



IDMSC[®] International
Disability Management
Standards Council

Towards International Standards in Disability Management

Brussels
February 14, 2014



What is NIDMAR?

The National Institute of Disability Management and Research (NIDMAR) is:

- A not-for-profit, multi-party institute established in 1994
- Initially supported through an endowment raised by large corporations, unions, crown corporations, workers compensation boards and governments from across Canada



NIDMAR Governance Structure

Board of Directors representing key leaders in:

- Industry
- Labour
- Government
- Insurance
- Education
- Rehabilitation



NIDMAR's Mandate

- Broadly speaking, to provide leadership and innovation in reducing the socio-economic cost of disability to workers, employers and society
- Specifically, to develop leading edge policies, programs and quality standards designed to support effective Disability Management / Return to Work applications (ISO model)



NIDMAR Today

- A statutory authority in the delivery of its educational programming established through its own University (PCU-WHS)
- Authorization through the Government of British Columbia – Bill PR401 effective July 19, 2007
- Construction funding announced by Canadian Prime Minister Aug. 2009 – bldg completed 2011
- First degree proposal approved by Minister of Advanced Education for BC – August 2013
- First offering to commence Sept. 2014



NIDMAR Today

Educational program delivery of Continuing Professional Development modules currently:

- 2,200 students annually
- 24 Faculty in 5 countries
- Curriculum licensed in 16 countries



Global Business Rationale

Annually:

- 2 million work-related deaths
- 270 million work accidents
- 60 million workers suffer permanent work-related disabilities
- For a total of – \$1.25 trillion US annual cost, or 4% of global GDP
- Non-occupational disability costs double this, for a total of 8% of GDP



Canadian Business Rationale

Approx. 33 million population

- 1,000 work-related deaths annually
- 30,000 permanent disabilities annually

Direct cost of workplace disability-related absenteeism

- \$16.6 billion (Conference Board of Canada, 2012)



How do we influence employment rates for persons with disabilities?

- Reduce the inflow into the system
- Maximize the outflow from the system



What are the issues around the world?

- Economic / competitive
- Labour market / demographic changes
- Social justice
- Legislative



What are the metrics driving DM strategies – for employees?

- 1% hiring rate for persons with disabilities
- 60% of persons with disabilities live below the poverty line
- Disabled persons earn on average 67% of that of their non-disabled counterparts



What can we achieve with effective disability management programs?

- Reduce the socio-economic impact of disabling conditions on employers, workers and society
- Increase competitive position of businesses through cost reduction and increased productivity



What can we achieve with effective disability management programs?

- Maximize employer attachment for individuals who acquire a disabling condition
- Increase the labour force participation of people with disabilities



What can we achieve with effective disability management programs?

- Address current labour market issues:
 - increasing mental health issues
 - aging workforce
 - reduced labour force availability



DM in Context

What can be accomplished with DM?

- Reduce disability-related expenditures by 30 – 50%
- Reduce LTD uptake by up to 50%
- Generate a ROI of \$1 : \$5–\$10
- Maintain attachment to pre-disability employer



DM in Context

What major challenges often influence DM success?

- Structural barriers
- Individual circumstances
- Attitudinal and perceptual factors
- Benefit / insurance program design and delivery
- Statutory framework



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The IDMSC was created to promote quality and consensus-based professional certification and program standards in effective disability management (ISO model)



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The IDMSC is a federally registered, non-profit society in Canada with Board members representing, at this point (in 2014), 16 countries



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How were the IDMSC quality standards created?

- \$29 million (Canadian) expenditure to date



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International Labour Organization
(ILO) Geneva - research initiative in
1996-1998

Evidence-based best practice research



Universal Key Success Factors

- Injury prevention and safety programs
- Health promotion and wellness programs
- Early intervention, combined with formal return to work programs
- Policies and procedures jointly endorsed by labour and management
- Benefit program design
- Internal and external communication systems



Universal Key Success Factors

- Education
- Transitional work options
- Workplace accommodations
- Identification of key workplace personnel
- Accountability
- Regulation
- Supportive enterprise cultures



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cdmp[™] certified disability
management
professional



crtwc[™] certified
return to work
coordinator



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crtwc[™] certified
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Essential Skills and Competencies

- Disability management theory and practice
- Legislation and benefit programs
- Labour-management relations
- Communication and problem-solving skills
- Disability case management



