



Moving Wellness, Disability Management & Attendance Management Programs through Communication

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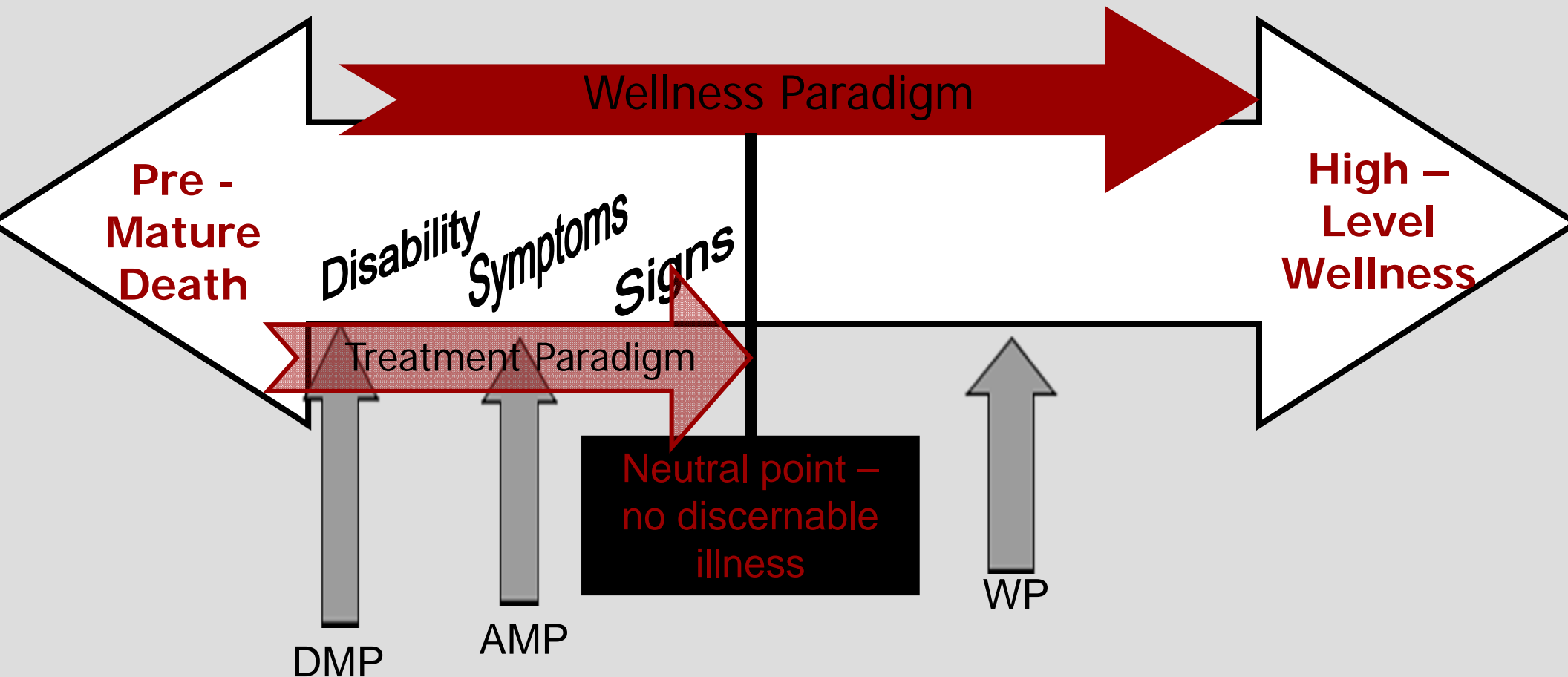
Context

Examine the integration of Disability Management Programs (DMPs), Attendance Management Programs (AMPs) and Wellness Programs (WPs)

- The Illness – Wellness Continuum
- Predominant use of programs individually and collectively
- Communication strategies for change



The Illness – Wellness Continuum





Employers reap benefits from individual program but potential rewards not maximized.

WHY?



The Silo Effect

- Lack of communication
- Lack of cooperation
- Internal competition
- Competing objectives
- Reduced efficiency



Disability Management Programs

- DMP's goals to support safe and effective RTW
- Limited potential change or corrective measures in health status
- Medical management of illness/ condition with workplace accommodations



Attendance Management Programs

- Employee demonstrating illness that affects workplace
- Corrective measures focused on workplace attendance
- Employee and TP responsible for taking measures to manage health/ impairment affecting the workplace



