



*Investing in People*

# The Return to Work Program

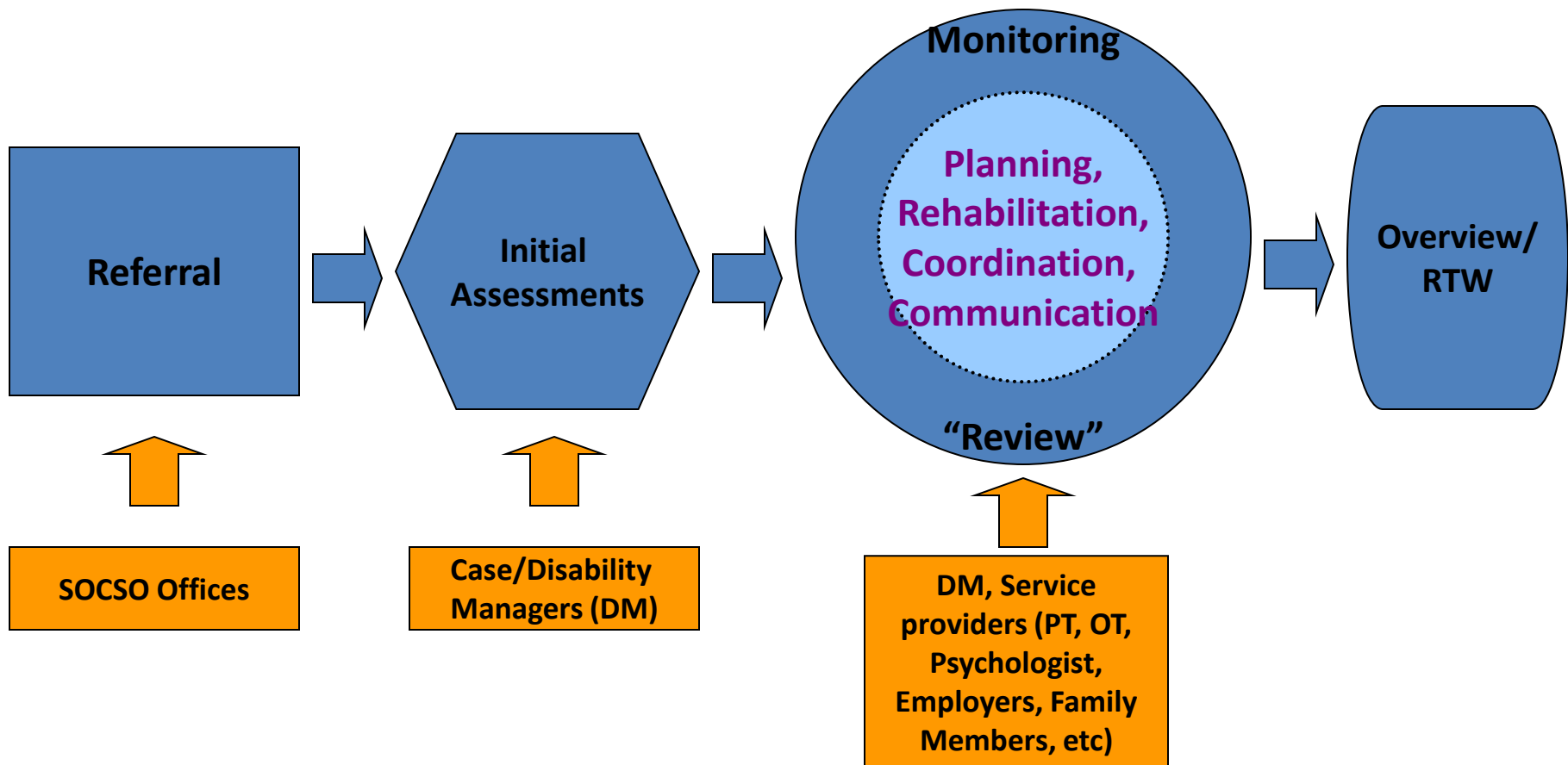
Social Security Organisation  
Malaysia

27<sup>th</sup> ASSA Board Meeting, Singapore  
23 – 25 March 2011



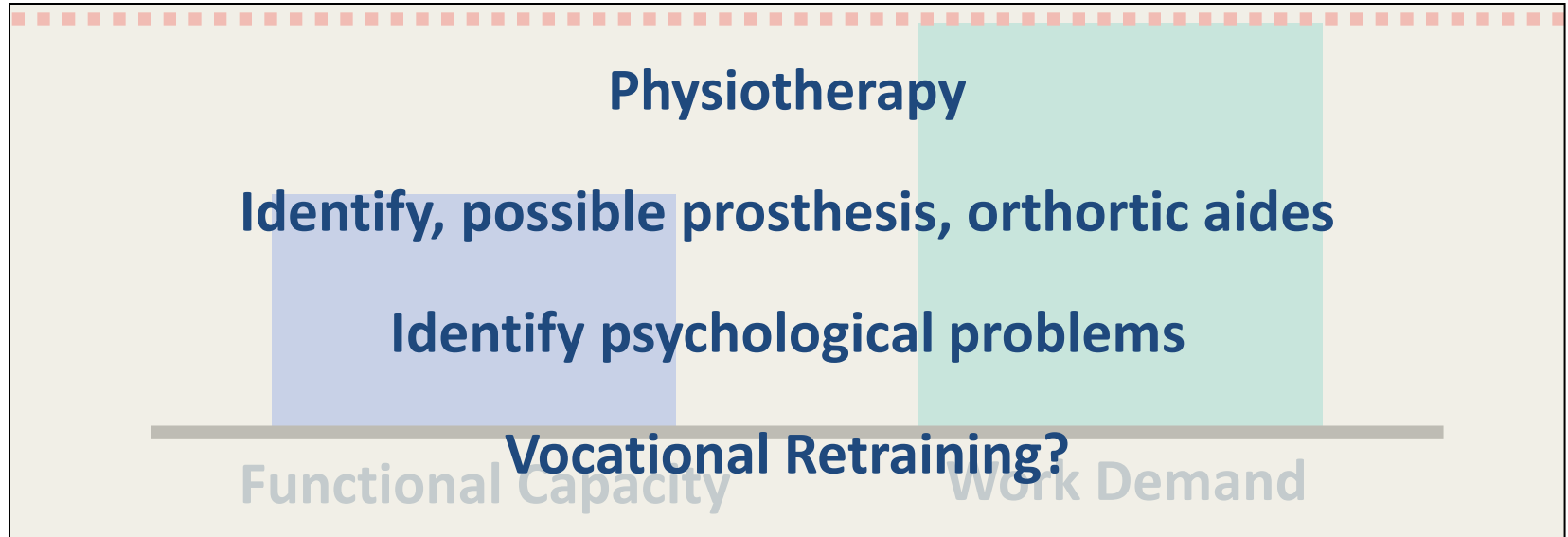
## Return to Work Program/Disability Management

