

**ILO/ISSA INTERNATIONAL SAFETY AND HEALTH CONFERENCE
CHALLENGES AND SOLUTIONS IN A GLOBAL ECONOMY-GLOBAL ACTION FOR PREVENTION**

*Dussedoff, Germany
28th -29th October 2015*

REHABILITATION, REINTEGRATION OF INJURED WORKERS

*Datin Dr. Nik Amsharija bt Mohamed
General Manager
Medical and Rehabilitation Department
Operation Division
SOCSO*



SOCSSO Malaysia

- **Statutory Organization governing Employment Injury Insurance Scheme & Invalidity Pension Scheme in Malaysia.**
 - **CORPORATE GOAL** - To provide comprehensive social security protection for Malaysians.
 - **CORPORATE OBJECTIVE** - To ensure and guarantee the timely and adequate provision of benefits in a socially just manner and to promote occupational health and safety.

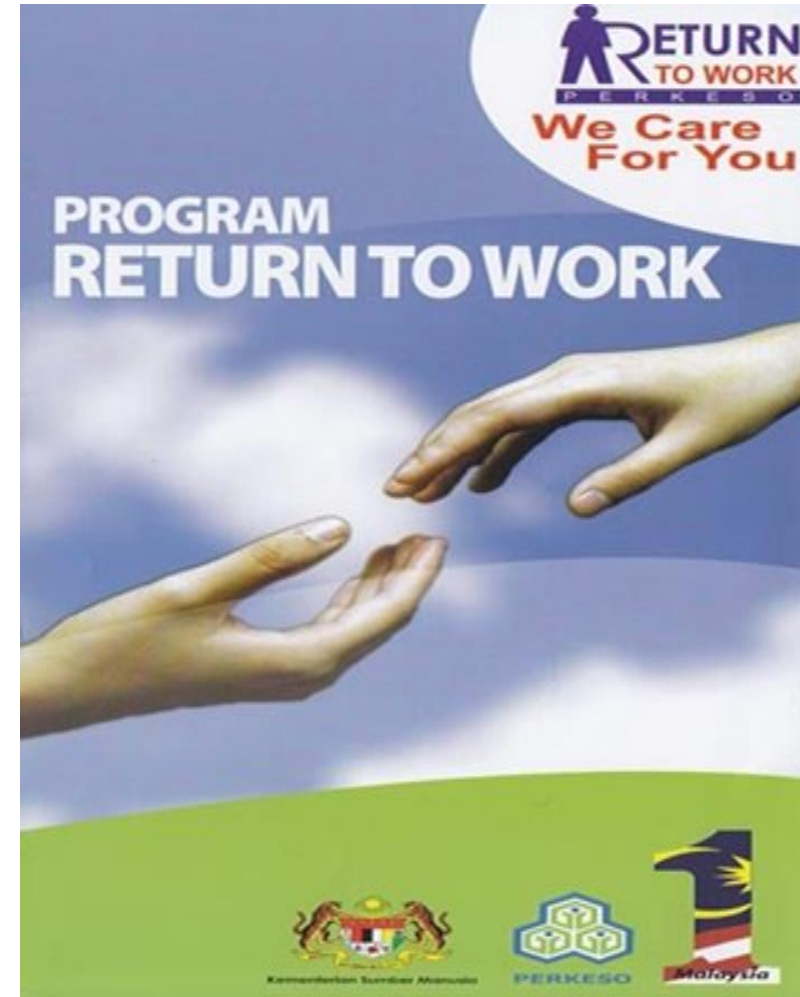


SOCSSO Malaysia

- **Currently insuring 15.5 million workers & 976,039 employers**
(All workers with income of RM3000 and below)
- **Contribution of 2.25% of the average salary**
1.25% Employment Injury Scheme (Funded by Employer)
& 1% for Invalidity Pension Scheme (Equally Shared by Employer and Employee)
- **Manage over 111,926 new Claims/per year**
 - ✓ **Over 63,331 accidents**
 - ✓ **Over 18,490 permanently disabled**
 - ✓ **Over 18,072 claiming for invalidity (≈7000 certified invalid)**
 - ✓ **Over 12,033 claiming for survivor's pension.**