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Essential Skills and Competencies

- Return to work coordination
- Health, psycho-social, prevention and functional aspects of disability
- Program management and evaluation
- Ethical and professional conduct



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CBDIVIA[™]
consensus based disability management audit



WDIVIA[™]
workplace disability management assessment



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CBDMA Description

- Measures compliance to Code of Practice
- Used for
 - Evaluation
 - Monitoring
 - Benchmarking
 - Rate setting
 - Program promotion



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CBDMA Functionality

- 360 TQM tool
- Unique evidence-based, consensus-based and survey-based questions
- Administered through Certified Auditors



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Elements

- Joint worker-management support and empowerment
- Responsibility, accountability and authority
- Workplace culture and policy development
- Information and communication management
- Benefit design and influences



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Elements

- Knowledge and skills of the DM practitioner
- Accident prevention and safety programs
- Occupational ergonomics
- Health promotion and wellness
- Injury, disability and lost time patterns



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Elements

- Disability cost benefit data
- Early intervention and worker communication protocol
- Case management procedures
- Return to work coordination
- Transitional work options
- Workplace accommodations



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Scores at a Glance

	Element Name	Unit Score	National Industry Average	Global Industry Average
Element 1	Joint Worker-Management Support and Empowerment	76.8%	75%	71.8%
Element 2	Responsibility, Accountability and Authority	91.7%	67.7%	59.7%
Element 3	Workplace Culture and Policy Development	49.2%	51.7%	50.6%
Element 4	Information and Communication Management	77.9%	54%	60%
Element 5	Benefit Design and Influences	52.5%	53.1%	58.3%
Element 6	Knowledge and Skills of the Disability Management Practitioner	100%	81.2%	81.9%
Element 7	Accident Prevention and Safety Programs	89.5%	82%	81.9%
Element 8	Occupational Ergonomics	84.4%	59.4%	57.3%
Element 9	Health Promotion and Wellness	50%	56.2%	66.7%
Element 10	Injury, Disability and Lost Time Patterns	79.2%	64.6%	64.4%
Element 11	Disability Cost Benefit Data	70.8%	52.6%	50.7%
Element 12	Early Intervention and Worker Communication Protocol	86.5%	72.1%	68.2%
Element 13	Case Management Procedures	79.2%	64.6%	66.2%
Element 14	Return to Work Coordination	76.9%	67.3%	63.7%
Element 15	Transitional Work Options	86.1%	79.5%	73.6%
Element 16	Workplace Accommodations	87.5%	70.5%	61.3%
Final Score		79.9%	68%	65.4%



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DM Excellence Initiative

Context:

Partnership between British Columbia Ministry of Social Security and NIDMAR

Objective:

Reduce the inflow of people with disabilities onto the long-term disability support system



DM Excellence Initiative

The numbers:

- British Columbia population: Approx. 4.5 million
- Persons with disabilities on social assistance:
Approx. 70,000 (2007)
- Net present value of liability: \$17 billion
- Monthly increase: \$32 million
- Yearly system outflow: 0.65%



DM Excellence Initiative

Implementation process:

- Ministry review of IDMSC professional and program standards
- Adoption for BC via Cabinet decision
- \$1 million funding allocation to support broad cross section of employers to undertake RTW/DM program assessment – included: small / medium / large – public / private – across all industry sectors white / blue collar



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DM Excellence Initiative

Implementation process:

- Effort supported through the BC Workers Compensation Board and major non-occupational insurance carrier



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DM Excellence Initiative

Impact:

- Two major organizational RTW/DM change efforts scientifically evaluated and published – www.nidmar.ca



DM Excellence Initiative

Highlights:

- 60% reduction in claim duration
- System notification reduced from 45 days to 3 days
- Substantial reduction in LTD uptake
- Collective agreement changes
- \$1 : \$5 Return on Investment (cash basis)



Individual Impact

SUBSECTION A - Table 2

Present Value of Lost Earnings and Retirement Pensions at Retirement Age (65) for Various Earning Levels, Income-Replacement Scenarios (Age of Disability-Onset = 35)

