

WEBINAR



**Collaborating with the workplace
to enable good work for your
patient/client**

Tonight's panel



Dr. Cath Kelaher
General Practitioner
and Occupational
Physician



Dr Dielle Felman
Psychiatrist



Dr. Jacqui Stanford
Psychologist



Kevin Figueiredo
General Manager
Risk, Safety and
Sustainability



Facilitator:
Prof Stephen Trumble
General Practitioner

The webinar platform

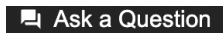
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Learning outcomes

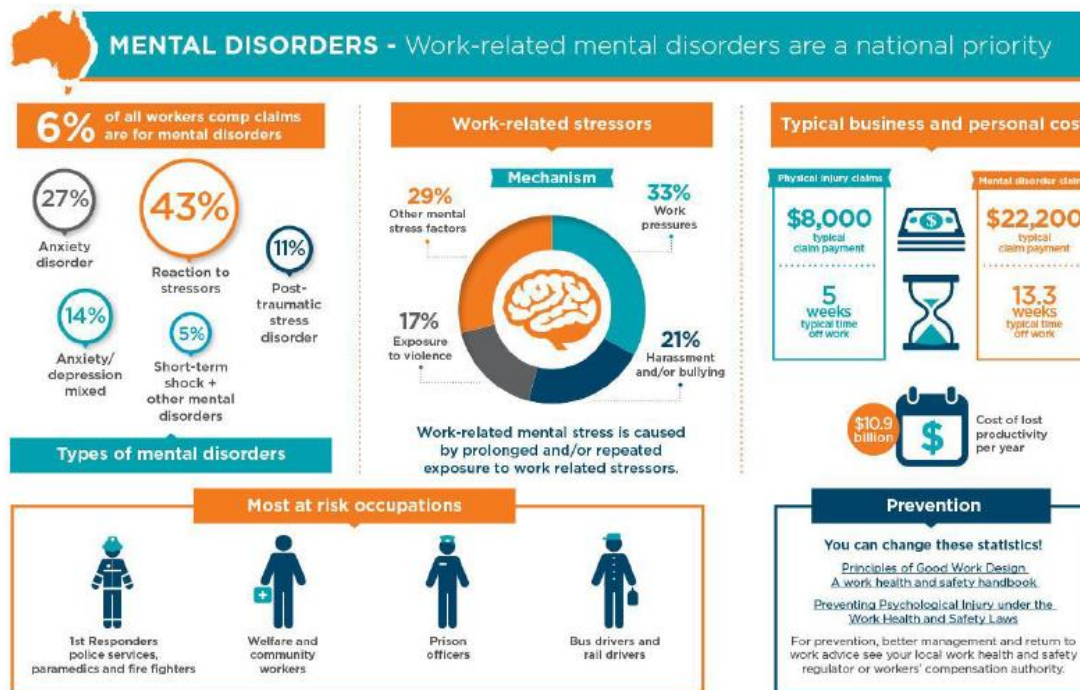
Through an interdisciplinary panel exploration of supporting work participation, and recovery at and return to work, with a focus on good work, this webinar will provide participants with the skills and knowledge to:

- Discuss the benefits of participating in good work with patients/clients who are experiencing mental health conditions that may impair their ability to work, including the benefits of recovery and a timely return to work.
- Identify what 'good work' looks like for patients/clients and how practitioners can encourage the workplace to provide 'good work' that supports health and wellbeing.
- Discuss how to constructively engage with the workplace and other stakeholders to help patients/clients optimise their health and work participation and recovery outcomes.
- Recommend ways to deal with barriers to recovery and return to work, and assist patients/clients to realise the benefits of participating in good work.

The benefits of supporting Return to Work



Dr Cath Kelaher



Sources of information:
Safe Work Australia's National Data Set for Compensation-based Statistics (NDS)
Workers' Compensation claims for the period 2007-2008 to 2011-2012



The importance of early action



Dr Cath Kelahe

Presentations of work-related mental health are often delayed.

Delays in treatment and return to work in those early days can have significant consequences.

