

# *A Systematic Framework For Client-Centred Decision-Making in Return to Work*

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## *Returning to Work: A Complex Process*

“ If anything I regret attempting the return [to work]... because if someone is really not going to succeed I'd rather not put them into that situation... But then there's the old saying, 'If you don't stand up you never fall'... We [therapists] have such a huge responsibility to make sure that the challenge does not surpass the person's grasp... 'Oh but a man's reach should exceed his grasp or what's a heaven for?' But in the case of brain injury, I don't know if I'd say that... too frustrating... Their heaven has to be much more, closer to earth”

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## *Workshop Outline*

### **Client-centred Decision-Making in Return to Work: A Systematic Approach Informed by Reflection**

*(OT Now, 8.6, )*

Objectives:

- 1) Share with you the process I developed for myself
- 2) Have you consider how you can develop a practice process that meets the needs in your own practice context

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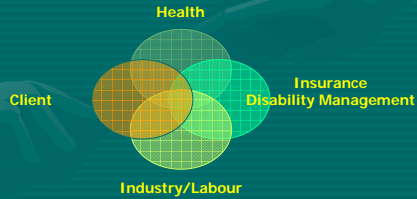
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## *Contexts In RTW*

**Multiple Stakeholders**  
**Varied Work Contexts**  
**Varied Goals**



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## *Accountable Decisions*

**We are challenged to ensure:**

- **Collaboration with multiple stakeholders**
- **Our decision-making reflects principles of:**
  - **Informed consent**
  - **A respect for privacy**
  - **Client-Centred Practice**

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## *Developing A Systematic Approach: Using Stages in RTW*



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### *Developing A Systematic Approach: Using Self-reflection*

- Questions to ask myself to ensure following principles of client-centred practice, informed consent and privacy
- Questions organized in relation to stages in RTW process

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### *Overarching Questions*

- How do I incorporate client-centred principles into my return to work practice?
- How do I identify key points in the return to work process where issues of informed consent became particularly relevant?
- How do I ensure my client is involved and comprehends all the steps in this often intricate process?
- How do I engage my client in the process so that he/she is able to make informed decisions?

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### *Developing A Systematic Approach: Using Stages in RTW*



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*Initial Assessment Process... Do I..*

- Clarify the purpose and source of the referral and services being requested by the referral source?
- Discuss how the assessment results may be used in rehabilitation and return to work planning?
- Outline the potential risks and benefits of the client's participation in return to work?

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*Information Gathering... Do I..*

- Receive the client's informed consent (verbal and written) to request, gather and use this information in accordance with relevant privacy legislation?
- Have adequate information on the client's present status, job requirements and work environments to assist the client to make an informed decision with regards to work goals?
- Have the client's informed consent to contact his employer...? is the client made aware of the specific information I will be requesting and or sharing ?

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*Defining The Return To Work Goal... Do I..*

- Partner with the client to identify his strengths, challenges in relationship to return to work goals?
- Provide the client with education regarding his rights and responsibilities in relationship to return to work goals?
- Identify accommodations and supports to ensure a safe work trial in collaboration with his treatment team and employer?

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### *The Work Trial... Do I..*

- In partnership with the client and employer define the employer's needs (information, human resource)?
- Discuss options to minimize risk e.g WSIB coverage ?
- In collaboration with the client and team establish how progress will be monitored, feedback and evaluation methods ?
- Ensure on-going consent for information sharing to facilitate transparent communication between all parties?

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### *Additional Questions*

**Examples of additional reflective questions generated in paired discussions**

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### *Reflections On Your Own Practice*

- Need to be familiar with your own specific provincial guidelines and federal and provincial legislations relevant to privacy and informed decision-making
- Need to consider your own practice context, client populations and practice scenarios when developing your processes

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*Translation Into Practice*

- Challenges you believe you may encounter ?
- Additional information needs/supports?
- Identification of one practice change?

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*Questions*

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*Thank you*

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