

# qualification

## Certificate in OH Case Management

**2 – 4 October 2019, Central London**

A practical three-day qualification from **The At Work Partnership** designed to train occupational health and other professionals in the theory and practice of case management skills – in order to improve absence management, job retention and return-to-work outcomes.

**Course director and chair:** *Dr Nerys Williams*, occupational physician

- › Making the case for OH case management
- › Applying the biopsychosocial model in your OH practice
- › Case management in practice
- › Motivational interviewing and communication skills
- › Difficult cases
- › Long-term conditions
- › Mental health case management
- › Legal framework

An important qualification from  
**The At Work Partnership**



With the support of  
**Brunel University London**



**CPD:** Self-certification schemes: 18 hours



# Programme

## Day 1: Wednesday 2 October 2019

### 09.45 Registration

### 10.00 Introduction to case management in OH

#### *Dr Nerys Williams*

- What is OH case management?
- Case management and its role in OH
  - Why is it important?
  - Focusing on outcomes
  - Joined up OH: from absence to recovery (and beyond)
- The five steps:
  - 1: Case assessment
  - 2: Planning – timing and role assignment
  - 3: Implementation
  - 4: Monitoring progress, evaluation and report
  - 5: Maintenance – beyond return to work
- Other models of case management
- Taking the lead – the OH role as case management coordinator

### 11.15 The biopsychosocial model – using the ‘flags’ in OH

#### *Professor Kim Burton*

- Relationship between health and work
- Determinants of disability and incapacity
- The biopsychosocial model – obstacles to recovery and participation
- The ‘flags’ explained
  - red flags
  - yellow flags
  - blue and black flags
- Timing and stepped care

### 12.45 Lunch

### 13.30 Using evidence-based approaches

#### *Professor Kim Burton*

- Evidence-based approaches to common health problems:
  - Epidemiological perspectives
  - Causation and work relevance
  - Musculoskeletal complaints
  - Common mental health complaints
- Putting the flags into practice
- Stay-at-work v return-to-work: working alongside the organisation’s absence policy and practice

### 15.25 Managing long-term conditions and progressive illness

#### *Dr Ira Madan*

- Using case management principles to support a worker with a long-term health condition
- Multiple and complex conditions
- Chronic fatigue syndrome

### 17.00 Course reception

## Day 2: Thursday 3 October 2019

### 8.45 Registration

### 9.00 Case conferences

#### *Dr Nerys Williams*

- Role of case conferences
- Organising a case conference
  - who should attend?
  - preparation
  - face to face and audio/video links

### 9.30 Making the case (for case management)

#### *Dr Nerys Williams*

- Getting case management on the agenda in your organisation
- Changing views of OH
- Case management standards and OH

### 9.55 Useful assessment tools for case management

#### *Dr Nerys Williams*

### 10.10 Managing difficult cases in practice

#### *Karen Coomer*

- Practical considerations for the OH practitioner
- Systems thinking and the biopsychosocial approach
- Case study examples, including:
  - Multidisciplinary working
  - The interaction of individual beliefs and workplace culture
  - Identifying the barriers and managing conflict
  - Group work exercise

### 12.25 Lunch

### 13.10 Effective case management reports

#### *Karen Coomer*

- Writing an effective report
- Do’s and Don’ts

### 13.55 Back pain treatment – a CBT approach

#### *David Rogers*

- Psychological factors preventing recovery – what can you change?
- Understanding common errors clinicians make treating back pain
- How to help employees move without fear
- Getting the best out of medication
- Flare-up plan – for overwhelming pain
- Getting line managers on board

### 15.40 Achieving better outcomes through motivational interviewing & communication

#### *Alan Dovey*

- Effective communication skills
- Managing expectations
- Managing obstacles to enhance change

### 17.15 Close of day

## Day 3: Friday 4 October 2019

### 8.45 Registration

### 9.00 Legal framework – disability and long-term absence

#### *Professor Diana Kloss*

- *Equality Act 2010*
  - Disability and fitness for work
  - Knowledge of disability
  - Disclosure, consent and confidentiality
  - Reasonable adjustments
  - Disability, health and safety
  - Fitness to drive
- Absence
  - Unfair dismissal explained
  - Dismissal on health/capability grounds
  - Medical evidence and consent
- Ill-health retirement
- Fitness to work/fitness to attend disciplinary hearings

### 10.30 Adaptive technology

- How can adaptive technology help?

