



Current challenges and the need for participation-oriented documentation in work-related assessments of the Swiss accident insurance: A stakeholder analysis

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Disclosure statement

I have the following potential conflict(s) of interest to report

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Agenda

Background

Objectives

Methods

Results

Conclusion / Discussion

What is the purpose of the Swiss accident insurance?

Background

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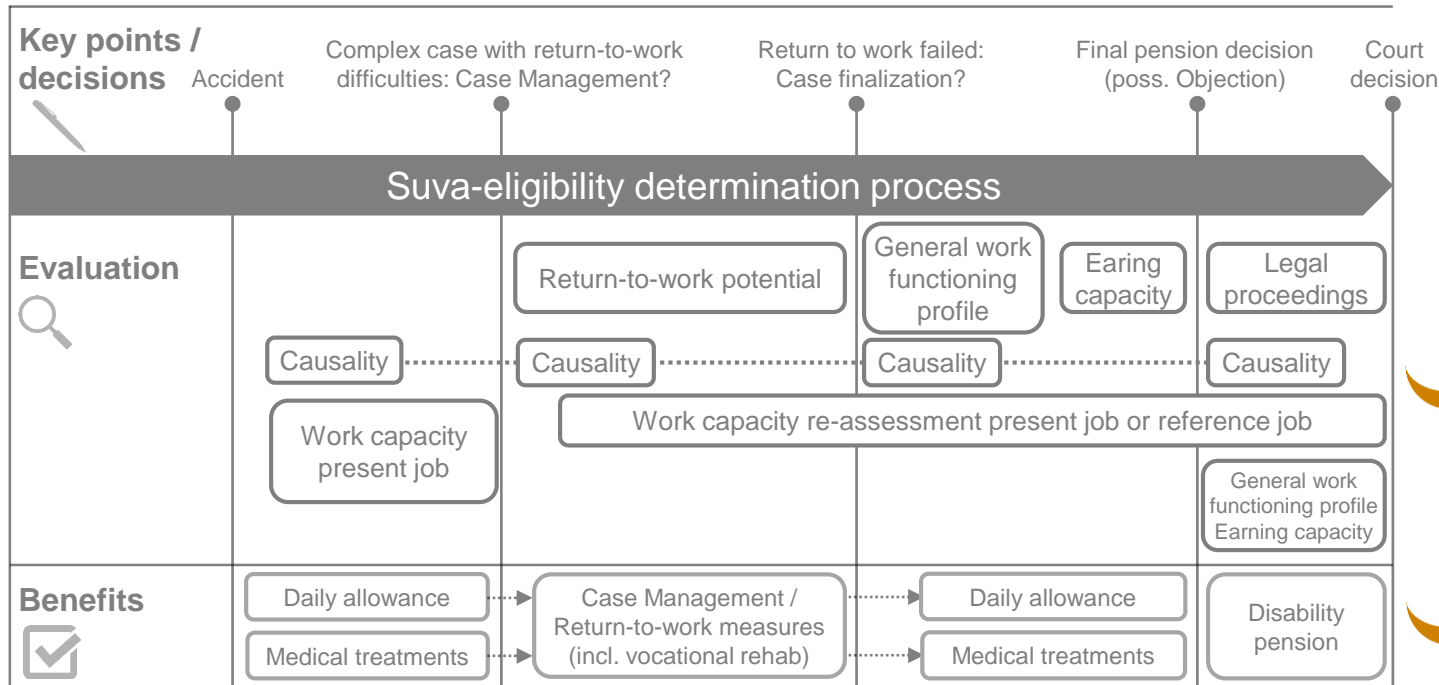


suva



How does the Suva evaluation process work?