SOCSO's RTW Programme

In 2007, SOCSO launched the RTW Program to assist SOCSO Insured Person to return to employment through systematic disability case management





**Comprehensive Case Management
Early Intervention
Successful Rehabilitation
and Return To Work**



**MUHAMMAD
HAIRUMAN MISKON**



LIFE CHANGING EXPERIENCE
AFTER RETURN TO WORK

DISABILITY: NOT A TRAGEDY
LIFE CHANGING STORIES
AFTER RETURN TO WORK



Disability: Not A Tragedy - Life Changing Stories After Return to Work are real life stories of SOCSO's Return to Work Program participants with employment injuries or illnesses who have successfully returned to work through the implementation of case management using a multidisciplinary and biopsychosocial approach to restore them back to work as soon and as safe as possible.



Disability Evaluation Pathway

**Establishing a relationship between injury and workplace: (CAUSATION)
Establishing illnesses or morbidity : Invalidity Scheme**



Accurate Diagnosis, Prompt Treatment and Rehabilitation process



RTW Program and reducing unnecessary Disability Duration



Impairment and Disability Evaluation



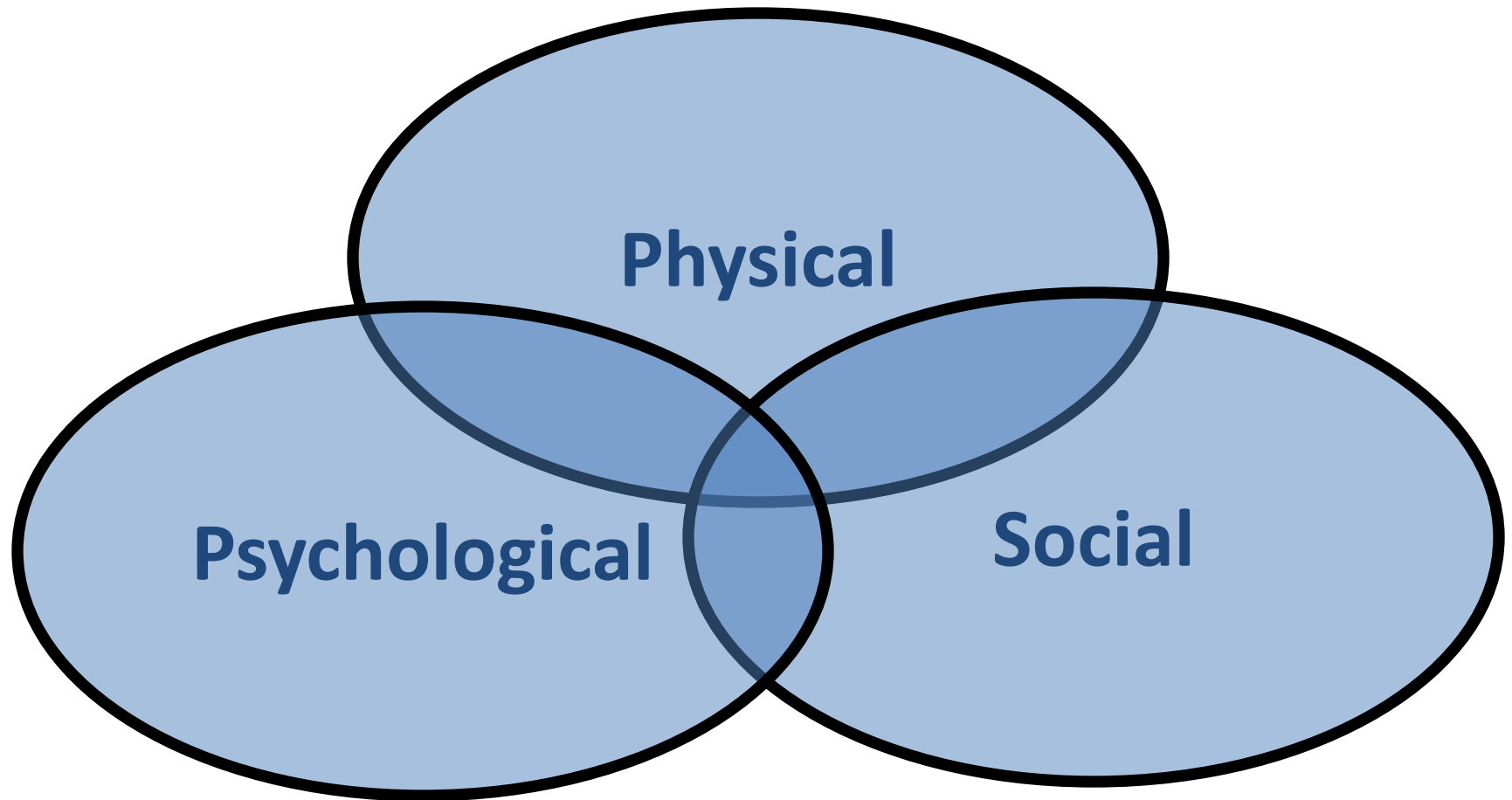
Settlement and Resolution

Standard Case Management Protocols

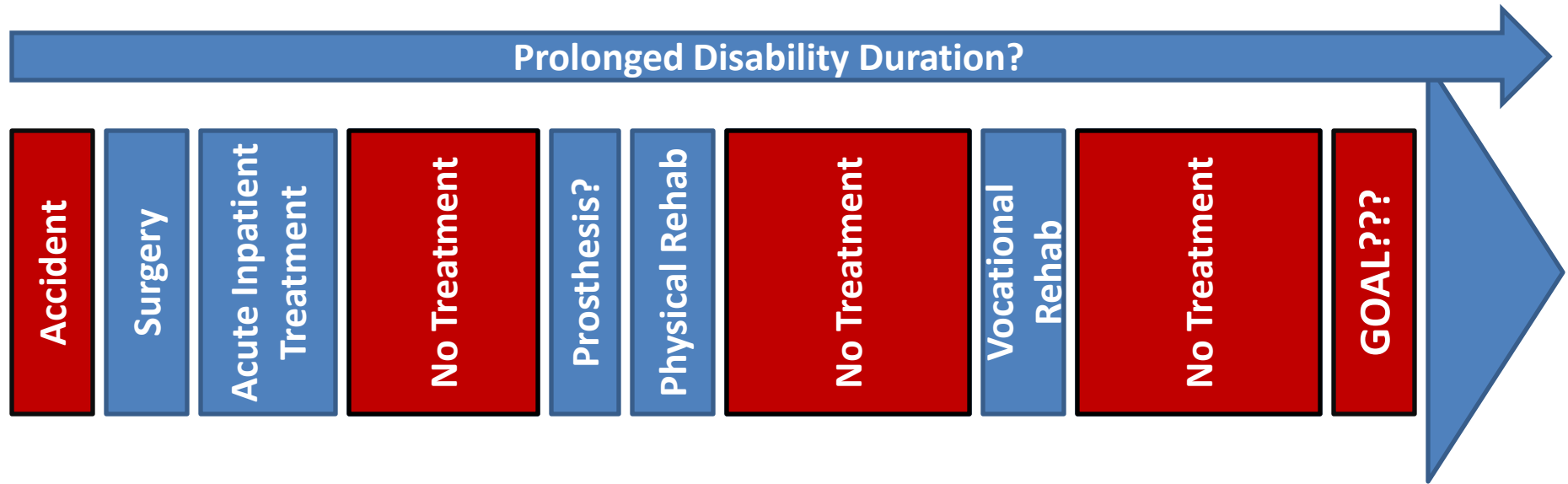
Systematic but *individualized* protocols are applied during the whole process. Rehabilitation plans are personalized by SOCSO's Case Managers.