Our role



Dr Cath Kelaher

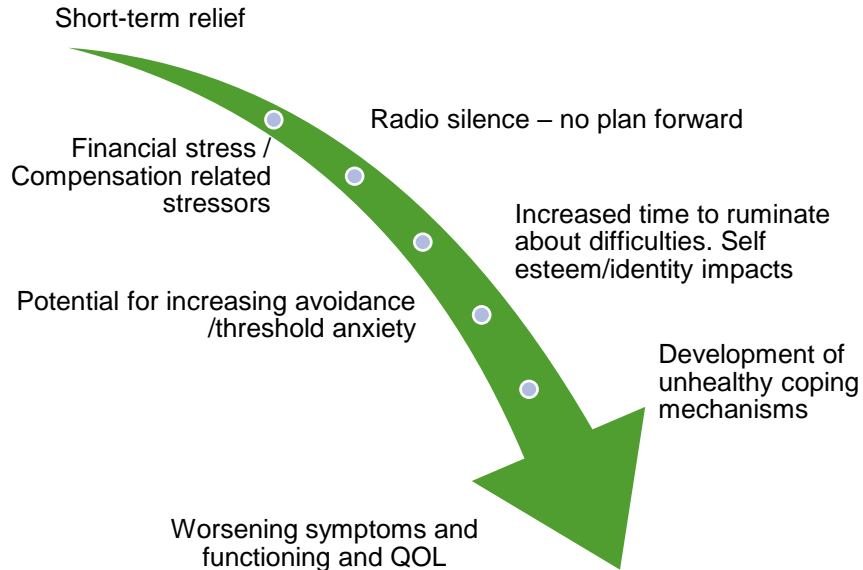
GPs hold a unique and central role in managing return to work and have an early opportunity to facilitate workplace modifications to allow workers with medical condition to remain at work, or to support a timely or graduated return to work.

Possible scenarios for Lisa

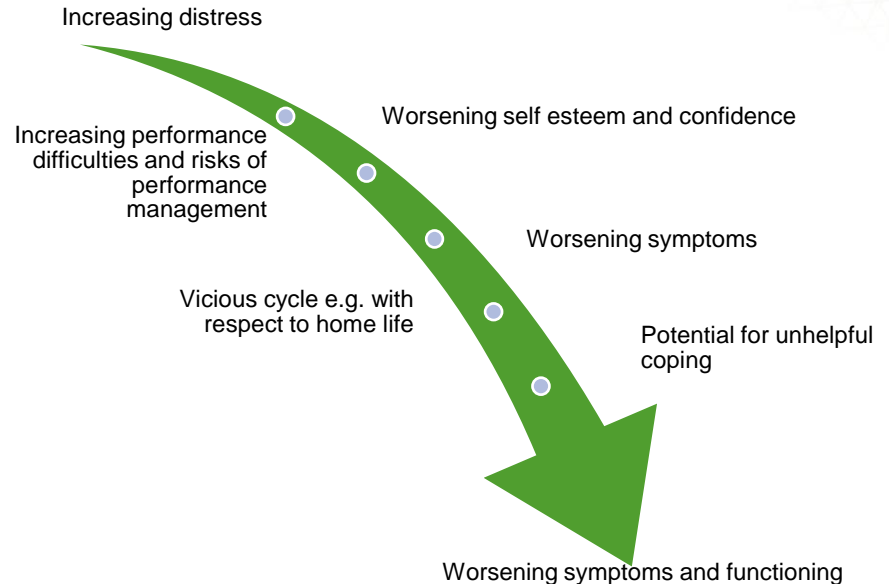


Dr Dielle Felman

Removal from workplace



Persevere at work



A way forward



Dr Dielle Felman



Reassure – current work situation is not psychologically safe, and she is “unfit for the full substantive position”



Try not to make long-term decisions abruptly



Educate regarding risks of avoidance and that time is not a cure for threshold anxiety