Background
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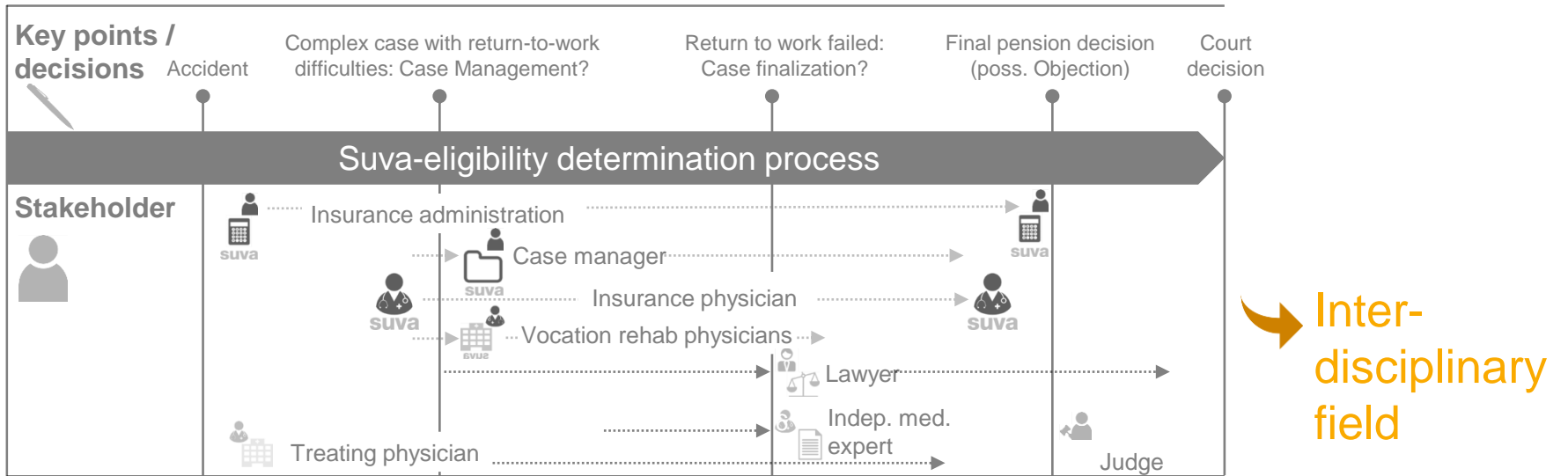


→ A variety of complex assessments

→ Far reaching decisions

How does the Suva evaluation process work?

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▶ Need for transparent evaluation and good interface management

Is it how it should be?

Issues in current Suva evaluation

Background

Objectives

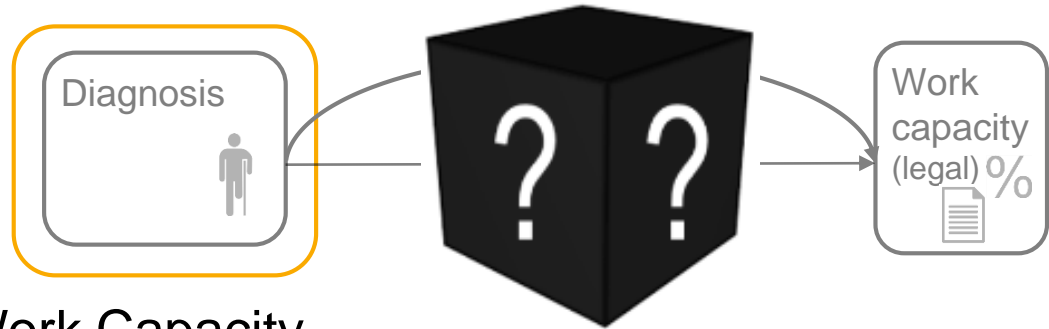
Methods

Results

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- Deficit-oriented reporting with focus on diagnosis
- Missing or incomplete job profiles
 - ↳ Insufficient Information on job demands
- “Black box” Diagnosis – Work Capacity



(De Boer et al. 2011, Loeser et al.,1997)

▶ Does not match WHO's biopsychosocial definition of disability (WHO 2001)

Participation-oriented approach (“ICF”) as a solution?

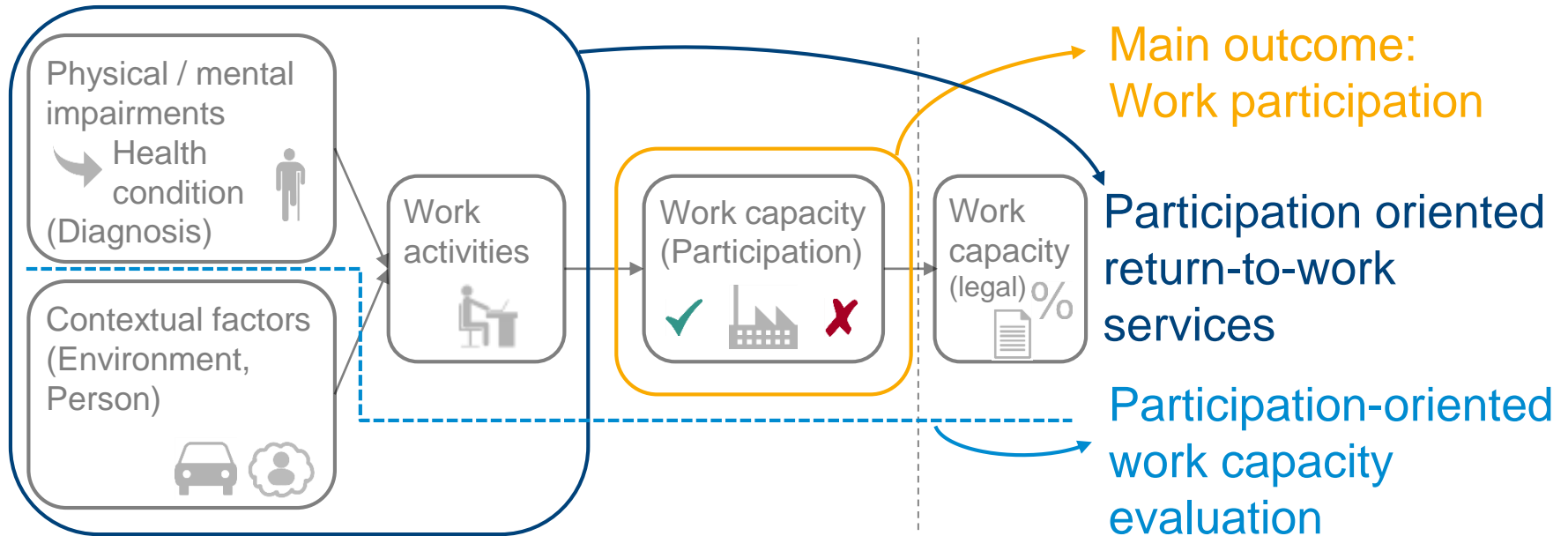
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How to apply a participation-oriented documentation standard?

