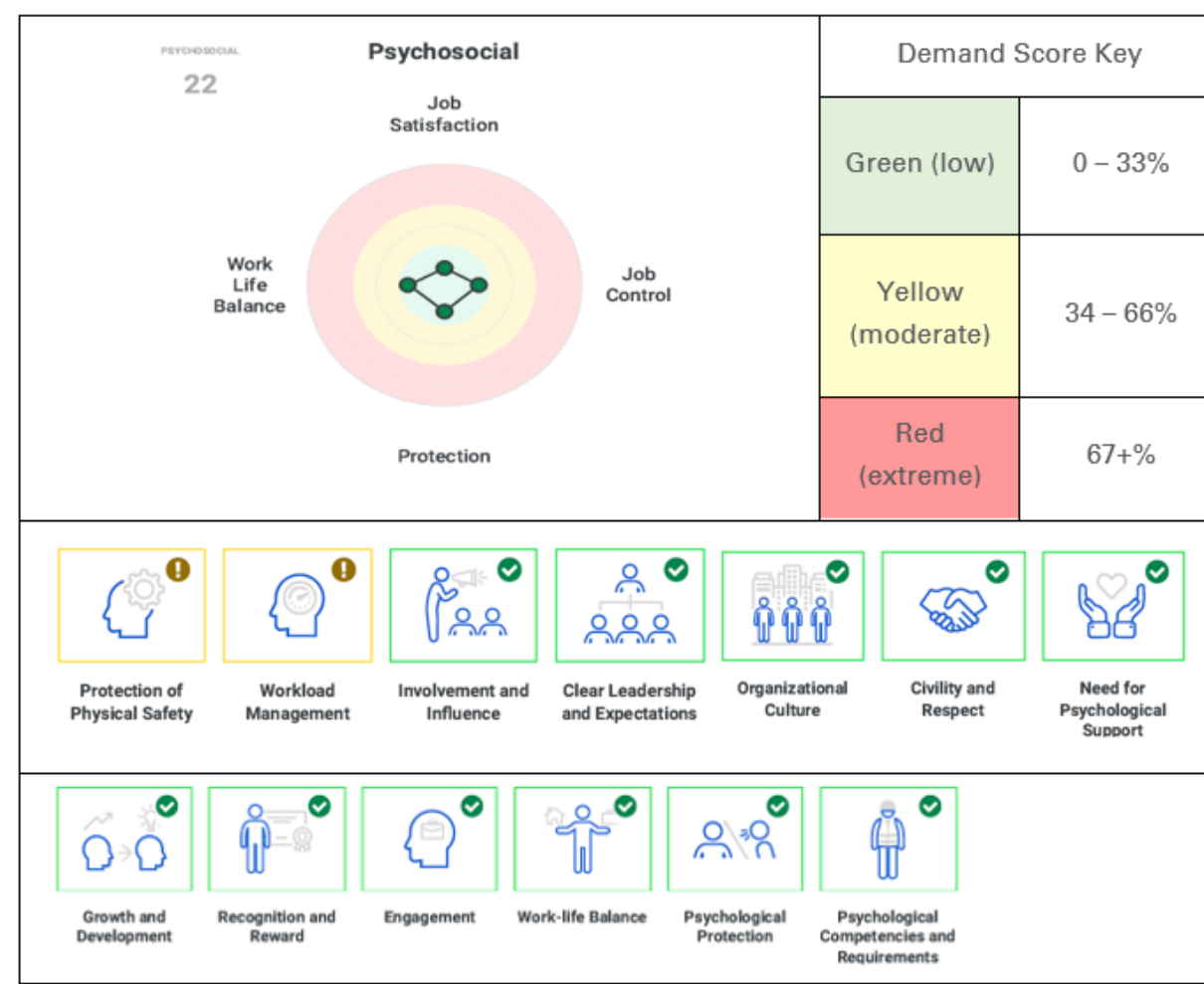
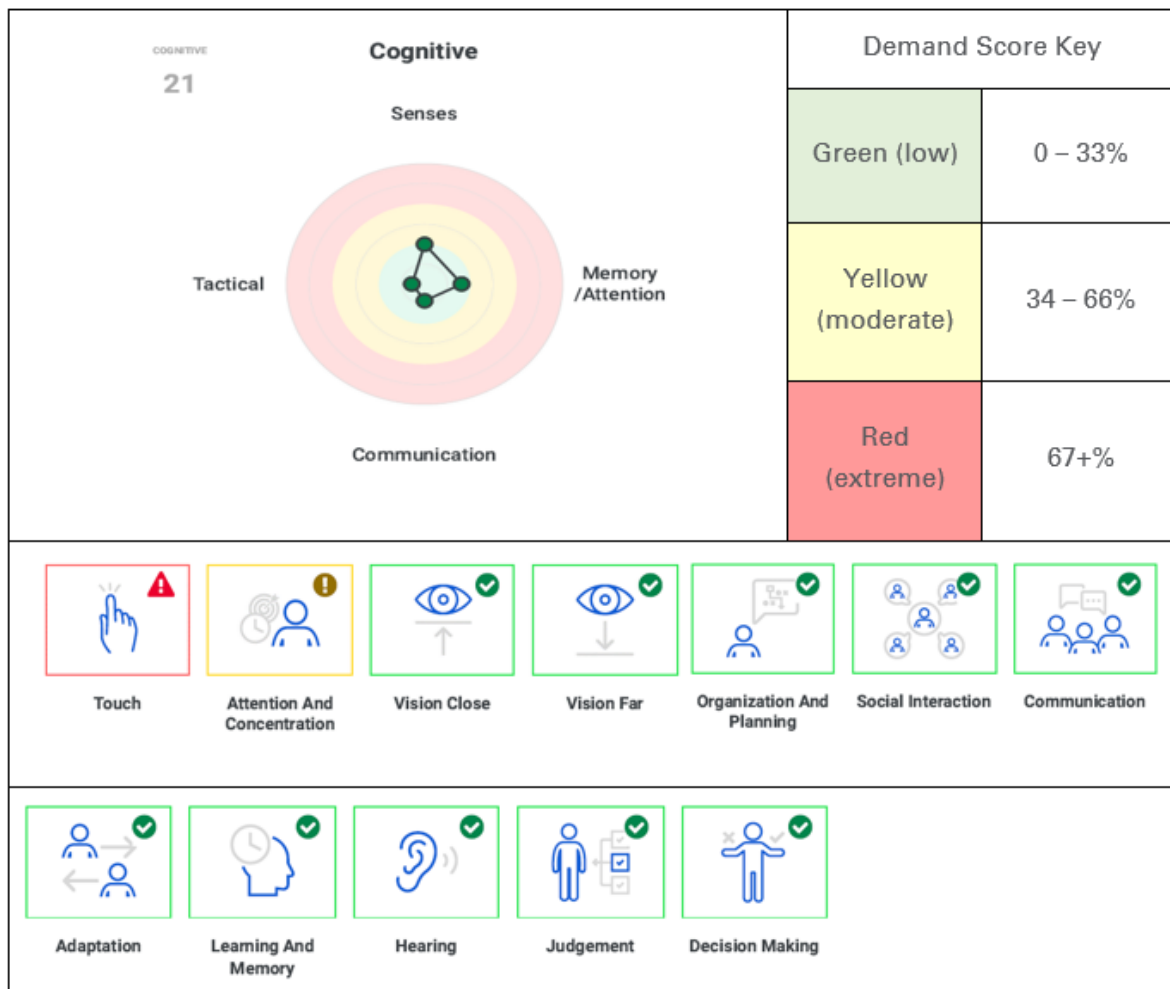
- Problem Solving
- Design ideation
- Lifecycle ergonomics