- This program is established with the objective of assisting SOCSO's Insured Persons with employment injury as well as those claiming for invalidity pension to be able to return to work.



**DM plays the connecting and planning role for the clients**

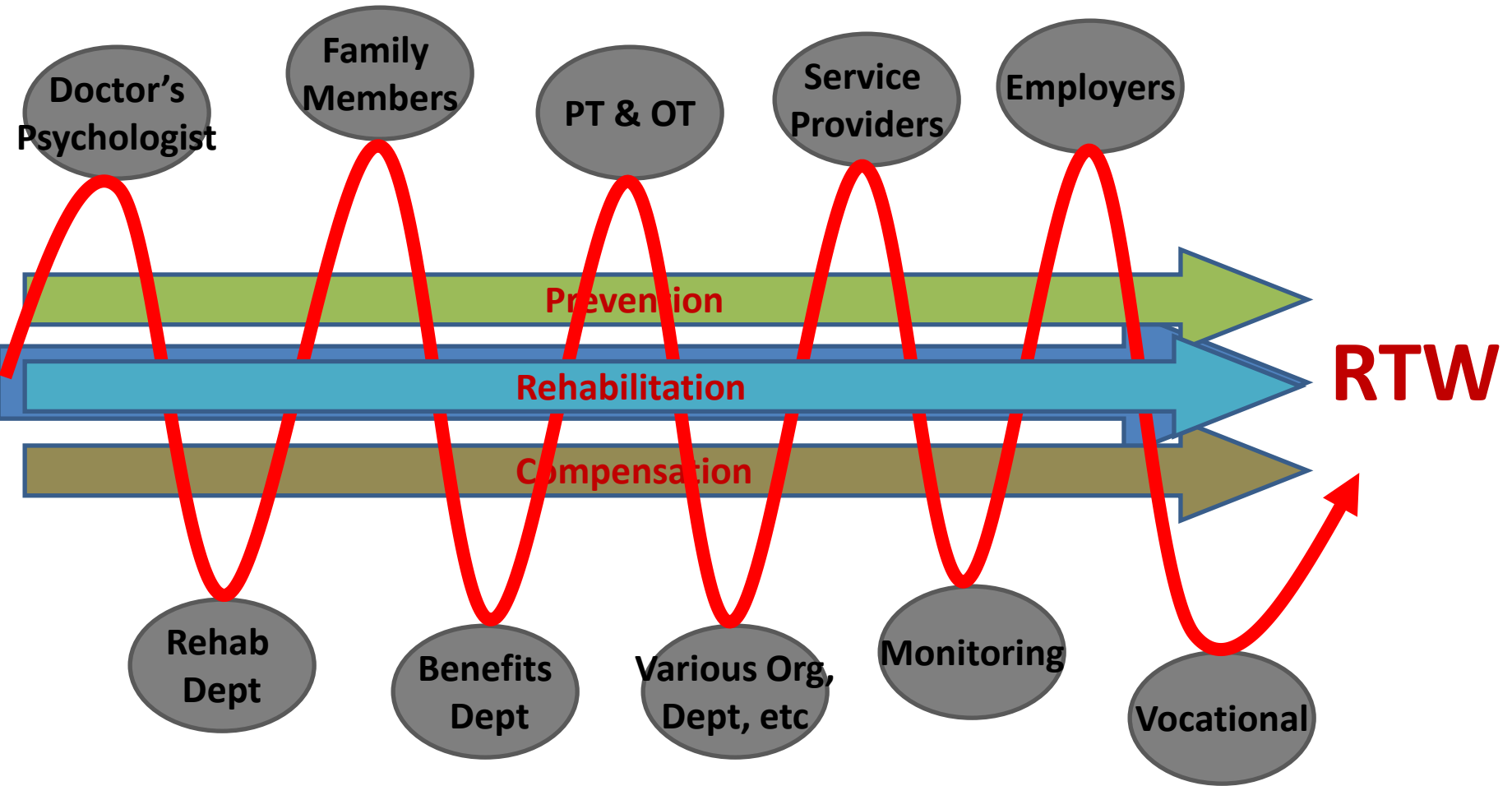
# Scenario 1



# Scenario 2

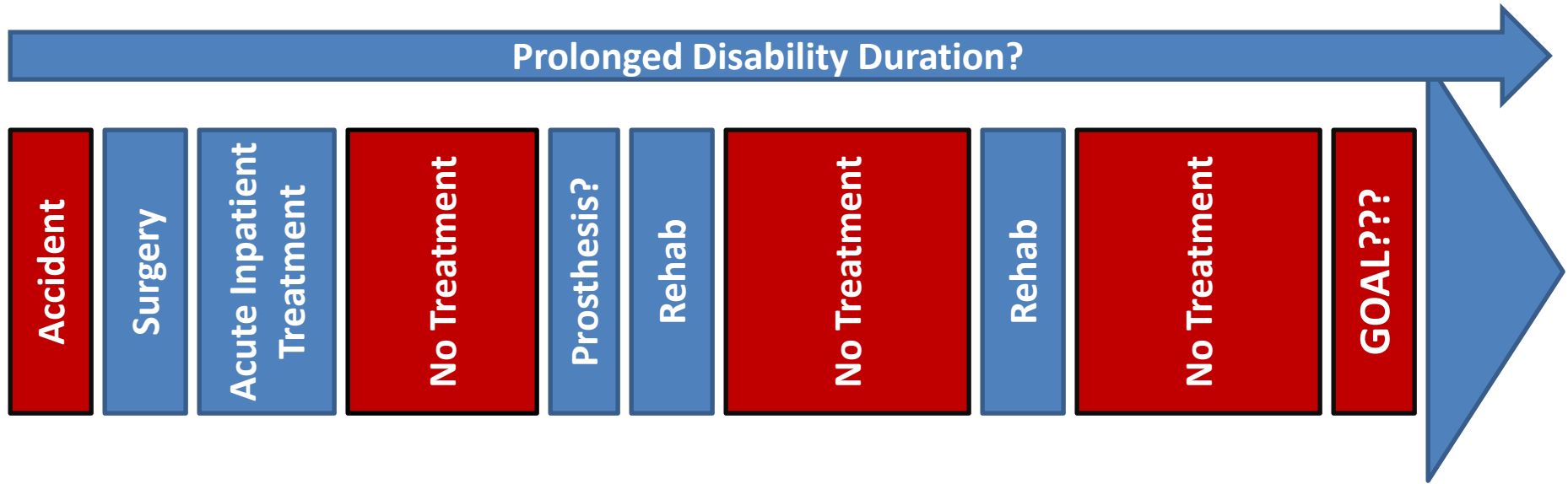


# Social Security Organisation of Malaysia



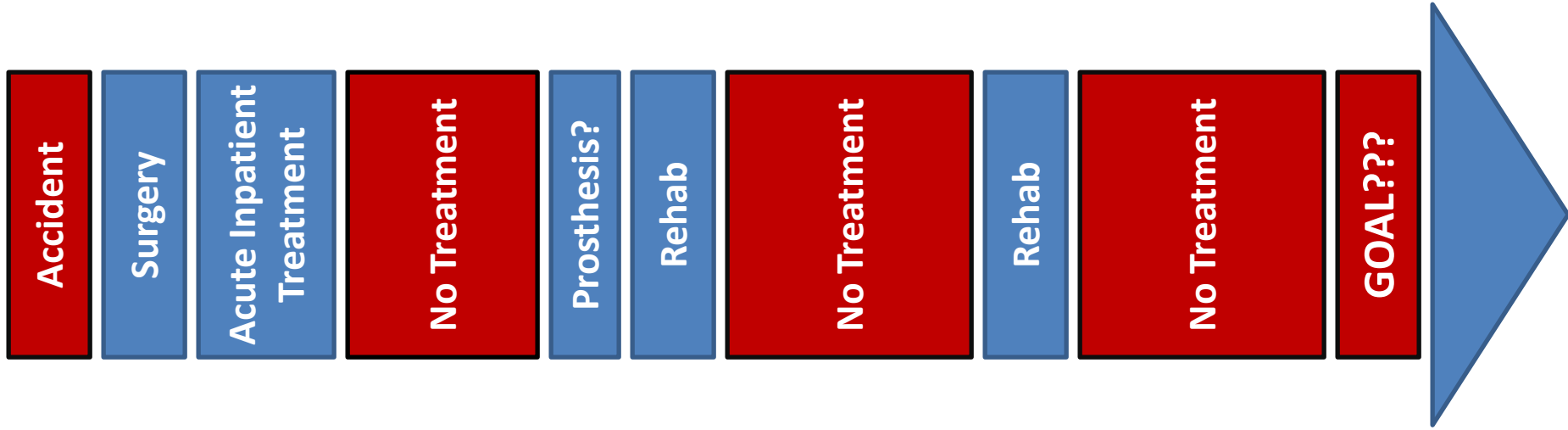


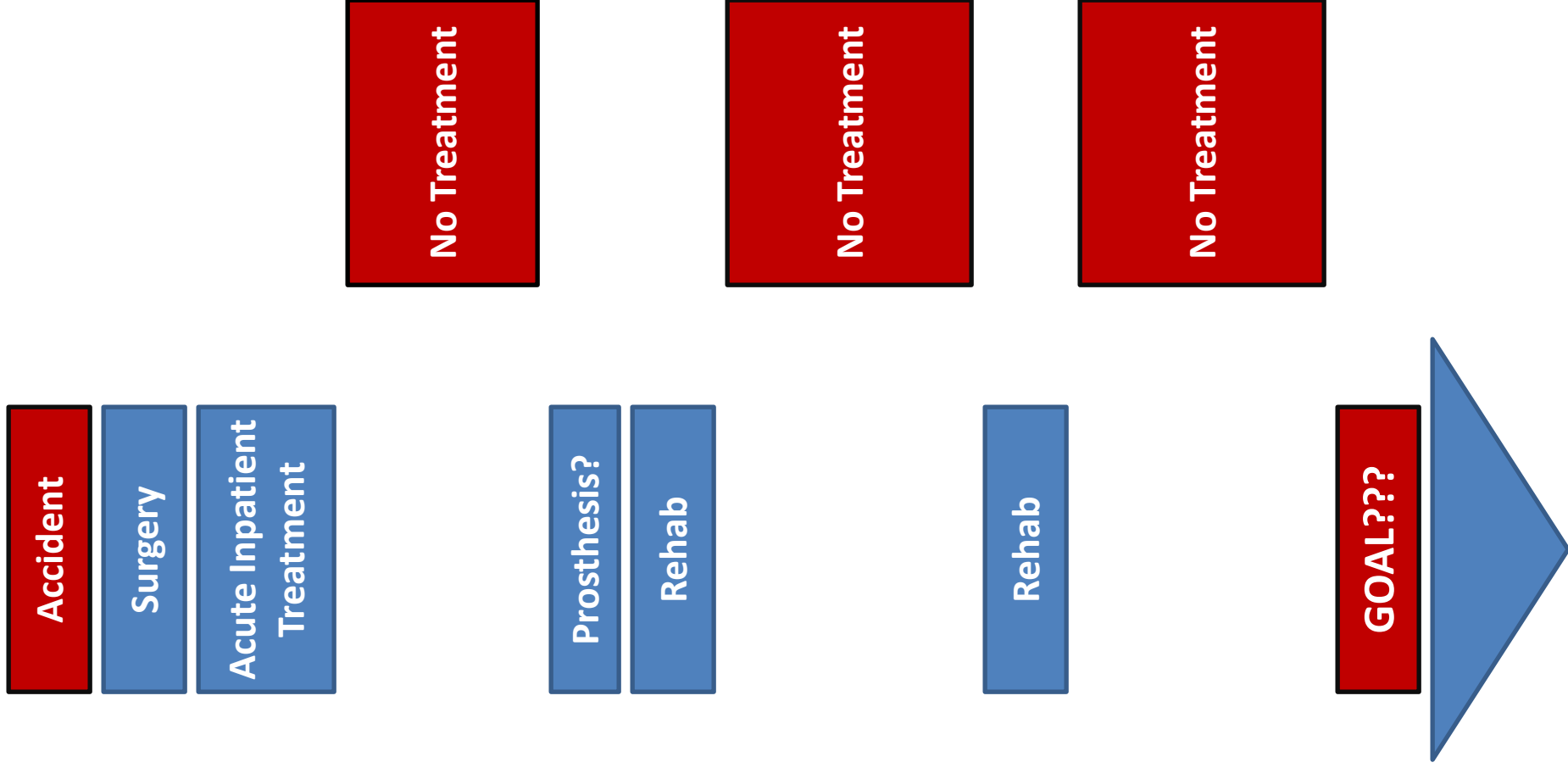
# Pathology of a Claim





# Role of the RTW Program?









**Accident**

**Surgery**

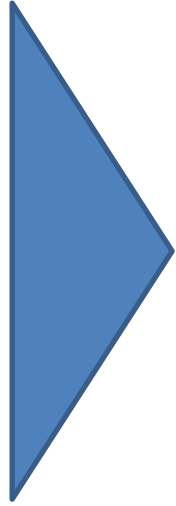
**Acute Inpatient  
Treatment**

**Prosthesis?**

**Rehab**

**Rehab**

**GOAL???**





## CASE MANAGEMENT

Accident

Surgery

Acute Inpatient  
Treatment

Prosthesis

Physical Rehabilitation  
Vocational Rehabilitation  
Constant Communication  
Constant Monitoring

Improve Disability Durations  
Maintain Stakeholder Relations  
Safer recovery  
*Return to Work or Retain @ Work*

GO???

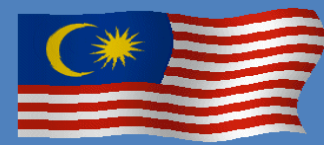


## Why?

- **RTW is the best measure for healthcare outcome**
- **Benefits the Employees in terms of health, RTW & Economic Empowerment**
- **Benefits Employers in improving productivity**
- **Benefits Unions, Healthcare Professionals, etc**
- **Social Sustainability and Stabilization**

