

# **Shortening Return to Work Time for Injured Workers**



Clare Doyle, Daile MacDonald & Dale Griffin

# **Objective**

To reduce time away from work for injured workers who have submitted a WorkSafeBC claim

## **Background**

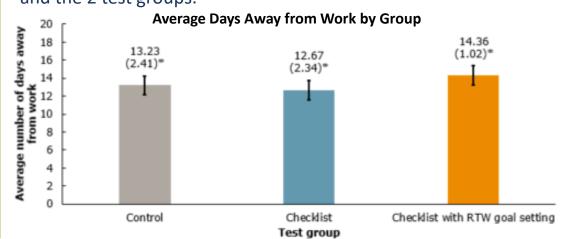
- Extended times away from work are associated with greater difficulty of return to work and increase likelihood of permanent injury
- Our secondary research found that workers returned to work 27% faster when interventions were applied to 6 key areas, including both simplification and commitments\*

## **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. autogenerated 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.