Age at Disability: 35

Years of Employment: 15

Discount Rate: 3.0%

Years to Retirement: 30

Social Assistance Amount: \$9,252

Present value of all lost earnings and retirement pensions, at retirement (rounded to nearest \$100)					
		LTD scenarios			
Previous Earnings	Social Assistance scenarios	30%	40%	50%	60%
\$35,000	\$512,300	\$487,800	\$419,200	\$350,600	\$282,000
\$40,000	\$611,300	\$557,500	\$479,100	\$400,700	\$322,300
\$45,000	\$710,400	\$627,100	\$538,900	\$450,700	\$362,500
\$50,000	\$809,400	\$696,700	\$598,700	\$500,700	\$402,700
\$55,000	\$908,400	\$766,400	\$658,600	\$550,800	\$443,000
\$60,000	\$1,007,500	\$836,000	\$718,400	\$600,800	\$483,200
\$65,000	\$1,106,500	\$905,600	\$778,200	\$650,800	\$523,400
\$70,000	\$1,205,500	\$975,300	\$838,100	\$700,800	\$563,600
\$75,000	\$1,304,600	\$1,044,900	\$897,900	\$750,900	\$603,900



Individual Impact

SUBSECTION A - Table 3

Present Value of Lost Earnings and Retirement Pensions at Retirement Age (65) for Various Earning Levels, Income-Replacement Scenarios (Age of Disability-Onset = 45)

Age at Disability: 45

Years of Employment: 25

Discount Rate: 3.0%

Years to Retirement: 20

Social Assistance Amount: \$9,252

Present value of all lost earnings and retirement pensions, at retirement (rounded to nearest \$100)					
		LTD scenarios			
Previous Earnings	Social Assistance scenarios	30%	40%	50%	60%
\$35,000	\$389,200	\$370,600	\$318,600	\$266,500	\$214,400
\$40,000	\$464,400	\$423,500	\$364,000	\$304,500	\$245,000
\$45,000	\$539,600	\$476,400	\$409,500	\$342,600	\$275,600
\$50,000	\$614,900	\$529,300	\$455,000	\$380,600	\$306,200
\$55,000	\$690,100	\$582,300	\$500,400	\$418,600	\$336,800
\$60,000	\$765,300	\$635,200	\$545,900	\$456,600	\$367,400
\$65,000	\$840,500	\$688,100	\$591,400	\$494,600	\$397,900
\$70,000	\$915,700	\$741,000	\$636,800	\$532,700	\$428,500
\$75,000	\$991,000	\$793,900	\$682,300	\$570,700	\$459,100



Individual Impact

SUBSECTION B - Social Assistance Scenario 1

Family Status: Single person with a disability

Social Assistance (Disability Benefit)		Gross Eligible Pension \$9,252	
Age at disability-onset		Present Value of Cost (Cumulative)	
25		\$260,550	
35		\$220,940	
45		\$167,700	
55		\$96,150	

SUBSECTION B - Social Assistance Scenario 2

Family Status: Two-parent family, one parent with a disability, two children

Social Assistance (Disability Benefit)		Gross Eligible Pension \$17,568	
Age at disability-onset		Present Value of Cost (Cumulative)	
25		\$452,770	
35		\$383,930	
45		\$291,420	
55		\$167,090	



Individual Impact

SUBSECTION D - Long-Term Disability Pension Scenario 5 Status: Eligible Contributor

Long-term Disability	Gross Eligible Pension \$42,000
Age at disability-onset	Present Value of Cost (Cumulative)
25	\$1,017,510
35	\$862,810
45	\$654,910
55	\$375,500

SUBSECTION D - Long-Term Disability Pension Scenario 6 Status: Eligible Contributor

Long-term Disability	Gross Eligible Pension \$48,000
Age at disability-onset	Present Value of Cost (Cumulative)
25	\$1,156,200
35	\$980,410
45	\$744,170
55	\$426,680



IDMSC Standards Implementation Around the World

Range of approaches:

- Professional certification: CDMP & CRTWC – held by statutory bodies, e.g. DGUV in Germany, SOCSO in Malaysia
- Educational programming through accredited public / private organizations with sub-licensing, e.g. universities, academies and polytechs



IDMSC Standards Implementation Around the World

Range of approaches:

- Return to Work / Disability Management program assessment protocols: CBDMA, WDMA, DMSA – held by competent and well-established public and private sector organizations



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www.nidmar.ca

www.pcu-whs.ca

www.idmsc.org

www.cspdm.ca

www.issa.int