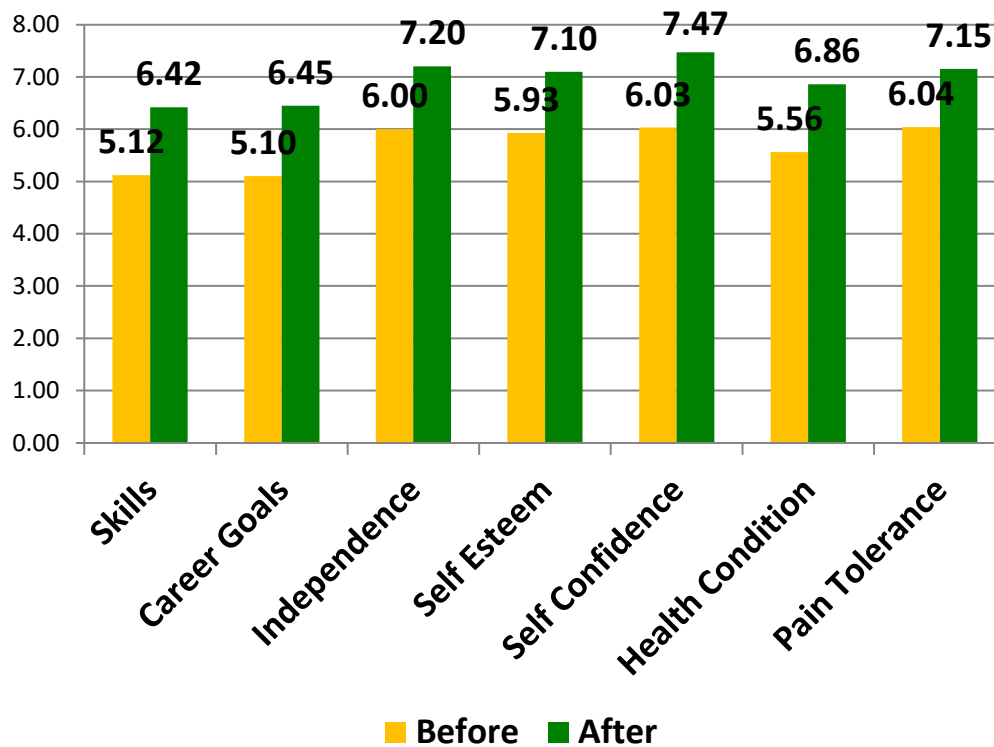


# Results



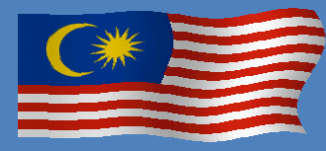
N = 1008

## Qualitative Benefits



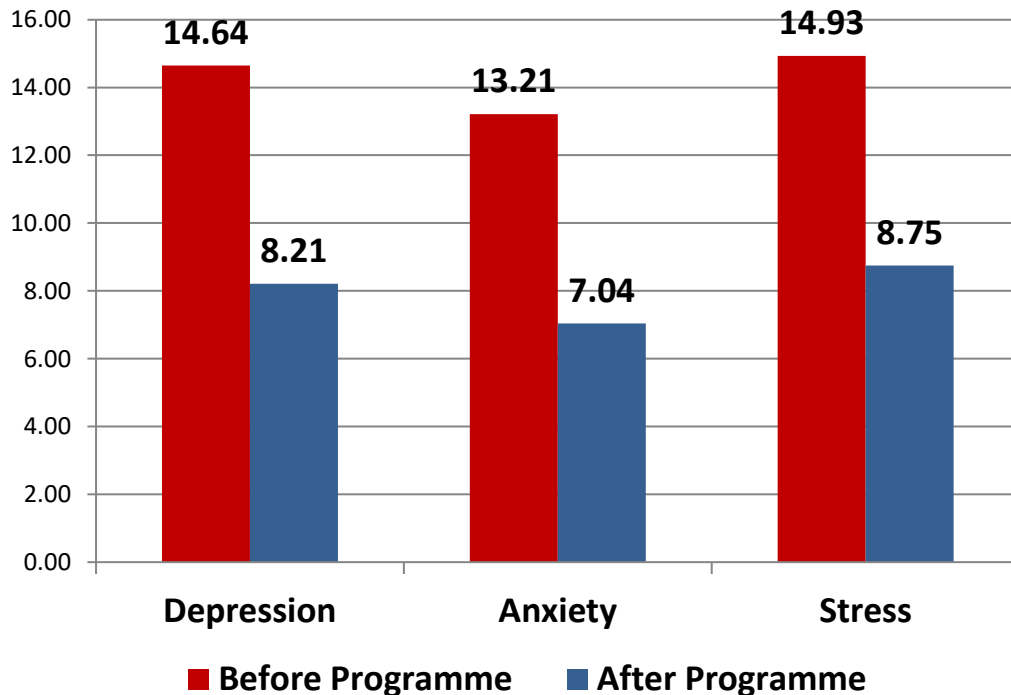
	Before	After
Skills	5.12	6.42
Career Goals	5.10	6.45
Independence	6.00	7.20
Self Esteem	5.93	7.10
Self Confidence	6.03	7.47
Health Condition	5.56	6.86
Pain Tolerance	6.04	7.15

VAS – 100mm

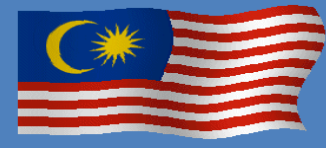


N = 1008

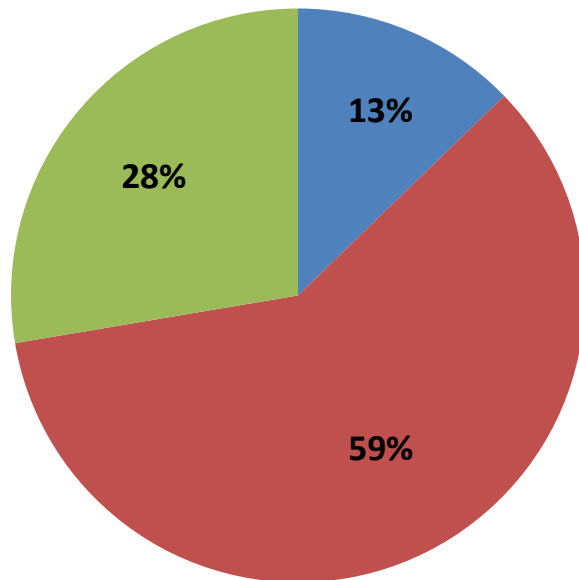
