



Dr Glen Davies
General Practitioner
Taupo



Better@Work Taupo

An ACC funded partnership between

- ACC
- Lake Taupo PHO
- GPs in Taupo, Mangakino and Turangi



International Evidence

- Centres for Occupational Health and Education in Washington State; set up to ensure best practice in care of injured workers
- Being out of work is as dangerous as smoking 10 packets of cigarettes per day
- Injured workers recover more quickly if they maintain contact with the workplace.



The Wins – for ACC

- Fewer time off work certificates converting to weekly compensation
- Fewer days on weekly compensation



The Wins – for GPs

- Better@Work Coordinator to support GPs in decision making about time off work and appropriate duties
- \$50 for registering the injured worker with Better@Work
- A share in the initial net savings after the cost of running the programme



The Wins – for Injured Workers

- Maintaining the benefits of work;
 - Physical
 - Mental health
 - Social
 - Financial
- More likely to retain job
- More likely to maintain income level



The Wins – for Employers

- Retain the injured worker's skills and knowledge, or regains these more quickly
- Better communication and planning
- Assists in avoiding loss of productivity



Better@Work Process

- Eligibility

- Injured worker
- Injury at, or away from work
- Aged over 16 years
- Seeing a Lake Taupo PHO GP

- Exclusions

- serious injury; moderate to severe traumatic brain injury, spinal cord injury limb amputations etc
- accredited employers



Better@Work Process

- Uses a new electronic ACC18
- Certificate as clinically appropriate
- Fit for selected work (FFSW)
 - Selected duties identified by injured worker with employer OR with assistance from Better@Work Coordinator
- Fully Unfit
 - Better@Work Coordinator supports contact between injured worker , employer and workplace , and plans the return to work
- Certification is for a maximum of 14 days requiring GP to be involved regularly.



A Global Change in Culture

- The GP
 - Creating an expectation about returning to work
- The Employer
 - Supported to have injured worker in the workplace
- The Injured Worker
 - Supported to recover at work



Better@Work spin offs

- The change in culture within General Practice will affect our prescription of WINZ Sickness Benefits



Personal Experience

- Better@Work is based on strong evidence, international and local.
- The prototype development was a true partnership between equal partners.
- The project has
 - Assisted workers and employers
 - Saved money.
 - Benefitted General Practice financially, with the savings being ear marked for services to improve patient care and GP education.





Joanne Mintoft, NZROT

Better@Work Coordinator, Taupo

Employed by Lifestyle Potential under
contract to Lake Taupo PHO



Role of Better@Work Coordinator

- Review pre-injury duties; identify barriers to return to work.
- Contact employer.
- Worksite visit.
- Communicate with GP and ACC.
- Recommend required support.



Better@Work Options

- Information
 - Definitions of terms e.g. “light” duties.
 - Investigate alternative duties or alternative hours options.
- Clinical support
 - Pacing and rebuilding tissue tolerance post injury.
 - Work station/ environmental/equipment assessment.
- Practical support
 - childcare, home help, taxis to and from work or equipment such as perching stools.



Advantages of Better@Work

- Rehab starts on day one.
- Bio-psycho-social model and the Disability prevention model.
- Creates a link between GP and employer.
- Certify for “work ability not work availability”.



Case Study One

Injury:

Torn Gastrocnemius.

Occupation:

Contractor maintaining 300 km of roading edge.

ACC 18:

Initial fully unfit then fit for selected duties 10 hours per day:

no lifting or forceful movements, no heavy work,
no prolonged walking, no prolonged standing.



Better@Work actions/outcomes:

- Visit to the deport to discuss work tasks and graded return.
- Recommended to ACC purchase new work boots to support his calf.
- Passed on information regarding the worksite to the GP. follow up once fit for selected duties.



Case Study Two

Injury:

Lumbar disc prolapse. Felt a 'pop' while lifting at work and then sudden pain in his back.

Occupation:

Laborer at landscape gardeners.

ACC 18:

10 hours/day, 5 days/week for a week.

No lifting or forceful movements, no heavy physical work, no using the loader.



Better@Work actions/outcomes:

- GP phoned B@W Coordinator to advise of the injured workers wishes to return tomorrow and of the restrictions.
- Visit to the work site to observe and advise re: lifting technique. Client not using the hand truck and lifting unevenly.
- Injured worker stayed and recovered at work and did not visit GP again.



Dr Suzanne Gower

Establishment Project Manager for Taupo

Consultant to Better@Work Expansion
Sites



Better@Work Now

- Taupo 15 months on
- Expansion Sites
 - Hawkes Bay PHO
 - Harbour PHO on the North Shore
 - HealthWest PHO in West Auckland
 - Waiora Healthcare PHO in West Auckland



Better@Work Now

- Tailored for local conditions
- Different models of service
 - PHO managed, coordinated and provided
 - PHO managed and coordinated with contracted providers
 - PHO managed with coordination and service provision contracted out