Every Case is different!

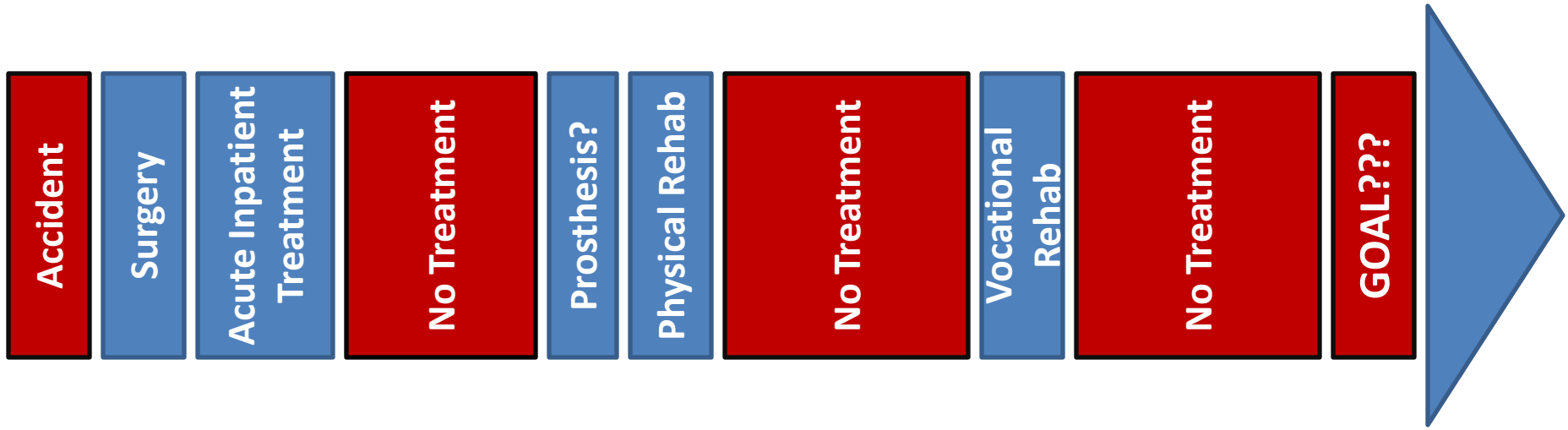
Biopsychosocial Intervention



Pathology of a Disability



Role of Disability Management



Accident

Surgery

Acute Inpatient
Treatment

No Treatment

Prosthesis?

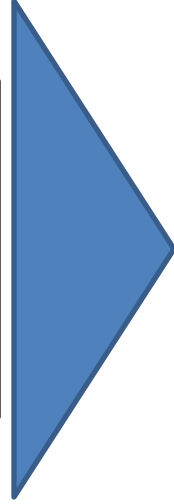
Physical Rehab

No Treatment

Vocational
Rehab

No Treatment

GOAL???



Accident

Surgery

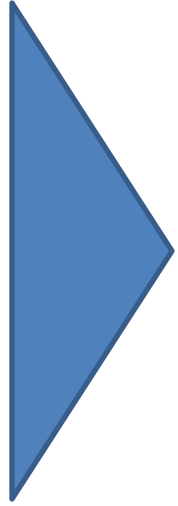
**Acute Inpatient
Treatment**

Prosthesis?

Physical Rehab

**Vocational
Rehab**

GOAL???