# Depression, Anxiety & Stress



	Before	After
Depression	14.64	8.21
Anxiety	13.21	7.04
Stress	14.93	8.75

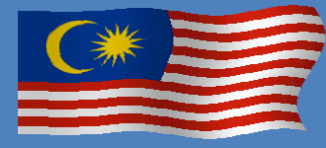


# Insured Person's Perception

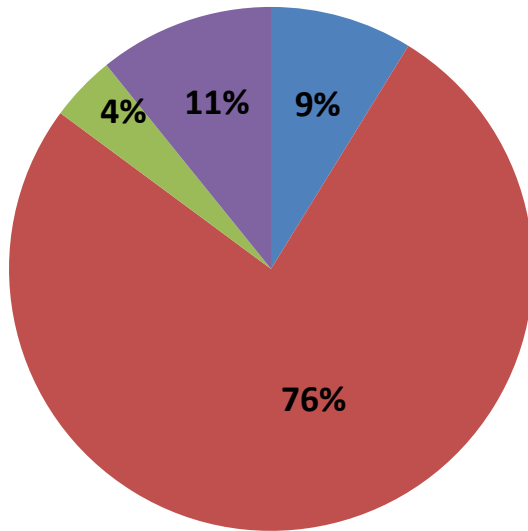


■ Very Good ■ Good ■ No Benefit

Very Good	12.77%
Good	59.57%
No Benefit	27.66%



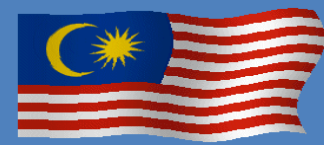
# Employer's Perception



Very Interested	8.78%
Interested	76.35%
Willing to consider	4.05%
Not Interested	10.81%