LEGEND

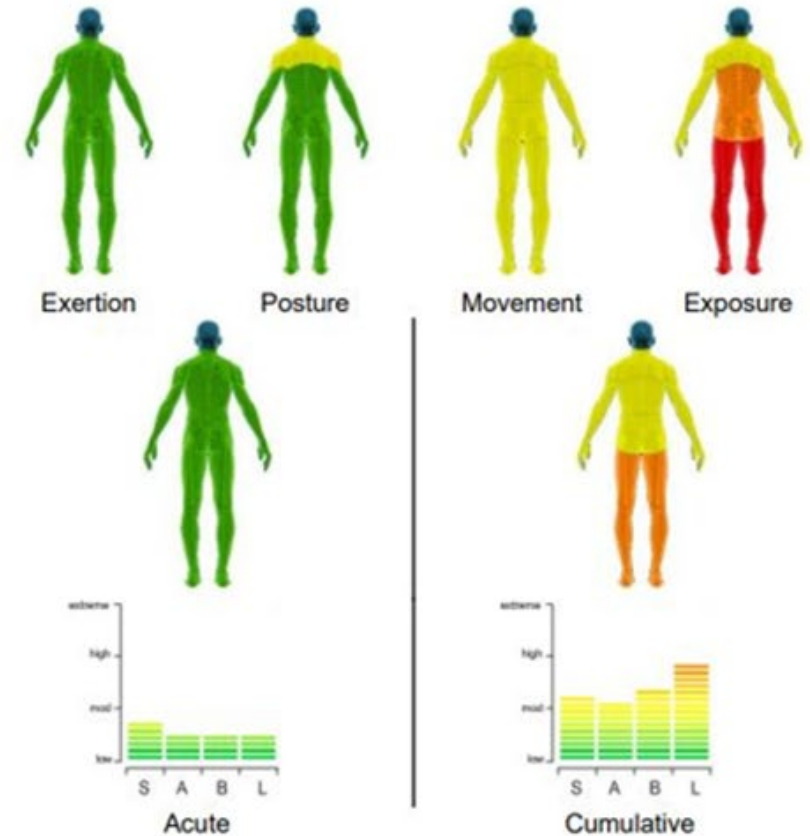
- low
- moderate
- high
- extreme
- [S] shoulders
- [A] arms
- [B] back
- [L] legs

Laundry: Cognitive & psychosocial work demands



Laundry: Physical work demands

After - Robotic auto folding machine



Acute Risk Reduction

Arms: 50% Back: 50%
Shoulders: 25% Legs: 0%

Cumulative Risk Reduction

Arms: 53% Back: 35%
Shoulders: 47% Legs: 0%



Problem Solve



- Job Analysis
- Manual Task Risk Reduction
- Psychosocial Hazards
- Known Fatality Hazards

Job Analysis: What, SO What, NOW What?