SOCSSO Disability Case Manager

DISABILITY MANAGEMENT

Accident

**Rehabilitation
& Disability Management**

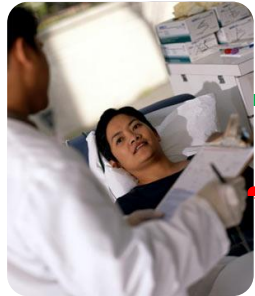
**Workplace Intervention
Safe and Healthy
Workplace**

Improve Disability Durations
Maintain Stakeholder Relations
Safer recovery
Return to Work or Retain @ Work

GOVERNANCE

RTW Goals

- 1 Same Job Same Employer
- 2 Similar Job Same Employer
- 3 Different Job Same Employer
- 4 Same Job Different Employer
- 5 Similar Job Different Employer
- 6 Different Job Different Employer



Treatment



Rehabilitation



Orthotics & Prosthetics



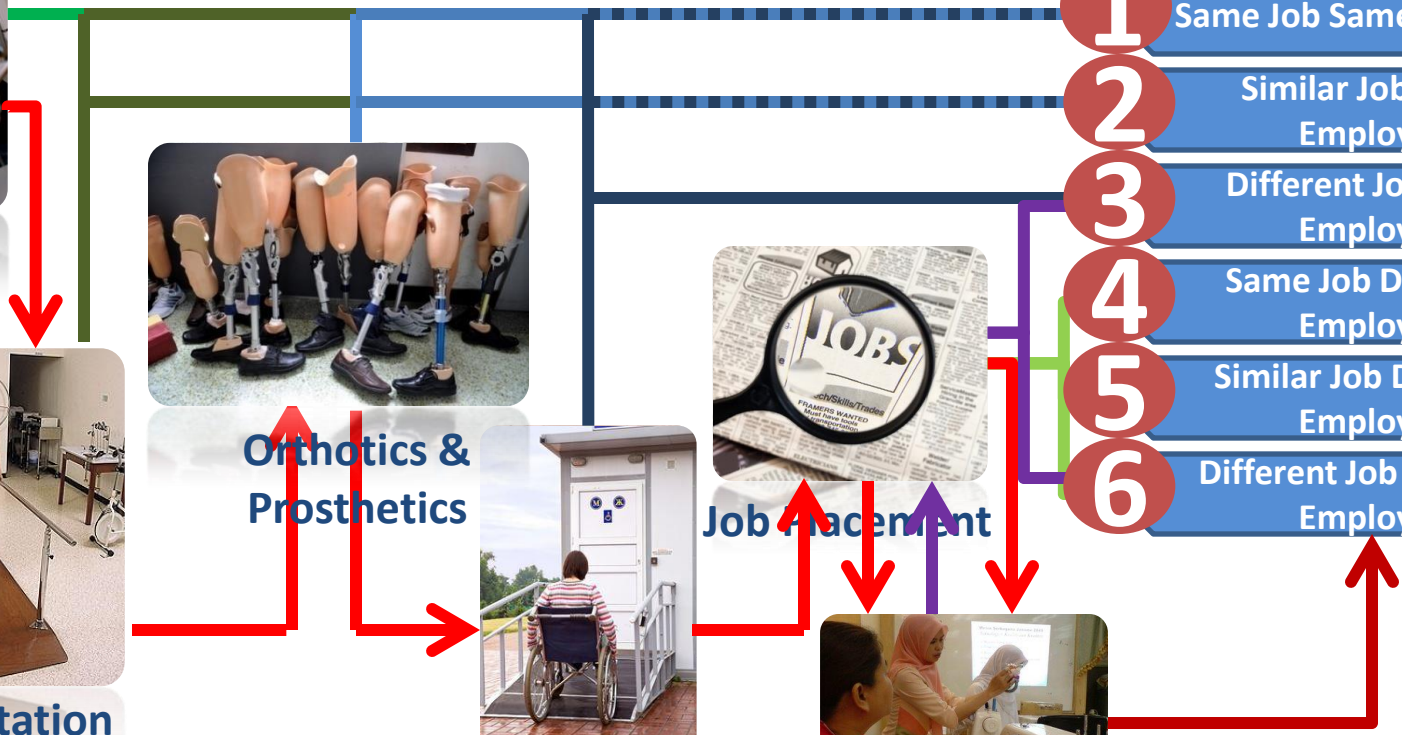
Modifications



Job Placement



Vocational Retraining



Rehabilitation Facilities

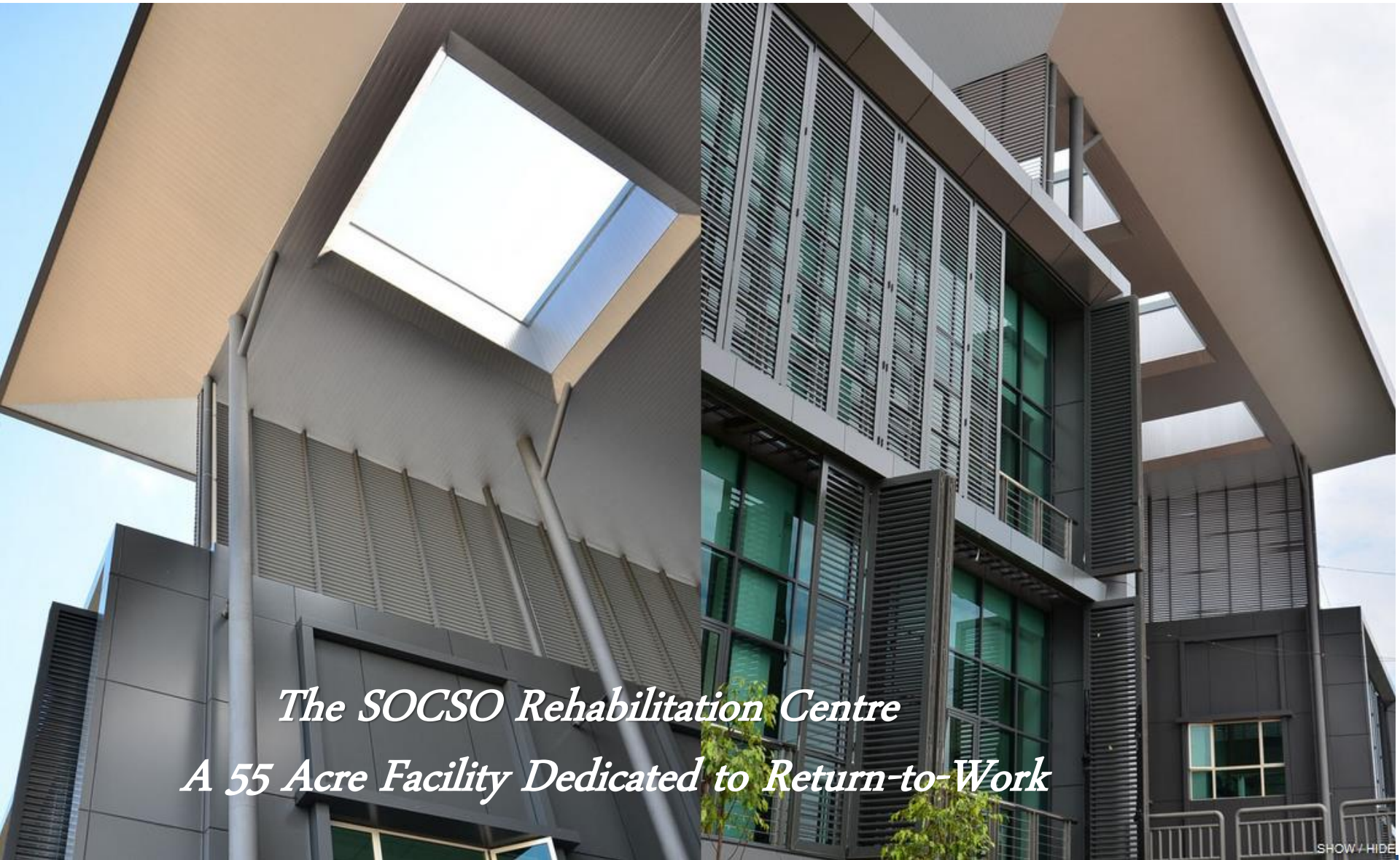
1. Physical Rehabilitation

- Orthotics
- Prosthetics
- Implant
- Assistive devices