- Very Interested
- Interested
- Willing to consider
- Not Interested

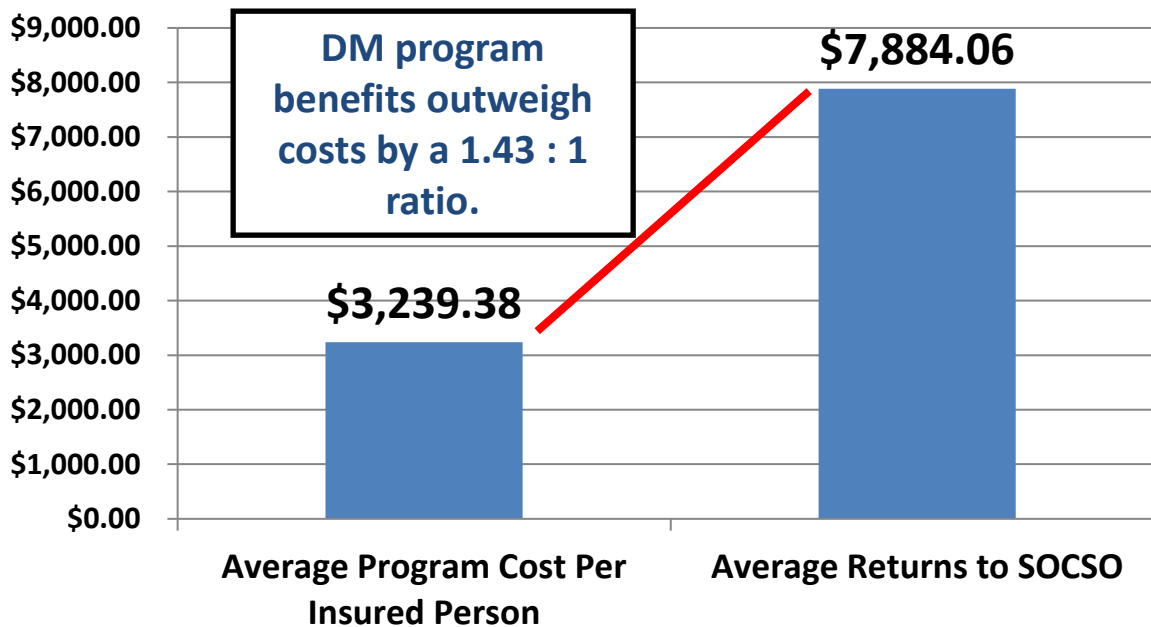




# Cost vs Returns

N = 1008

<b>Cost Analysis</b>	
<b>Average Program Cost per Insured Person:</b>	<b>RM3,239.38</b>
<b>Average Possible Return to SOCSO:</b>	<b>RM7,884.06</b>



Net Benefit of  
 (RM7,844.06 –  
 RM3,239.38)  
 = RM4,644.68  
 +  
 Other Social  
 (qualitative) Benefits



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# **Social Sustainability and Stability?**



## **SOCSSO Contributors (Social Solidarity)**

**Accident**

**Poor Case Management  
No Rehabilitation Strategies  
No Monitoring of Insured Person's  
Progress**

**Outcome?  
RTW  
Possibilities?**





# = Sustainability of the Social System?

Accident

Poor Case Management  
No Rehabilitation Strategies  
No Monitoring of Insured Person's Progress

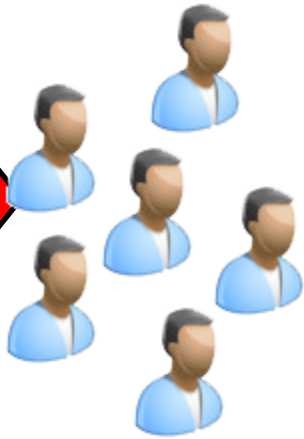
Outcome?  
RTW  
Possibilities?



Injured Workers



**= Sustainability of the Social System?**



**PREVENTION**

Disability Case Management  
Medical Rehabilitation  
Vocational Rehabilitation  
Systematic RTW Strategies