Wellness Programs

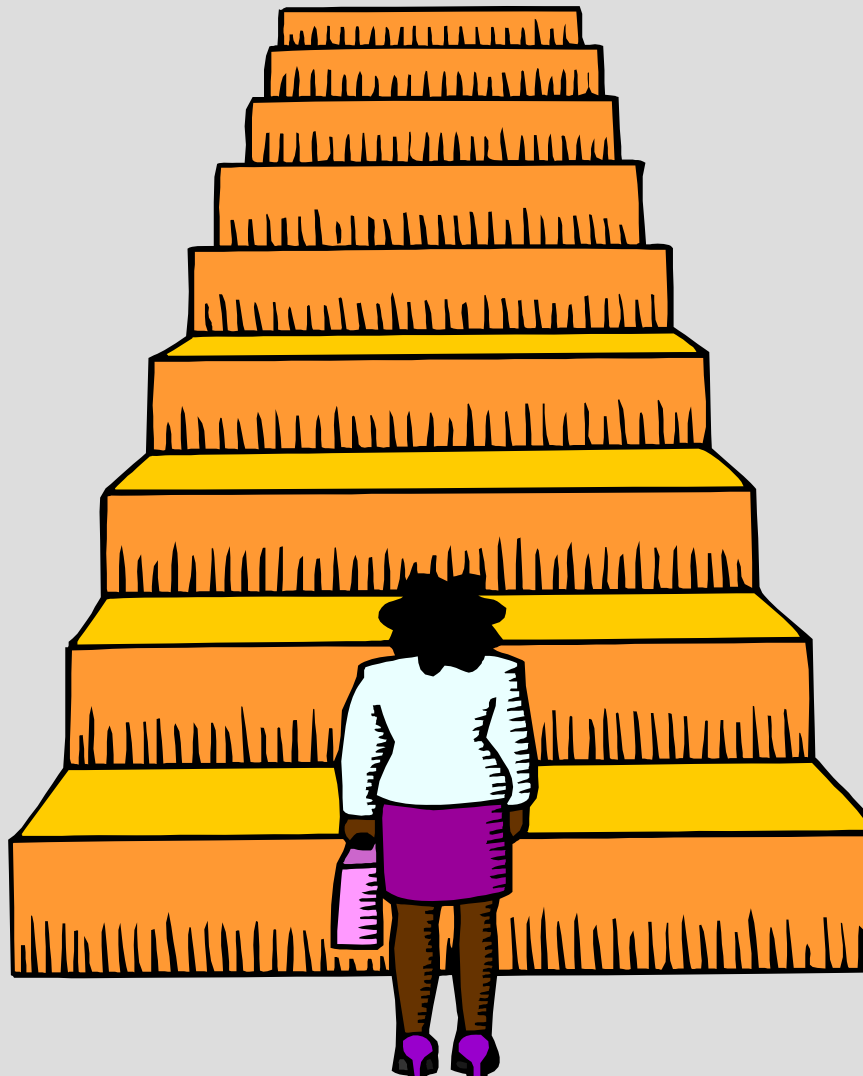
- Programs target “captive audience”
- Non-strategic planning limits potential behaviour change



The Challenge

How do we maximize individual program benefits while maintaining program integrity?

Transtheoretical Model of Behaviour Change



- ➔ Maintenance
- ➔ Action
- ➔ Preparation
- ➔ Contemplation
- ➔ Pre-Contemplation



