

Abilities Management Access/Lifestyle Health Coaching



June 18, 2012



Agenda

- Overview of Abilities Management Access
- Case Studies
- Lifestyle Health Coaching
- Case Studies

The program that delivers



SHORT TERM DISABILITY

**ABILITIES MANAGEMENT
ACCESS**

LONG TERM DISABILITY

**LIFESTYLE HEALTH
COACHING**

better outcomes

A network of experts and resources that supports Manulife Financial's disability and absence management products and services

**WORKPLACE
SOLUTIONS FOR
MENTAL HEALTH**

**DISABILITY
CONSULTING**

**REHABILITATION
SERVICES**

**RETURN TO
WORK
FACILITATION**

Abilities Management Access

Adhoc Assistance Outside the Scope of Short Term and Long Term Disability Programs

- Medical Monitoring
- Accommodation
- Intermittent Absences
- Medical and Non-Medical Assistance during the qualifying period for Short Term or Long Term Disability
- Short Term Disability or Long Term Disability absence is not medically supported

Abilities Management Access

Balanced, proactive support

A focus on **ability**

Your Manulife team **identifies all opportunities** for a safe return to work

Respecting **Confidentiality**

Communication in **functional** Terms

Support to Joint Rehab Committee

Resources Supporting you with Communication

- A depth of resources dedicated to YOU.



Case Manager
Work Facilitation Specialist
Operations
Medical Consultant
Supervisor

Support is just a call (or email) away.....

Abilities Management Access



Early Intervention

Medical and Non-Medical Barriers

Case Management

Treatment Facilitation

Facilitated Communication

Return to Work

Abilities Management Access

The right tool, at the right time

Your Manulife team proactively **addresses barriers** to return to work.