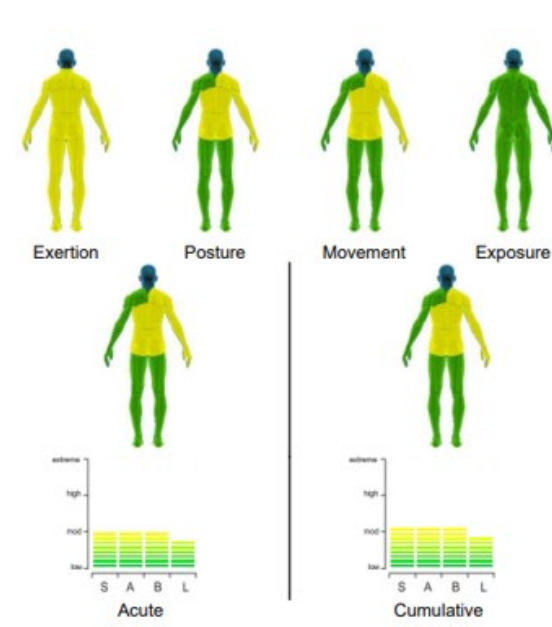


Figure 15: Showroom inventory management: WMSD risk: 33% work exposure

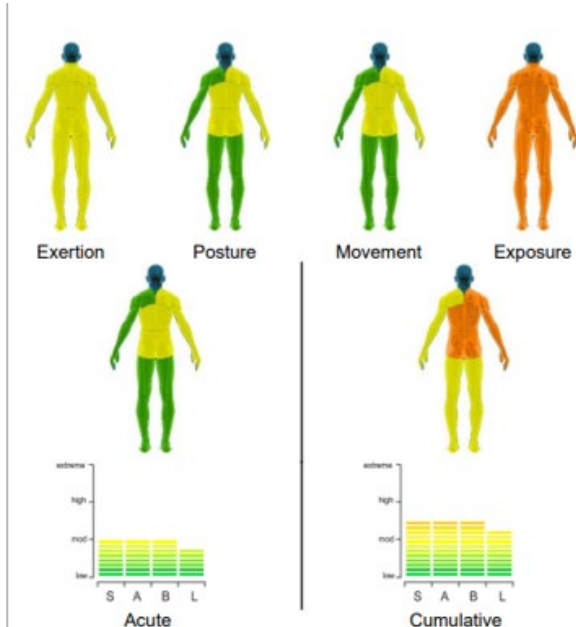


Figure 16: Showroom inventory management: WMSD risk: \geq 66% work exposure

Principle Hazard Exposures & Work Demands: Top 5

Manual Tasks 	Slips/Trips/Falls 	Decision-making 	Chemical & Fumes 	Intra-personal skills
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Varied work tactics – physical, functional, will, motivation, executive function, habit



Risk Assessment Tools



Physical

- Applicable to a range of manual tasks
- Integrated assessment of biomechanical risk factors (context, cognitive demands, environment, psychosocial)
- Independent assessment of injury risk to different, body regions, consider whole body;
- Risk assessment of acute and cumulative sequelae w/guidance about threshold tolerances *without false levels of presumed precision*
- Indicate the severity of different risk factors associated with task (pre- and post-)
- Suitable for use by generalist safety and health teams

Risk Assessment Tools



Psychosocial

- Contextualised, meaningful
- Not leading questions (e.g., bullying)
- Does not imply false levels of precision, yet not overly generic
- Considers the integration of risk factors and severity for acute or cumulative disorders
- Translates which disorders of concern

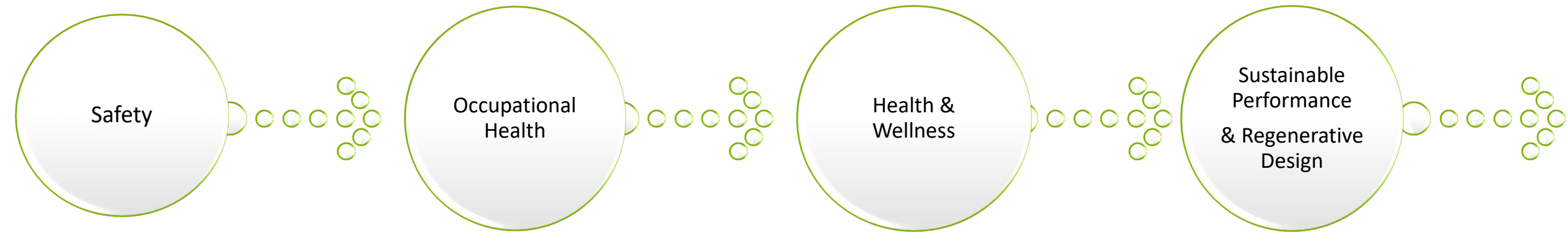




- Hand injuries: 20 to 1
- MSDs reduced > 85 to < 20/annum
- AIFR from 0.92 (2011) to 0.1 (Oct 2016)
- WorkCover claims: 29 in 2011 to 12 in 2014
- Statutory WorkCover: \$159,561 (2011) to \$2,633 (2015) YTD
- Common Law: \$1,262,978 in 2012 to \$670,082 in 2014