### 11.05 Legal and practice Q&A

#### *Diana Kloss and Dr Nerys Williams*

### 11.30 Case management in practice at Rolls-Royce

#### *Dr Deirdre Phelan*

- Successful case management
- Costs and benefits of interventions
- Organising services – who does what?
- Liaising with GPs, other primary care services, managers and others
- Managing numerous cases simultaneously
- Tips for success

### 12.50 Lunch

### 13.30 The course assignment

### 14.00 Mental health case management

#### *Dr John Bainton*

Interactive case studies exploring:

- The nature and treatment of common mental disorders in working population
- Interaction of OH, primary care, and specialist input
- Disclosure, confidentiality, consent
- Sickness absence and management
- Non-medical interventions
- Management of severe mental illness

### 15.50 Close of course

# Certificate in OH Case Management

This practical three-day course, organised by **The At Work Partnership** with the support of **Brunel University London**, is designed to develop an understanding of case management\* concepts to improve the OH management of disability, absence and return-to-work. The course is structured around the **biopsychosocial model of workplace health and disability** and the 'flags' framework for identifying obstacles to job retention or return-to-work. It examines how the adoption of a five steps approach to case management, with a focus on assessing an individual's health and workplace needs and developing cost-effective plans, can improve return-to-work and job retention outcomes.

The course brings together some of the top experts in their fields, including Professor Kim Burton, one of the founders of the biopsychosocial and 'flags' approach. The course director, leading OH physician, Dr Nerys Williams, and course deviser, *Occupational Health [at Work]* editor Dr John Ballard, ensure that the course is pitched at the right level to appeal to experienced occupational physicians, OH nurses and other specialists.

The outstanding subject knowledge and accessible presentations of the lecturing team will ensure that you come away with a detailed knowledge and understanding of the case management skills that OH professionals need in practice. The course lectures are supplemented by some group work to further develop key skills.

\* The course adopts the definition of case management from the Case Management Society UK (as adapted). This defines case management as "a collaborative process which assesses, plans, implements, co-ordinates, monitors and evaluates the options and services required to meet an individual's health care and employment needs, using communication and available resources to promote quality cost-effective outcomes."

## Who is the course designed for?

- Occupational physicians
- OH nurses
- Case managers
- Other professionals whose roles encompass case management

## Delegates at Certificate in OH Case Management courses commented:

*"A really well structured programme, delivered by real experts and skilled teachers"*  
Dr Dick Hooper, Global Health Advisor, International SOS

*"Excellent. It brings alive the principles of the biopsychosocial model and provides practitioners with the tools to be competent case managers"*  
Joan Scott, Employee Health & Wellbeing Service Manager, University Hospital South Manchester

*"The power and benefits of case management in a nutshell"*  
Rosie Rutledge, Advanced Practitioner OT, Belfast HSC Trust

## How will gaining this qualification benefit you and your organisation?

### You will gain:

- A comprehensive understanding of the importance of the role that OH can play as case management coordinator
- A detailed knowledge of the biopsychosocial model and how it can be used to identify obstacles to job retention or return-to-work
- A structured approach to case management, from drawing up return-to-work and job-retention plans, to putting these into practice and evaluating their success
- In-depth comprehension of the theory and practical skills required to manage complex cases, from chronic conditions to mental health
- Guidance on legal obligations

**This course will equip you with the theory and practice to improve your case management skills – helping your organisation to reduce the burden of long-term absence by improving return-to-work and job-retention outcomes.**

## Assignment and certification

In order to qualify for the *Certificate in OH Case Management*, delegates must attend at least 80% of the course. Following the course, students will undertake an assignment demonstrating their understanding of the theory and skills taught in the course. Students who successfully complete the assignment will be awarded The At Work Partnership's *Certificate in OH Case Management*.

## About our expert tutors

### Dr Nerys Williams – course director

Nerys is an independent occupational physician, clinical appraisal lead for the Society of Occupational Medicine, and a GMC examiner. She is the former principal occupational physician and deputy director (wellbeing) for the Department for Work and Pensions.

### Professor Kim Burton OBE

Kim is an OH researcher and an honorary fellow of the FOM. Kim's research interests focus on obstacles to recovery and return to work for people with common health problems.

### Dr Ira Madan

Ira is a consultant and reader in occupational medicine at Guy's and St Thomas' NHS Foundation Trust and King's College London and lead medical advisor to the Houses of Parliament.

### Dr Karen Coomer

Karen is the director of KC Business Health Ltd, an OH provider service. She has 25 years' experience in OH nursing and a PhD in applied psychology. She was deputy leader of the UK Faculty of Occupational Health Nursing development group.

### David Rogers

David is a chartered physiotherapist at the Royal Orthopaedic Hospital, Birmingham. His work focuses on applying a biopsychosocial approach to recovery from back pain, using CBT principles.

### Alan Dovey

Alan is co-director of Working Minds UK, a consultant cognitive behavioural psychotherapist and honorary clinical lecturer at Birmingham University.

### Professor Diana Kloss MBE

Diana is a barrister, former employment judge, an ACAS arbitrator and honorary senior lecturer in OH law at the University of Manchester.

