

LGIS Early intervention pilot program Frequently asked questions (FAQ's)

What is an early intervention pilot program (EIPP)?

The EIPP model is based upon early advice to a worker with ongoing aches, pain or discomfort before a more significant injury occurs.

Qualified physiotherapists speak to the worker through a secure video-link to provide immediate assessment and advice. The treatment process can be started straight away to avoid delays and improve outcomes:

Through the program a physiotherapist will connect with the worker and workplace to deliver:

- Evidence-based assessment and advice to the worker on their musculoskeletal condition
- Education and self-management strategies to the worker including an exercise program
- Timely feedback to the workplace regarding suitable duties, treatment and goals.

How will it benefit my local government?

Early intervention is about identifying and responding to warning signs and reports of accidents and incidents in the workplace. Responding early can reduce the likelihood of a worker becoming ill or injured, taking long-term sick leave or workers compensation absences. Ensuring early access to treatment has also been shown to reduce the duration and severity of an injury or illness, enhancing recovery and facilitating an early return to work, resulting in lower claims costs and increased productivity.

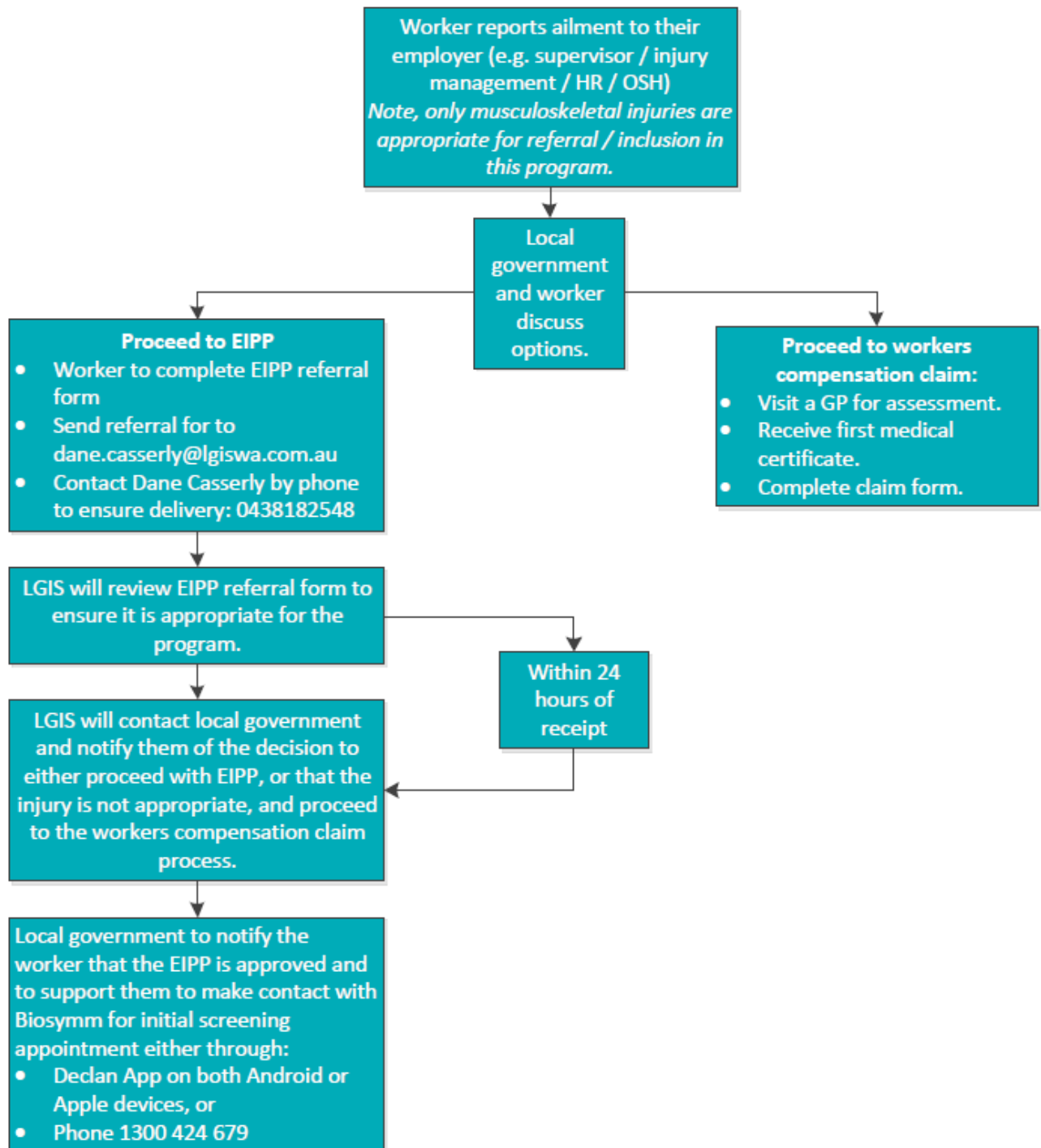
When does the program begin?