Accommodation

Work Hardening Programs

Contact with Treatment Provider

Return To Work Facilitation

Assessments

Medical Consultant

Independent Medical Examinations

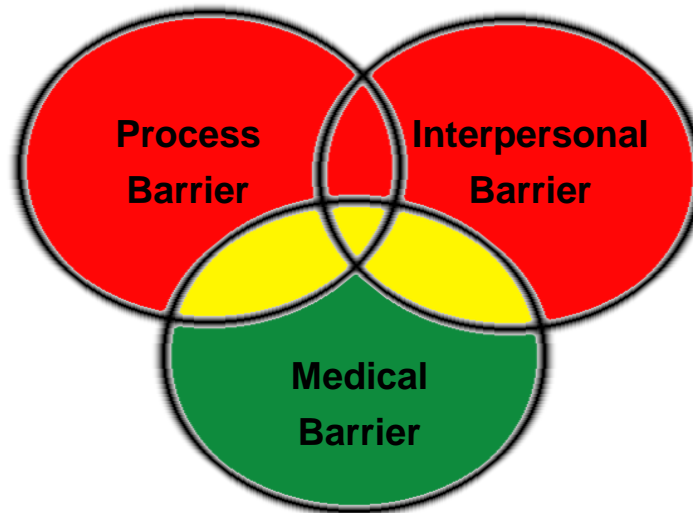
Functional Assessment Evaluations

Workplace Solutions for Mental Health

Your WellConnected® network

Abilities Management Access

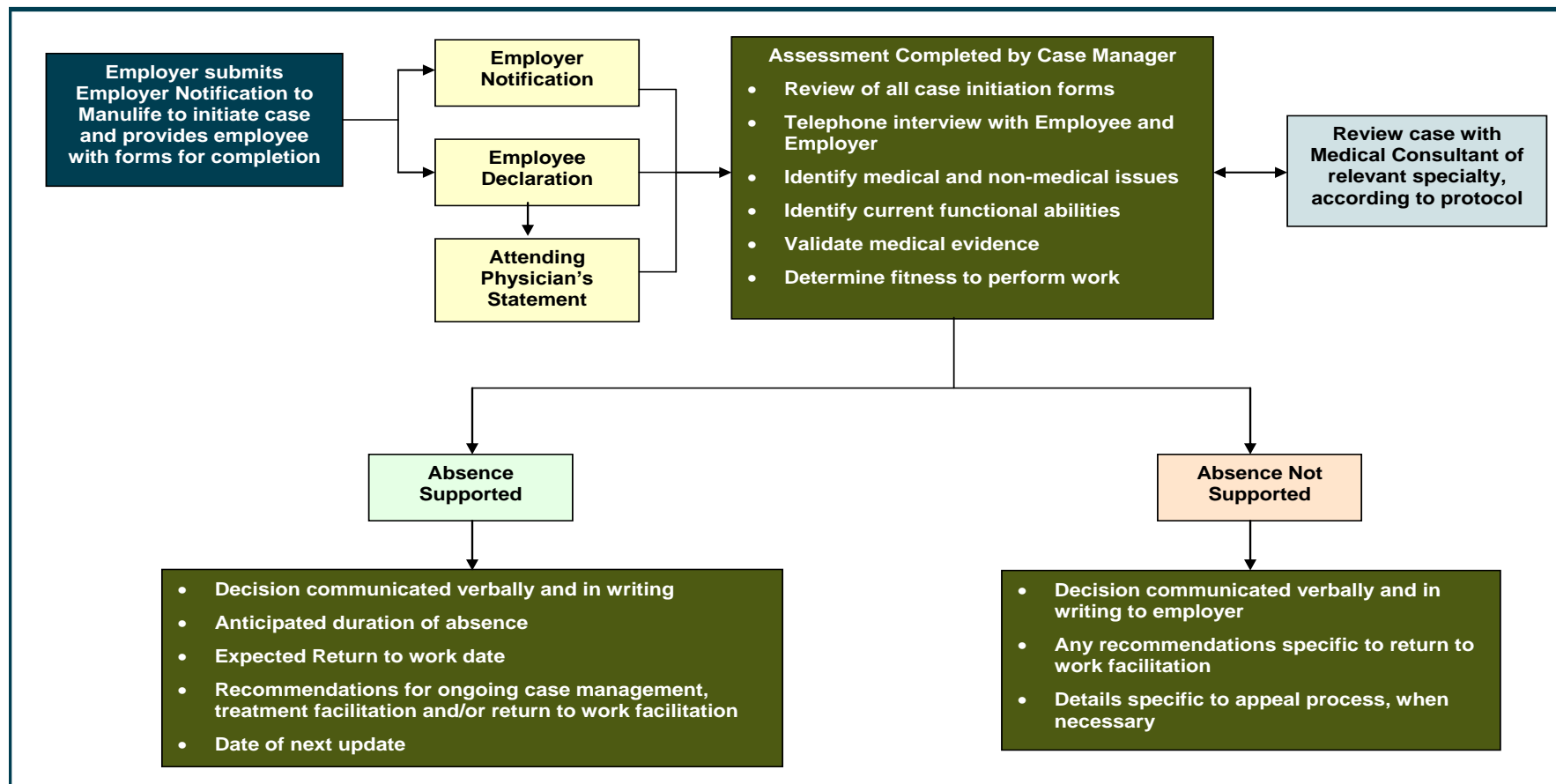
Medical and Non-Medical Barriers impacting return to work