### Dr Deirdre Phelan

Deirdre is an occupational physician and is head of occupational health at Rolls-Royce, and brings experience from in-house and externally provided OH services.

### Dr John Bainton

John is a consultant in liaison psychiatry and diabetes psychiatry at King's College Hospital. He has specialist experience in occupational psychiatry, and is a psychotherapist.

## About The At Work Partnership

The At Work Partnership specialises in providing expert information to OH professionals. It runs a number of highly regarded OH qualification courses and conferences and publishes the journal *Occupational Health [at Work]*.

## About Brunel University London

The Department of Clinical Sciences is part of the College of Health and Life Sciences at Brunel University London. It specialises in courses that enable graduates and postgraduates 'to make a real difference to the world around them'. The Department has four divisions i) Occupational Therapy and Community Nursing, ii) Physiotherapy and Physician Associate, iii) Social Work and iv) Health Sciences. Brunel University London aims to be a key part of health research in the UK. For more information, please visit <https://www.brunel.ac.uk/specialist-community-public-health-nursing>

# Booking Form

## Certificate in OH Case Management 2 – 4 October 2019, Central London



A B C D E F G

Please book places for \_\_\_\_\_ delegate(s), at the rate of:

### Early bird rate: for bookings paid before 10 August 2019

- £1325 + VAT (£1590) per delegate or  
 £1125 + VAT (£1350) per delegate, reduced rate for NHS Health at Work network members

### First delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

### Main rate: for bookings paid after 10 August 2019

- £1425 + VAT (£1710) per delegate or  
 £1225 + VAT (£1470) per delegate, reduced rate for NHS Health at Work network members

### Second delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

### Organisation details

Organisation \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel \_\_\_\_\_

To process your order, we keep your details securely on our database and we NEVER pass on your details to 3rd parties. We'd like to keep you updated about relevant events and information from the At Work Partnership. You can unsubscribe at any time by emailing [info@atworkpartnership.co.uk](mailto:info@atworkpartnership.co.uk). To receive our updates, please tick the boxes below:

- Yes – update via **post, email** and **phone**.  
 Yes – by **post** (for training info and journal samples – usually 5x per annum).  
 Yes – by **email** (for the free monthly OH email newsletter).  
 Yes – by **phone** (we are very unlikely to call unless it is for a specific reason)  
 No, please do NOT contact me via any method.

**I have read and agree to the cancellation terms:** Authorised signature

.....  
*(This booking is not valid unless signed)*

### Administration

#### Venue

The Montague on the Gardens, 15 Montague Street, Bloomsbury, London, WC1B 5BJ Tel: 0207 637 1001.

The fee includes lunch, documentation and refreshments.

#### Booking procedure

Due to high levels of interest in this course, please call us on 0345 017 6986 or 0208 344 2328 to reserve a no-obligation provisional place. We can hold this for a maximum of 30 days

#### Cancellation terms

For cancellations received in writing 28 days or more before the course commences, we will provide a refund, less a 10% cancellation fee. If the cancellation is received less than 28 days before the course start date, no refund will be made. At any time before the course commences, we will accept an alternative delegate from your organisation. Refunds are not available to delegates who fail to attend after confirming a booking. Transfers to future courses can only be arranged up to 28 days prior to the start date of the course booked, subject to a £75 + VAT administration fee.

#### Course administration details

Please contact us if you do not receive written confirmation of your booking within two weeks of making the reservation. Details of the venue, a map and any final information will be sent to paid delegates approximately four weeks before the course. If you have not received these two weeks before the event, please telephone 0345 017 6986, or e-mail: [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

#### Attendance requirements

Delegates must attend a minimum of 80% of the course. This is essential in order to undertake the assignment and gain the Certificate.

#### Payment information

Course price: £1425 + VAT per delegate (or £1225 + VAT for NHS Network members). Bookings made and paid by 10 August 2019 will be charged at the Early Bird Rate of £1325 + VAT per delegate (or £1125 + VAT for NHS Network members). Bookings made before 10/8/19, but not paid by this date, will be charged at the higher main rate.

#### Payment can be made:

- By cheque – payable to The At Work Partnership Ltd
- By BACS – Please contact us for our bank details
- By credit card – Expiry date \_\_\_\_/\_\_\_\_ 3 digit security no. \_\_\_\_\_  
Card No. \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

*N.B. Please do not email a PDF of this form with your credit card details.*

#### Special requirements

If you have any special needs, please let us know in advance and we will be delighted to try and help.

**This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event. If we do need to cancel this event, our liability is limited to a refund of fees.**

19/08 CM

## BOOK NOW and return your completed form to:

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**Post:** The At Work Partnership Ltd, Office 1(i), Highstone House, 165 High Street, Barnet, EN5 5SU

**Telephone:** 0345 017 6986 or 0208 344 2328 **e-mail:** [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

**Book online** [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)