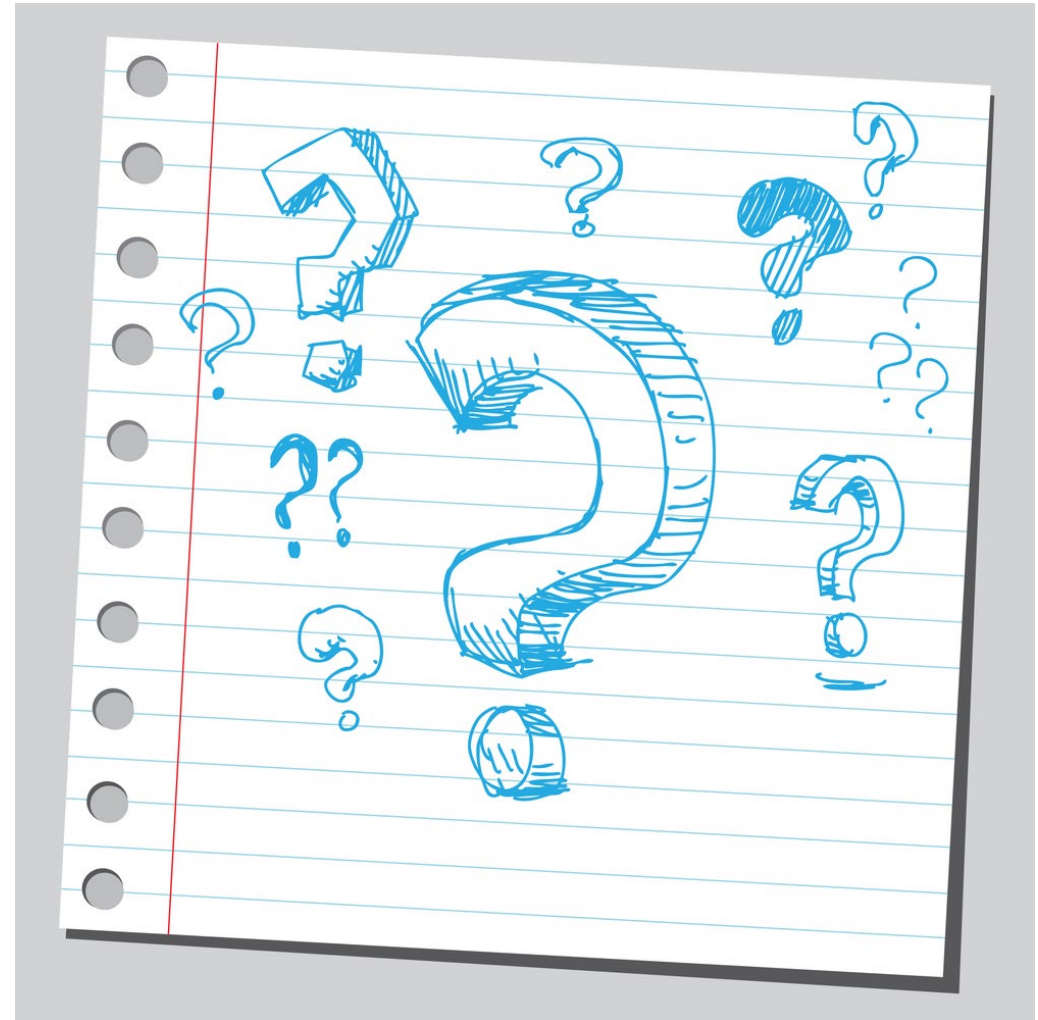
- Design: Injury Management: 20: 1
- Target: 30 controls/annum
- & 60% related to Hand Red Zone
- Communicate, Celebrate





Where to now?

What will you do differently tomorrow?
WHY? HOW?



Questions?

The ViVA group includes many sub-brands that address different aspects of human factors, ergonomics, human-centred design and good work design.



ViOffice

ViOffice addresses essential workplace factors including design, training, equipment choice and set-up, workstation layout, lighting, and acoustics to manage workstation wellness and employee performance.



ViWork

ViWork applies human-centred approaches to design work and jobs so that the way work is done, imagined, prescribed, and disclosed are well-aligned and in concert with company strategy.



ViLearn

ViLearn provides custom-made in-house webinars, online interactive training and guest speakers for public events to educate employees on the reasons for, and health benefits of, good work design.



ViBody

ViBody takes a holistic approach to evaluate the physical demands on employees to reduce risk factors, provide early intervention and offer strategies to improve health.



ViWell

ViWell can develop evidence-based strategies to boost employee health, wellness & engagement through assessment, collaboration, co-design and education.



ViMind

ViMind analyses and advises on a range of cognitive and psychosocial factors, to boost employee satisfaction and engagement.