Characteristics of the Stages of Change

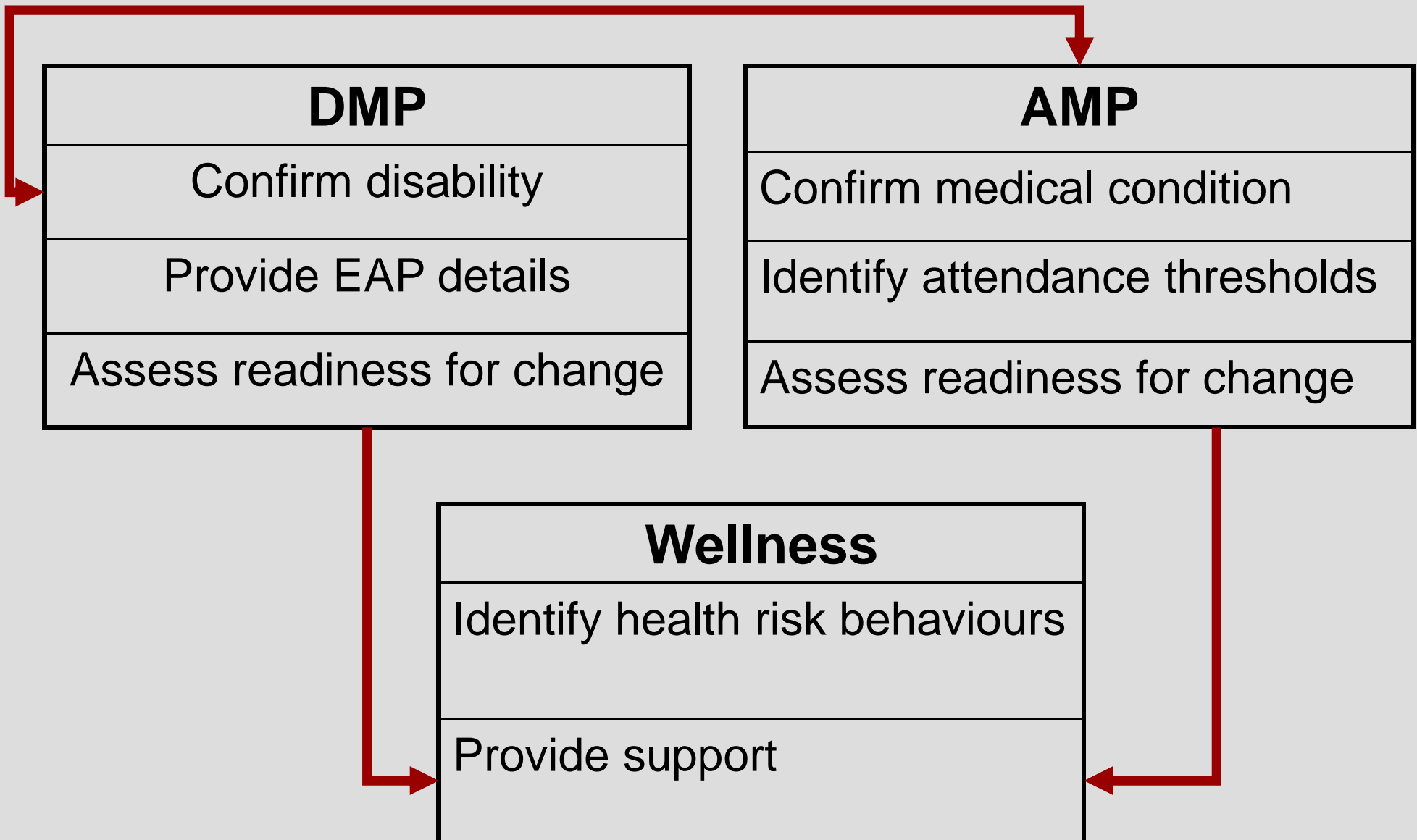
STAGE OF CHANGE	CHARACTERISTICS
Pre-contemplation	<p>"Ignorance is bliss"</p> <ul style="list-style-type: none"> • Not even considering change
Contemplation	<p>"Sitting on the fence"</p> <ul style="list-style-type: none"> • Not thinking about changing within the next month
Preparation	<p>"Testing the waters"</p> <ul style="list-style-type: none"> • Planning to change within 1m
Action	<p>"Practice, practice, practice"</p> <ul style="list-style-type: none"> • Practicing for 3 – 6 m
Maintenance	<p>"Making it stick"</p> <ul style="list-style-type: none"> • Behaviour continued for 6 m – 5 yrs
Relapse	<p>"Fall from grace"</p>



Stages of Change Techniques

Stage of Change	Techniques
Pre-contemplation	Not even considering change <ul style="list-style-type: none"> • Validate, Clarify, Encourage, Explain
Contemplation	Not thinking about changing within the next month <ul style="list-style-type: none"> • Validate, Clarify, Encourage, Identify
Preparation	Planning to change within 1m <ul style="list-style-type: none"> • Identify, Help, Verify, Encourage
Action	Practicing for 3 – 6 m <ul style="list-style-type: none"> • Restructure, Support, Address
Maintenance	Behaviour continued for 6 m – 5 yrs <ul style="list-style-type: none"> • Plan, Reinforce, Discuss
Relapse	“Fall from grace” <ul style="list-style-type: none"> • Evaluate

Program Integration





Intra-Program Communication Strategies

Information sharing including:

- Individual program utilization rates
- Relapse rates
- Diagnostic trends
- Employee self-reporting of other program involvement
- Identification of multiple risk factors
- Readiness for change



Program Communication

- Readiness for change questionnaires
- Information sharing with all stakeholders
- Program “triage”



Barriers

- **Employee/ Union misconceptions** – programs working for Employers to save money
- **Employer misconceptions** – program goals are cost savings regardless of Employee health (Professionals are Employer Agents)
- **Information sharing** - affecting program integrity



Resolutions

- Programs should not be amalgamated for cost saving or to open communication
- Programs should maintain boundaries and integrity
- Focus on communication and shared goals
- Information sharing can be based on statistical information and program utilization rates
- All stakeholders need to understand individual programs

ACCLAIM

Ability Management



Thank You

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