

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*

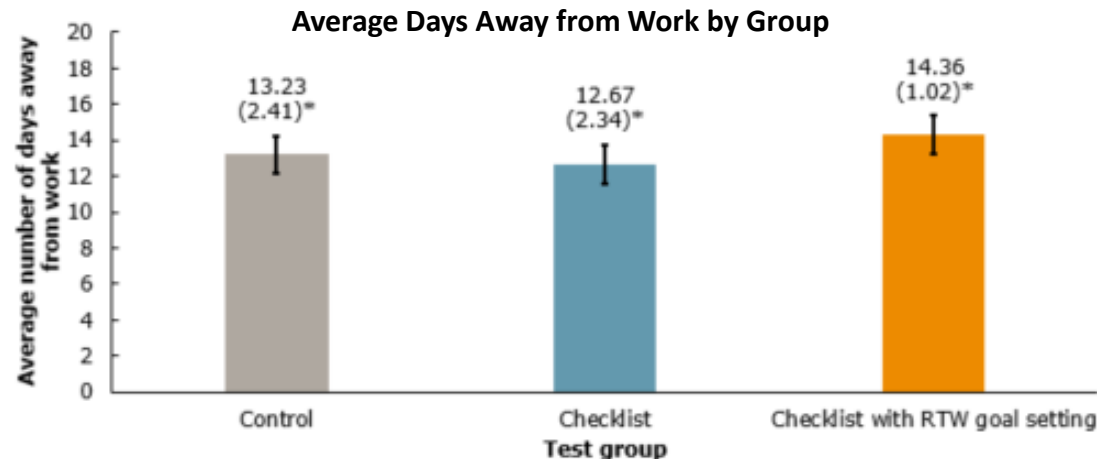
Methods

- 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.



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

* Behavioural Insights Unit, Allianz and the Department of Education (2016). Applying Behavioural Insights to Return to Work: Report on the trial undertaken by the Behavioural Insights Unit, Allianz and the Department of Education.