Triaging for high risk claims: does method matter?

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“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.

• 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.

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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!
References


Thank you.

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