



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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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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CBDIMIA[™]
consensus based disability management audit



WDIMIA[™]
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% |



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



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



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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