Also, employability options may be greater when still work engaged

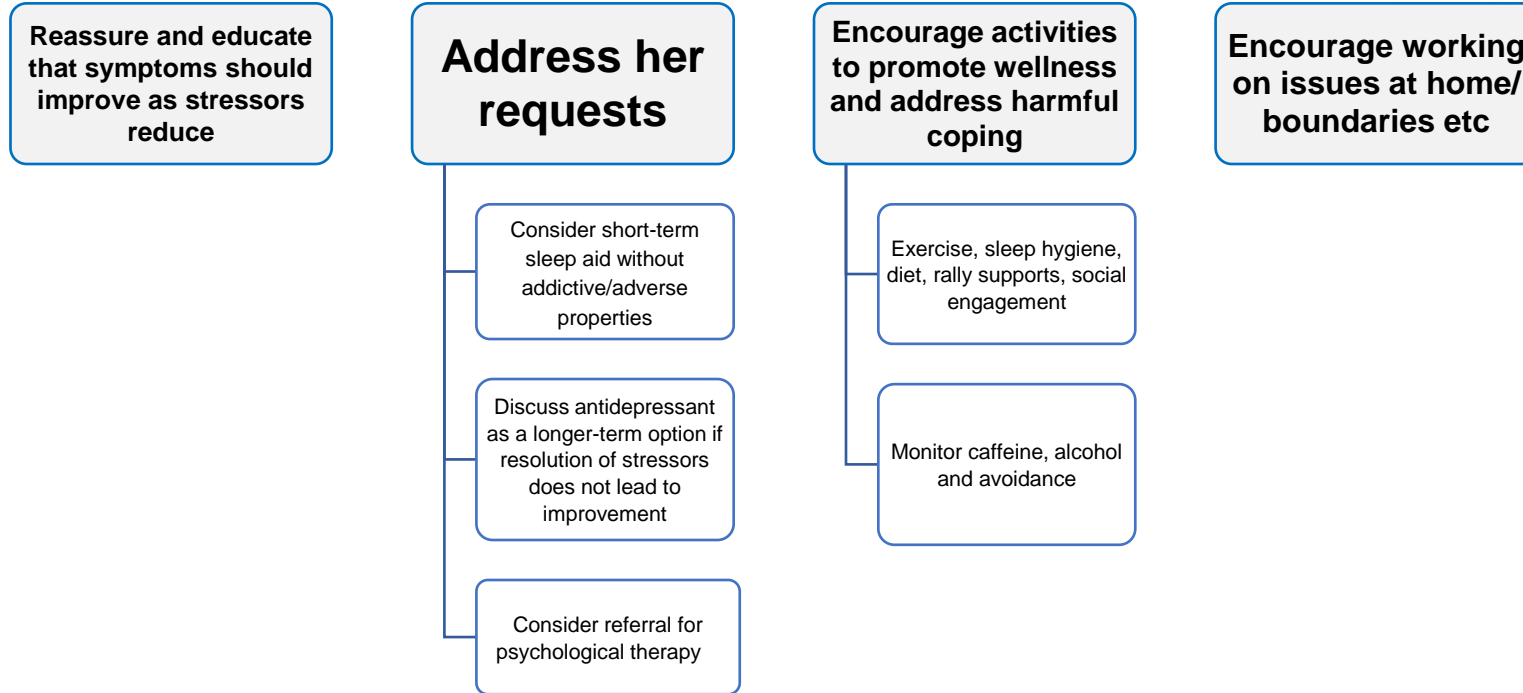


Discuss workplace requirement to provide a safe work environment and our priority is to keep her safe

Lisa's health and wellbeing first



Dr Dielle Felman



Optimising Lisa's work situation



Dr Dielle Felman

Discuss role, elements that Lisa finds most stressful and her thoughts regarding what can be adjusted

Discuss reasonable adjustments based on Lisa's symptoms, functional impacts and role demands.

For Lisa, these may include:

- Reduced hours
- Modified or alternate duties e.g reduced managerial responsibilities, removal from extra work, project work or increased time frames
- Modified environment: eg work from office instead of home.
- Increased support – regular meetings, time to attend medical appointments, rehab support