Best practice approach

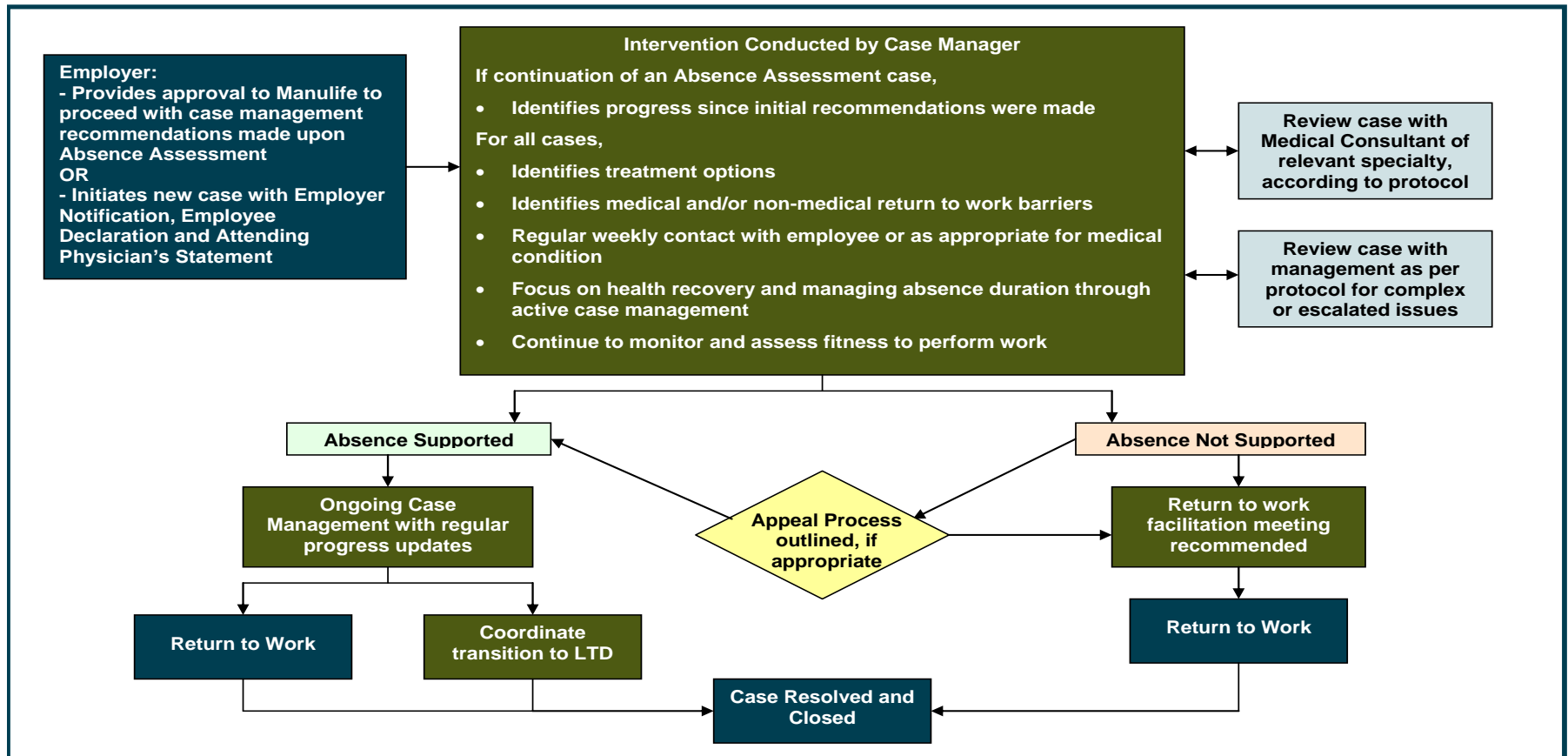
Abilities Management Access

Service #1 – ACCESS to Absence Assessment



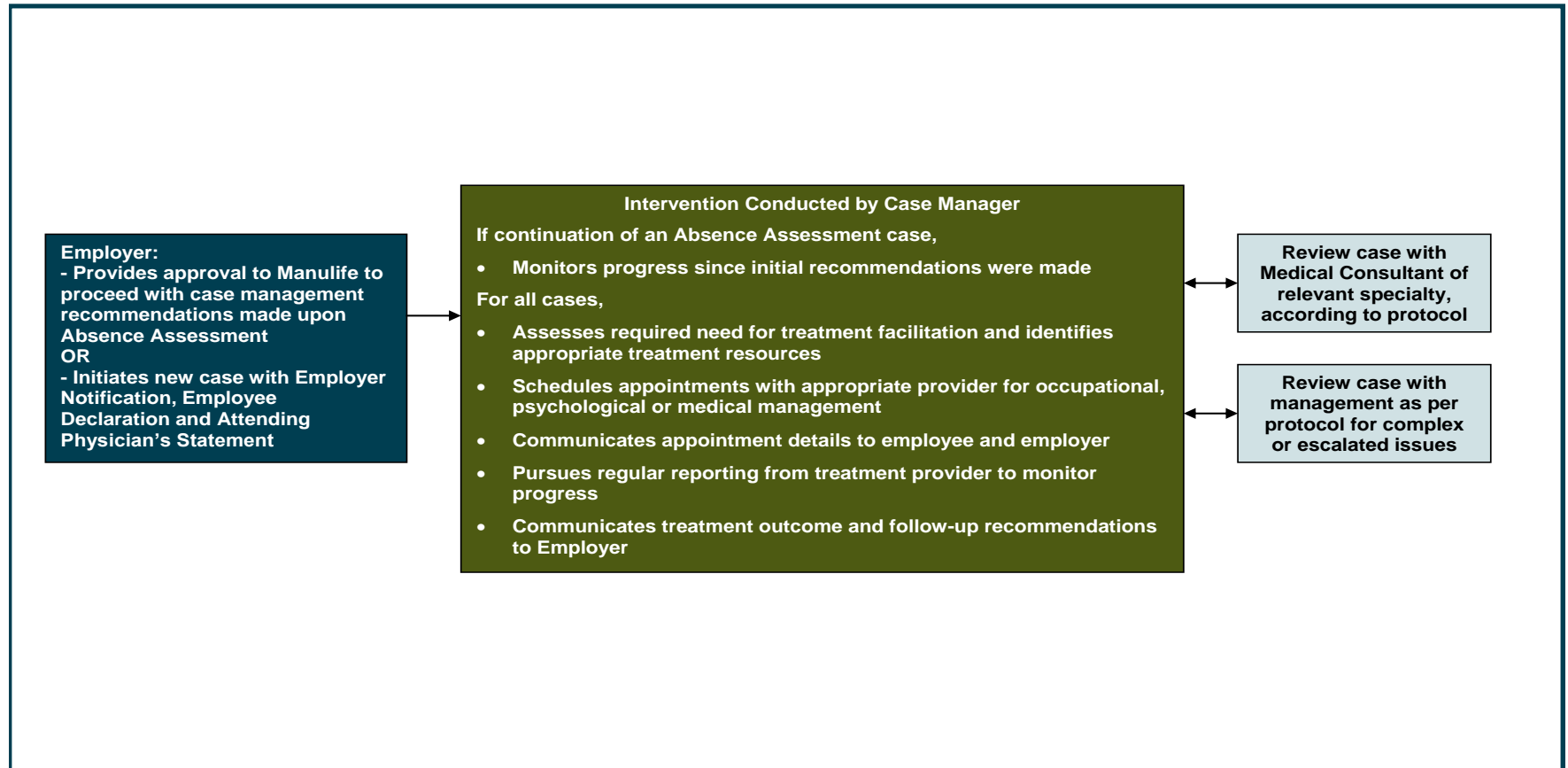
Abilities Management Access

Service #2 – ACCESS to Case Management Intervention



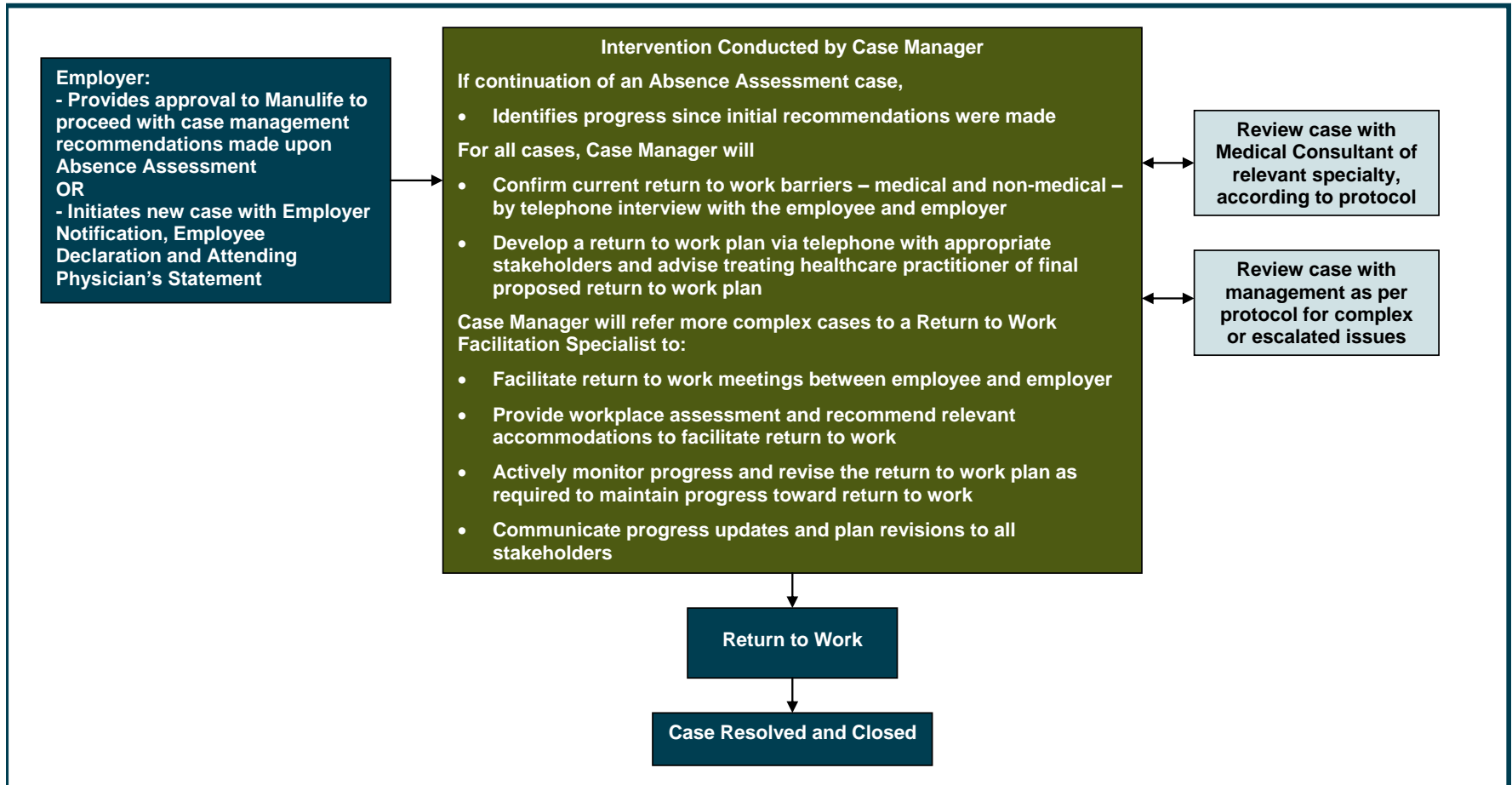
Abilities Management Access

Service #3 – ACCESS to Treatment Facilitation



Abilities Management Access

Service #4 – ACCESS to Return to Work Facilitation



Benefits

- The program can produce benefits demonstrated by:
 - Employee receives assistance with navigating the health care system
 - Employee receives health coaching
 - Shorter duration of absences
 - Reduction of risk of recurrence
 - Assists with transition to STD and/or LTD
 - Decrease in sick leave costs
 - Decrease in STD/LTD duration and incidence

Positive outcomes
Alignment to your program needs

Abilities Management Access Case Study #1

- STD claim declined as policy provisions not met due to Employee working 75% of their hours/duties.
- STD Case Manager recommended file be referred for AMA services for ongoing support.
- AMA involvement, transfer of forms from STD to AMA claim.
- Initial phone interview completed with Employee and Employer
- Referral for ergonomic assessment

Abilities Management Access Case Study #1

- Ergonomic assessment completed in regards to office desk set up, chair, and suggestions provided for their home office. Discussions occurred around potential for sit/stand work station.
- HR has located one in storage. Working to have it installed.
- Manulife is monitoring ongoing treatment investigations to ensure participation in appropriate active evidence based treatment for the diagnosis.
- When appropriate, will develop GRTW to resume full hours/duties.