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Frame profiles

Impairment profile

Schädigungsprofil für körperliche und geistige Beeinträchtigungen	Bewertung				
	5	4	3	2	1
b134 Funktionen des Schlafes					
b140 Funktionen der Aufmerksamkeit					
b280 Schmerz					
b730 Funktionen der Muskelkraft					
b740 Funktionen der Muskelausdauer					

Contextual profile

Kontextprofil Für arbeitsrelevante interne und externe Kontextfaktoren	Bewertung									
	5	4	3	2	1	1	2	3	4	5
e310 Engster Familienkreis										
e135 Hilfsmittel bei der Arbeit										
Motivation										
Selbstwirksamkeit										

Barrieren (-) Förderfaktor (+)

-5 Barriere voll ausgeprägt
-4 Barriere leicht ausgeprägt
-3 Barriere nicht ausgeprägt
-2 Barriere kaum ausgeprägt
-1 Förderfaktor leicht ausgeprägt
+1 Förderfaktor nicht ausgeprägt
+2 Förderfaktor kaum ausgeprägt
+3 Förderfaktor ausgeprägt
+4 Förderfaktor voll ausgeprägt

Matching profile

Ability profile **Requirement profile**

Fähigkeitsprofil einer Versicherungsperson	← Matching-Profil → Bewertung										Anforderungsprofil der angestammten Tätigkeit
	5	4	3	2	1	1	2	3	4	5	
Mobilität											Mobilitätsanforderungen
d4102 Knien											d4102 Knien
d4103 Sitzen											d4103 Sitzen
d4104 Stehen											d4104 Stehen
d430 Heben und tragen											d430 Heben und tragen
d450 Gehen											d450 Gehen
...											...

1 Sehr schlecht ausgeprägte Fähigkeiten 1 Sehr tiefe Anforderungen
2 Schlecht ausgeprägte Fähigkeiten 2 Tiefe Anforderungen
3 Mittel ausgeprägte Fähigkeiten 3 Mittlere Anforderungen
4 Gut ausgeprägte Fähigkeiten 4 Hohe Anforderungen
5 Sehr gut ausgeprägte Fähigkeiten 5 Sehr gut ausgeprägte Fähigkeiten

D430 Heben und tragen
4 gut ausgeprägte Fähigkeiten
Person kann Gegenstände bis zu 10 kg heben und tragen.

D430 Heben und tragen
4 Hohe Anforderungen
Person muss Gegenstände bis zu 10 kg heben und tragen können.

1. Assessing person-job match

2. Assessing determinants of mismatches

3. Assessing potential resources

4. Determining mismatches covered by Suva

What did we want to know?



To identify **current challenges** and the

Objective 1

need for participation-oriented documentation

Objective 2

in the Suva eligibility determination process of claimants with

musculoskeletal injuries

Case in point

How to find out?