**RETURN  
TO  
WORK**

**???**

**Retaining Workers at Work or Return to Work**

**Injured Workers**





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# Success Factors



## Legal Framework & Legal Mandate

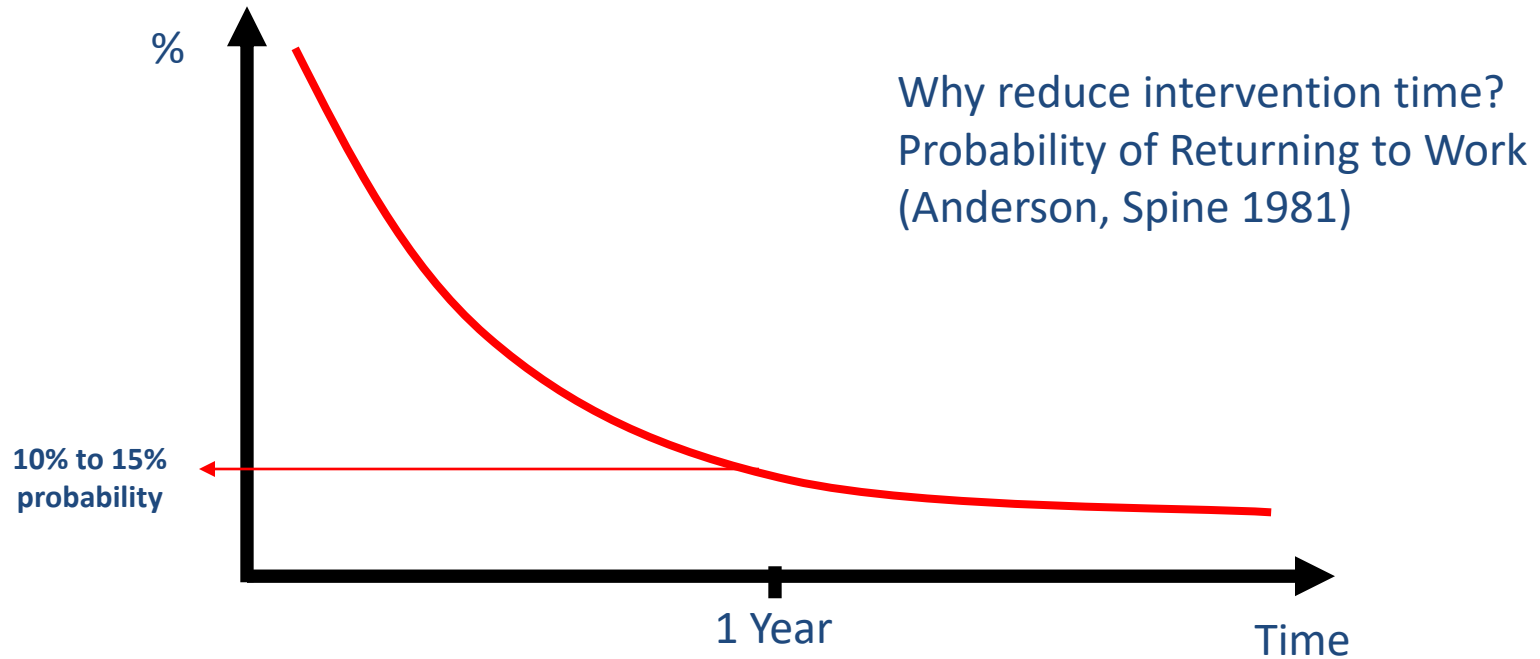


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# Early Intervention

## Probability of returning to work





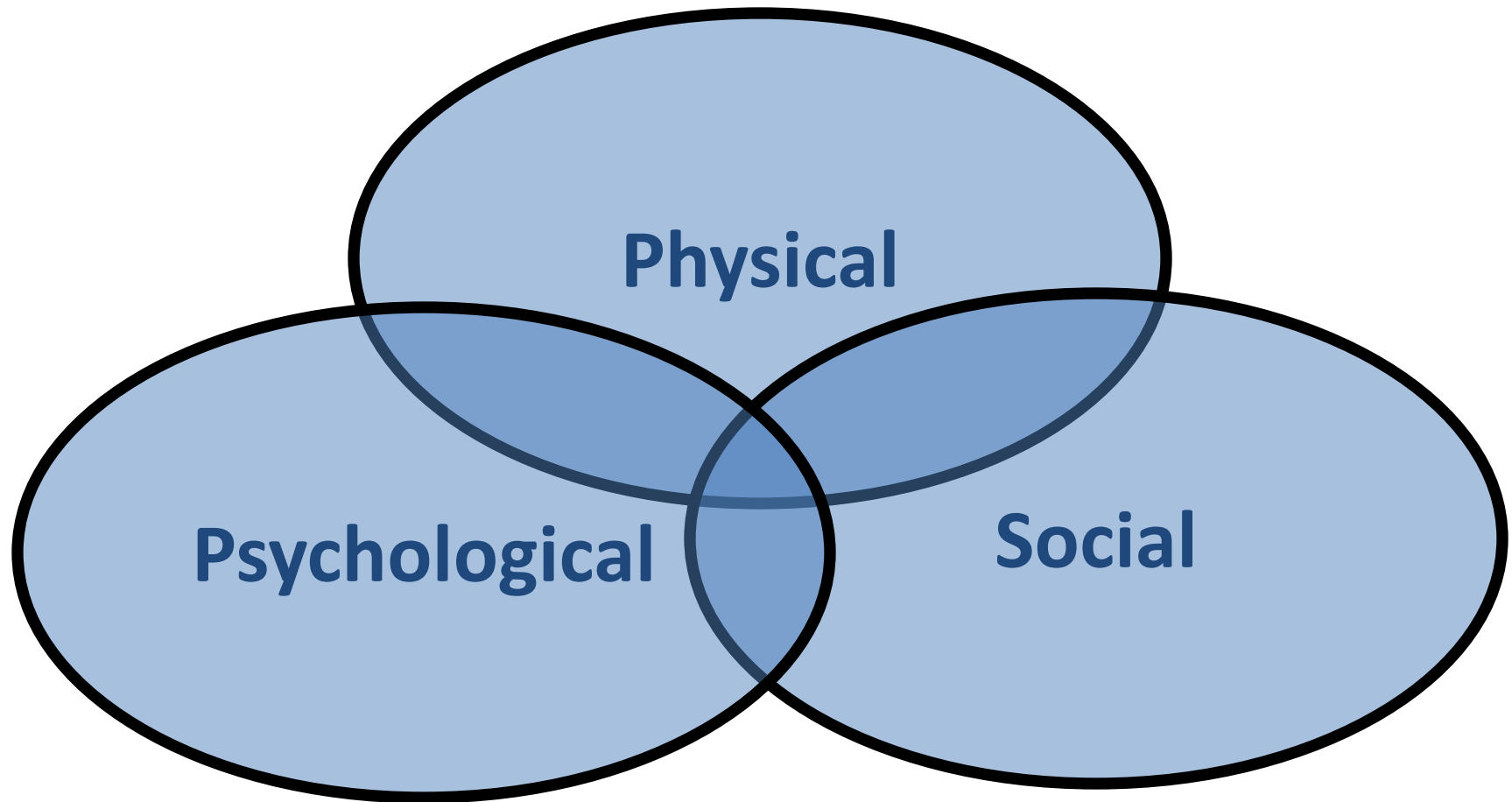


# Standard Case Management Protocols

Systematic but individualised protocols are applied during the whole process. Rehabilitation plans are personalised by SOCSO's Case Managers.