Abilities Management Access Case Study #1

Benefits of AMA:

- Monitor treatment and treatment investigations.
- Ensure the employee is maximizing the treatment options available
- Once treatment is complete and condition is stabilized, AMA will look to return the employee to their full hours/duties.
- Mitigate against condition deteriorating to require a total absence.
- Total absence would lead to further STD claim
- STD claim could lead to LTD claim.
- Getting in at this level helps to ensure our success in keeping the Employee in the workplace!

Abilities Management Access Case Study #2

- Injury in the workplace occurred.
- WCB claim was denied.
- Ongoing absence from work.
- Referral to AMA for assistance with gradual return to work planning and estimated return to work date.

Abilities Management Access Case Study #2

- Telephone interview completed with employee and employer.
- Review of medical information
- Gradual return to work plan developed with the employee over the course of 4 weeks increasing in hours.
- Monitoring of gradual return to work plan on weekly basis.
- Successful return to work.

Abilities Management Access Case Study #2

- Benefits of AMA:
 - Coordinating RTW plan which was medically appropriate for the employee and met the business needs.
 - Mitigating against ongoing absence
 - Safe and timely return to work.

Lifestyle Health Coaching

Lifestyle Health Coaching

- This is a service available to all employees of BC College & Institutions with health or disability coverage
- ***Lifestyle Health Coaching*** is a service in which Manulife provides personalized lifestyle health coaching support upon their return from a health related absence and for employees actively at work
- It is a *voluntary, confidential* telephonic and/or email-based service available to those employees who are interested in accessing professional healthcare resources to support them in adopting a healthier lifestyle
- The objective is to support an employee who is interested in reducing their 'at risk' health behaviours.

Building Personalized Lifestyle Care Plan

- **Specific**
 - What is the desired health outcome?
- **Measurable**
 - How much? How many?
- **Action Oriented**
 - How will the Employee achieve the outcome?
- **Realistic**
 - Is the goal possible and achievable?
- **Timed**
 - What is the timeline to achieve the goal?

HEALTH TOOLS



Lifestyle Health Coaching

Case Study #1

- Actively at work Employee initiated request for Lifestyle Health Coaching
- Health Risk Assessment completed and three areas of focus were agreed to:
 - Mental Health
 - Healthy Eating
 - Alcohol Consumption
- Plan was done with goals and time frames for each area of focus
 - Swimming – graduated regime
 - Walking – graduated regime
 - Access Employee Assistance Program
 - Resource the Canadian Food Guide

Lifestyle Health Coaching Case Study #1

- Calls every 2 – 3 weeks
- Revised plan, Employee had a lot of personal circumstances impacting her ability to consistently meet plan objectives
- Encouraged Employee to not be too hard on themselves and to celebrate the progress that had been made and gave ideas to help to keep focused
- Worked with Employee for 6 months, 100% of goals met
- Employee had tools to continue independently

Lifestyle Health Coaching

Case Study #2

- Actively at work Employee initiated request for Lifestyle Health Coaching
- Health Risk Assessment completed and three areas of focus were agreed to:
 - Weight Reduction
 - Sleeping Habits
 - Increase Exercise
- Plan was done with goals and time frames for each area of focus
 - Walking – graduated regime
 - Gym program at community centre
 - Resource Canadian Food Guide
 - Consult with Physician for exploration of sleep pattern concerns

Lifestyle Health Coaching

Case Study #2

- Calls every 2 – 3 weeks
- Revised plan, Employee was able to increase exercise regime
- Current Physician dismissed concerns with sleep pattern and Employee sought second opinion
- Through testing it was determined Employee had a serious condition impacting their sleep that is now being addressed
- Worked with Employee for 4 months, 100% of goals met
- Employee had tools to continue independently

Thank you



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