If uncertain – consider requesting options from employer

Suggest a timeframe

How to engage



Dr Dielle Felman

**Written/Telephonic
/
Meetings**

**Obtain consent.
Reassure Lisa
what will and
will not be
discussed**

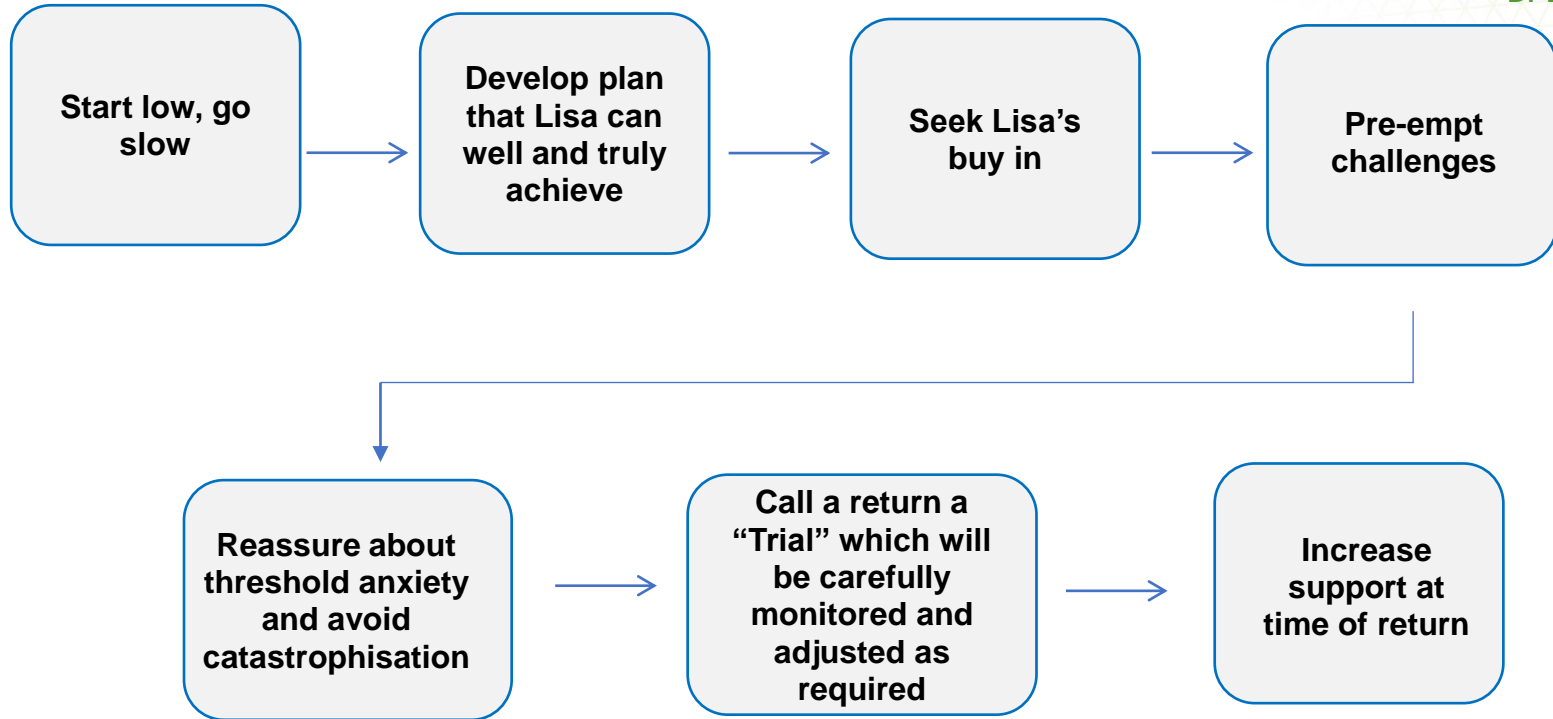
**Suggest
restrictions or
ask for RTW
options.
Leave room to
move!**

**Employers appreciate
information and open
lines of
communication!
Often happy to pay
for your time**

Set Lisa up for success



Dr Dielle Felman



The “yeah but”



Dr Jacqui Stanford

- Most people understand work is important, but want to recover first
- Work helps recovery
- Identify the barriers
 - Curiosity
 - What else?
- Consider possible options (brainstorm rather than problem solve as it needs to be realistic for all)
- Allows a shared starting point for discussion

Collaboration



Dr Jacqui Stanford

- Engage with all people involved to help determine realistic options to address the barriers:
 - Use points of agreement
 - “And” not “But”
 - Facilitate helpful flexibility (expectations/should)
- May take a number of conversations
- Address the barriers
 - Motivation: Feeling motivated vs being motivated
 - Anger and injustice
 - Grief and loss
 - Anxiety and uncertainty

“Good Work”



Dr Jacqui Stanford

- Needs to be realistic for all
- Choice and consequences: “should and have to” vs “I prefer and I choose”
- May not be any ideal situation
- Motivational interviewing – meet them where they are at
- Next steps:
 - Graded exposure
 - Stepping stone
 - Moving ship
 - Driver’s seat

The benefits of participating in good work with people who are experiencing mental health conditions



Kevin Figueiredo

Create a belief that...

**It's ok not to feel ok;
and it's absolutely ok to ask for help.**

the action

The Power of One



Kevin Figueiredo

Three little words that can make a difference

**I Am
Here**

Three simple steps

- 1. Show you care**
- 2. Ask the question**
- 3. Call for help**

Encourage the workplace to provide 'good work' that supports health and wellbeing



Kevin Figueiredo

People get better quicker when they are back at work **[First 3 days]**

People first, then process **[words matter]**

Look after the person and the claim will look after itself



Kevin Figueiredo

Engaging with the workplace to help people optimise their health, work participation and recovery outcomes.

Focus on capacity, not just restrictions

ATP... How can I help? How can you help?

Be **CLEAR**



COMPASSION



LISTENING



EMPATHY



ACCEPTANCE



REAL

Recommend ways to deal with barriers to recovery and return to work



Kevin Figueiredo

Make time, create space, align on the goal

Check-in daily **[2min]**

Meet formally weekly **[15min]**

Q&A Session



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 Ask a Question

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1.



2.



3.



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Breaking the Silence: Improving inclusive practice for Aboriginal and Torres Strait Islander LGBTIQ+SB people

Thurs 3 Nov, 1 pm AEDT

It's never too late to diagnose ADHD

Mon 7 Nov, 7.15 pm AEDT

PHN: Non-medical support and programs for older Australians

Tues 6 Dec, 7.15pm AEDT

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