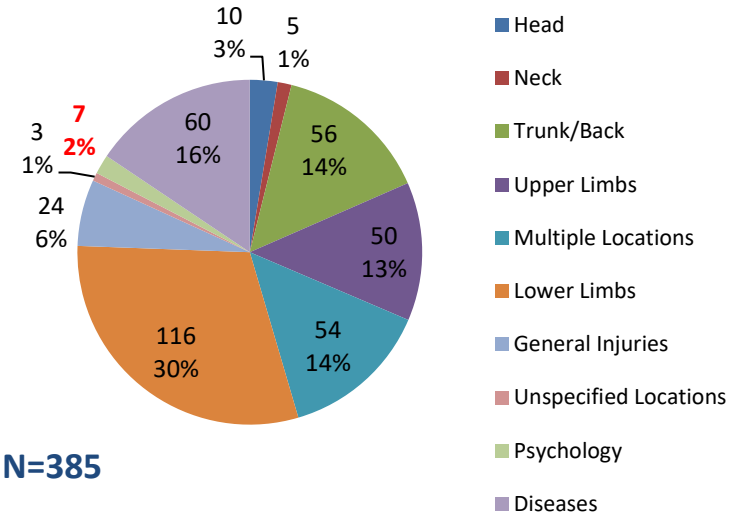


# Biopsychosocial Intervention

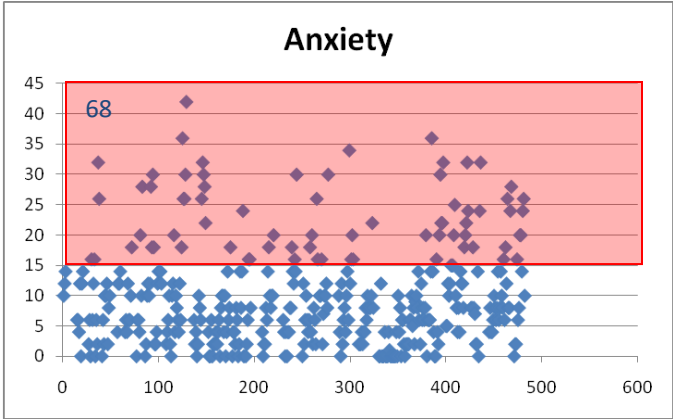
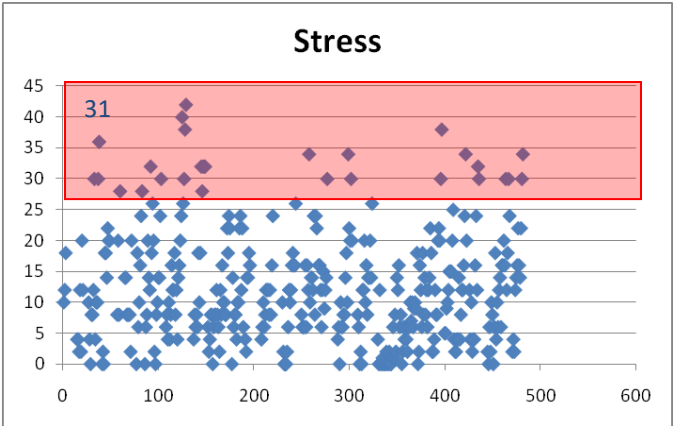
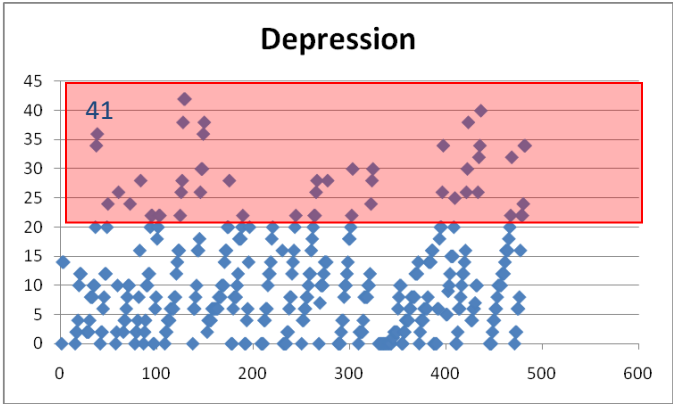


# Data Mining / Business Intelligence

Cases According to Injury/Diseases

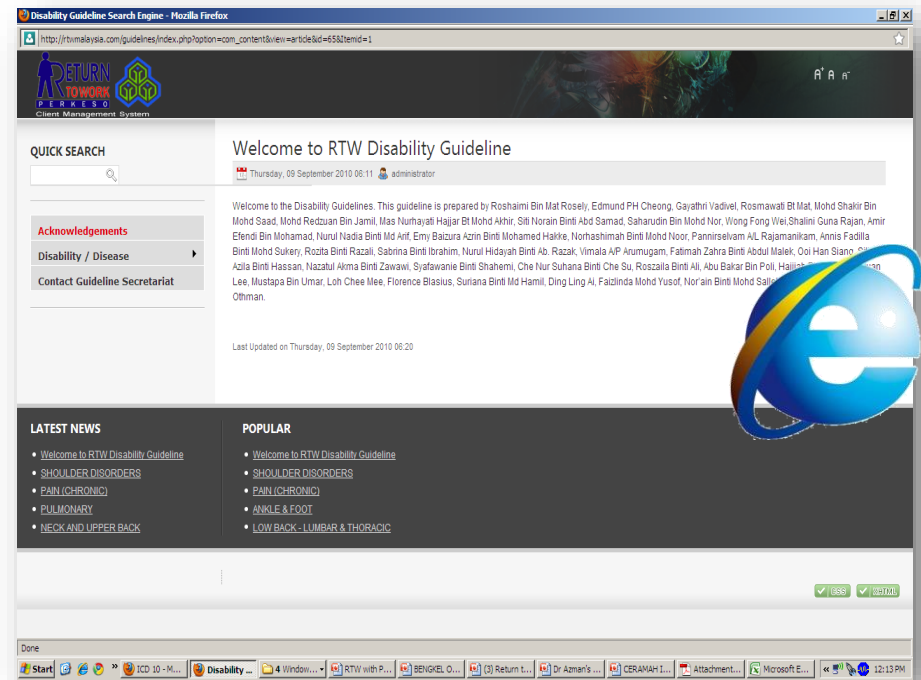


Severe to Extremely Severe Levels (DASS21)





## Evidence Based Strategies and Technology





# Benefits of RTW/DM Strategies

- **Fiscal Aspect**



- **Addressing Health/Disability**



- **Psychosocial Improvements**



- **Employees' Perception**



- **Employers' Perception**





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### **Conclusion**

- RTW is a social right!
- The ultimate objective of social security systems is to honour benefits when they are due - First of all, the Social Security System must be sustainable.