The program is available to participating members from February to December 2020. If one of your workers reports an injury today, please complete the process below and contact LGIS to initiate the EIPP, if appropriate.

What is a musculoskeletal injury?

Musculoskeletal Disorders (MSD) are conditions that can affect muscles, bones and joints. MSD's include conditions such as tendonitis, carpal tunnel syndrome, and osteoarthritis. Symptoms can affect any and all major areas of the musculoskeletal system (neck, shoulders, back, wrists, etc.) and are characterised by stiff joints, swelling, dull aches or recurrent pain.

How do we access the EIPP for a work related musculoskeletal injury?



What is the EIPP process?

Initial assessment (One hour telehealth session)

A physiotherapist will:

1. Assess the worker
2. Educate and provide advice regarding the best treatment for their ailment
3. Provide tools and resources to the worker for self-management
4. Provide a report to the local government regarding suitable duties

Ongoing treatment

Three on-going physiotherapy treatment sessions are provided either via telehealth or via the local provider network. This includes access to a tailored physiotherapy exercise program.

Conclusion

Following the final third appointment, the treating physiotherapist will determine if:

1. The worker has recovered and is ready for discharge
2. A recommendation is made for LGIS to approve further treatment sessions (up to an additional three sessions)
3. The worker be referred to a GP for further assessment

Can we access the EIPP for a non-work-related musculoskeletal injury?

Yes, this program encourages workers to report any musculoskeletal disorders that frequently cause them aches, pains or discomfort and/or interfere with their ability to complete required work tasks. It is our understanding that if left untreated, these ailments can lead to a workplace injury and a workers' compensation claim.

Will I end up with everyone on my team on restricted duties?

No, the program has a 98% stay at work rate and often restricted duties are not required.

What is required to be involved in the EIPP?

Each member that is involved will need to:

- Select a key point of contact for the program
- Have the point of contact download the Declan App and setup the web-based program on a computer or laptop with webcam access. Workers will require access to this computer to complete the initial assessment, therefore a private meeting room or first aid room location would be appropriate.
- Complete a roll-out for the program including;
 - Presentation to supervisors/managers to ensure leaders have an awareness of the program, its purpose, what to expect, and how to refer workers to it (if appropriate).
 - Promotion of the program at team meetings and staff events, and by placing the worker information flyer on information boards and/or intranets.

How much time and resources is needed from my local government?

As with any workplace health and wellbeing activity, a small amount of coordination and promotion will be required internally by the local government. All promotional materials and templates will be supplied by LGIS.

How secure is the video connection?

The telehealth application has been designed specifically for medical consultations with confidentiality and other medico-legal requirements ensured. The video consult is private, secure and not recorded.

Who will pay for the EIPP?

The EIPP has been approved by the scheme board as a twelve month pilot program, and therefore no costs are associated with participation.

More information

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