Qualitative stakeholder interviews



Semi-structured questionnaire



Thematic analysis



Involved stakeholder groups



Suva case officers



Suva insurance physicians



Treating physicians



Lawyers



Social security judges

The interviews and the stakeholders



43 in-office interviews



Between February and June 2017
60-90 minutes interview duration



38 males, 5 females

All participants with extensive job experience

Main challenges



Standardization

Incomplete medical reports
Missing job profiles



Transparency

Black box “Injury-related impairments -
Work capacity”
Lack of validity of generalized work
functioning profiles



Objectivity

Objectifying work-related
consequences of complex
impairments like pain



Efficiency

Insufficient management of process
interfaces

Further topics: Return-to-work effectiveness, Knowhow,
Independence, Politico-legal conditions

Specific challenges



Contextual factors

Difficulty to objectify the influence of contextual factors in work-related assessments



Pain

Difficulty to objectify the sensation of pain its causal link to the accident and its impact on work activities



Different approaches

Participation- and resource orientation in the return-to-work setting

vs.

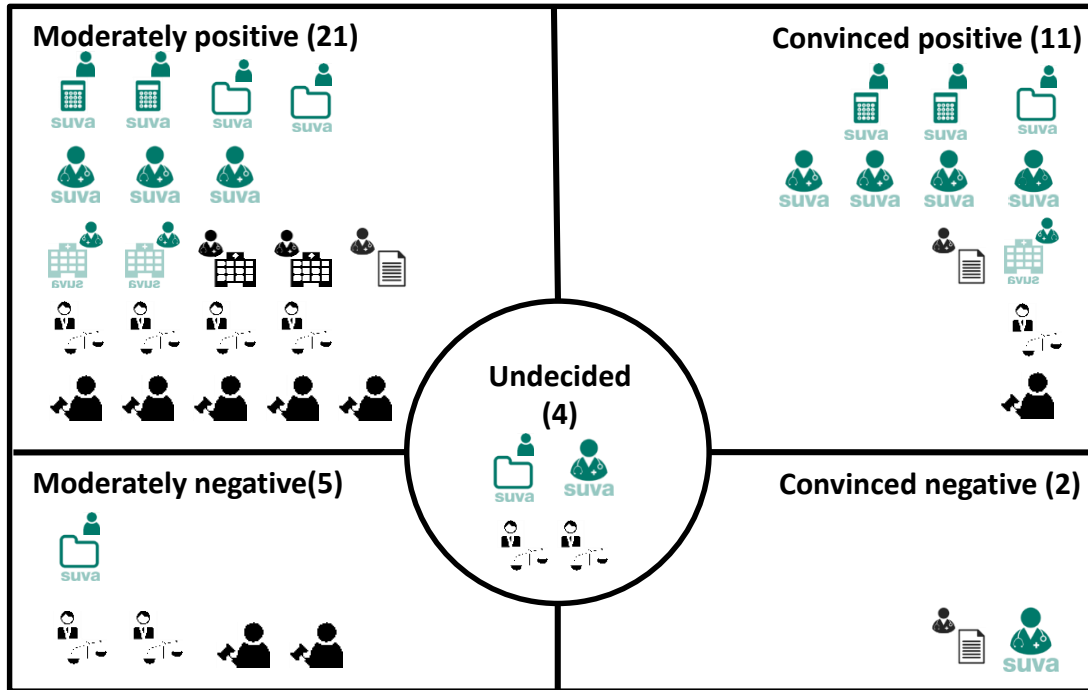
Deficit- and impairment-orientation in work capacity assessments

“I realize that the claimant does not speak German sufficiently well, which is from a legal point of view not ‘disease-relevant’. But it becomes difficult, when he has to change from his pre-injury job to an administrative job in an office.”

Medical expert 

Values of the participation-oriented standard for Suva

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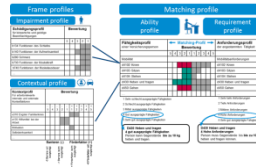
Frame profiles
 Impairment profile
 Matching profile
 Ability profile
 Requirement profile
 Contextual profile

“I would be valuable to have this documentation if the information in it is correct.”

Judge

Suva-internal stakeholder
 Suva-external stakeholder

Evaluation of prototype: Chances and risks



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✓ Main chances

Standardization

Completeness, Guideline

Transparency

Visualization of determinants

Validity through standardized job profiles

Efficiency / Return to work

Effectiveness

Progress documentation (job match)



Main risks



Objectivity

Pseudo-accuracy



Standardization

Excessively criteria-driven



Lawyer



Efficiency

Documentation effort

“It gives the impression of factual, objective information with all the numbers, graphs and terms.”

Conclusion

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▶ Main challenges in Suva process: Lack of standardization, transparency, objectivity and efficiency

▶ Participation-oriented standard beneficial for transparent assessments for work capacity evaluation and efficient and goal-oriented return-to-work process documentation

Discussion

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How can an idea developed in research become successfully implemented into practice?

► Involvement of stakeholders in tool development crucial to promote acceptance and a successful implementation

How far into implementation can research go and what is the role of research in the implementation phase?