Shortening Return to Work Time for Injured Workers
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Objective
To reduce time away from work for injured workers who have submitted a WorkSafeBC claim

Background
- Extended times away from work are associated with greater difficulty of return to work and increase likelihood of permanent injury
- Our secondary research found that workers returned to work 27% faster when interventions were applied to 6 key areas, including both simplification and commitments*

Methods
- **Experimental design**: randomized controlled trial with 1 control group and 2 test groups
- **Communication methodology**: email to injured worker test groups following an initial telephone interaction
- **BI tactics included**: return to work checklist, personalization, headstart, and goal setting (for test group 2 only)
- **Number of participants**: 936
- **Length of trial**: approximately 2 months

Results
There were no significant differences between the control group and the 2 test groups.

Average Days Away from Work by Group

Conclusions
- We do not recommend proceeding with the intervention as it currently stands
- Automated processes (e.g. auto-generated emails) are recommended before implementing anything of a similar nature, as manual emailing proved too taxing on staff resources
- Any interventions to simplify the process should come earlier in the return to work journey (e.g., when workers first submit their claim with the Teleclaim team)

References

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