2. Vocational Rehabilitation

3. Return To Work program

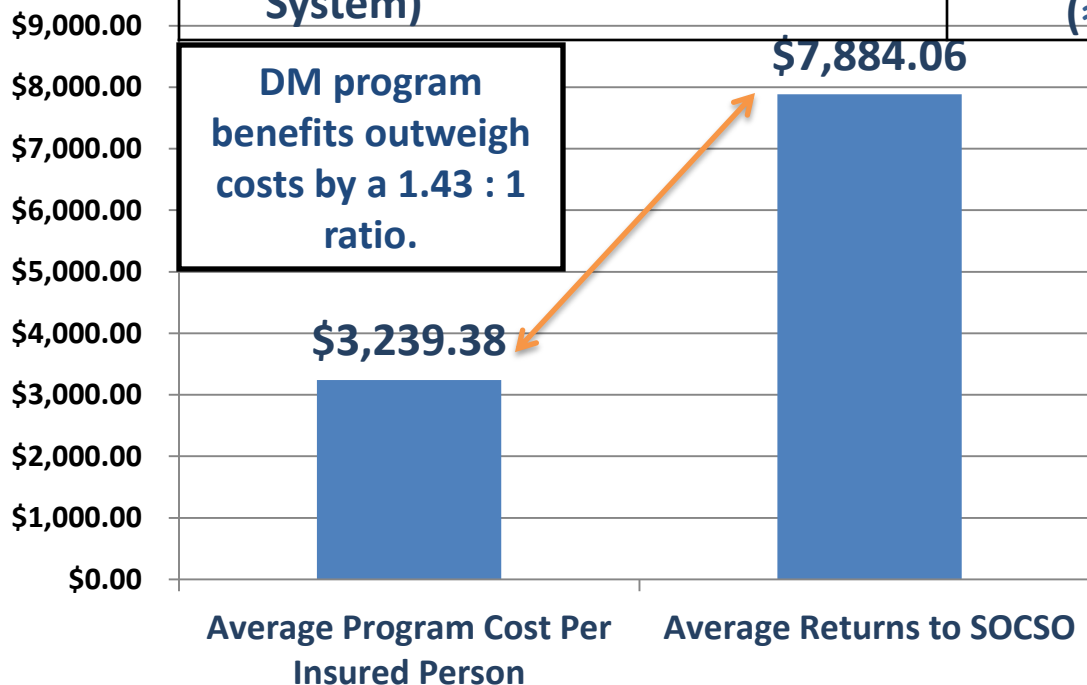




*The SOCSO Rehabilitation Centre
A 55 Acre Facility Dedicated to Return-to-Work*

Rehabilitation & RTW: An investment!

Cost Analysis	
Average Program Cost per Insured Person	RM3,239.38 (≈US\$1,063)
Average Possible Returns (Social System)	RM7,884.06 (≈US\$2,588)

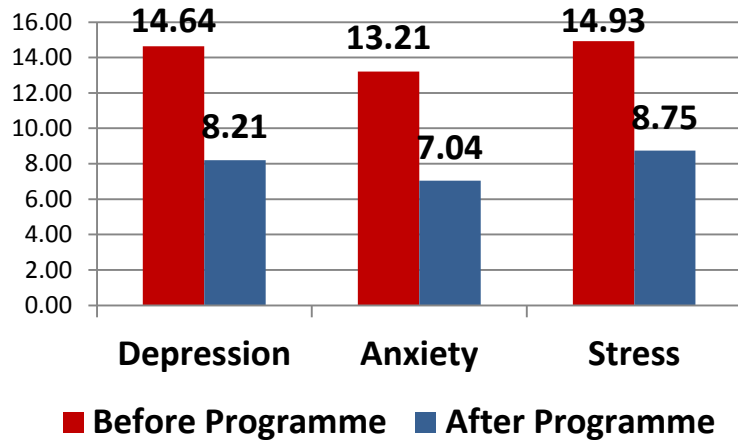
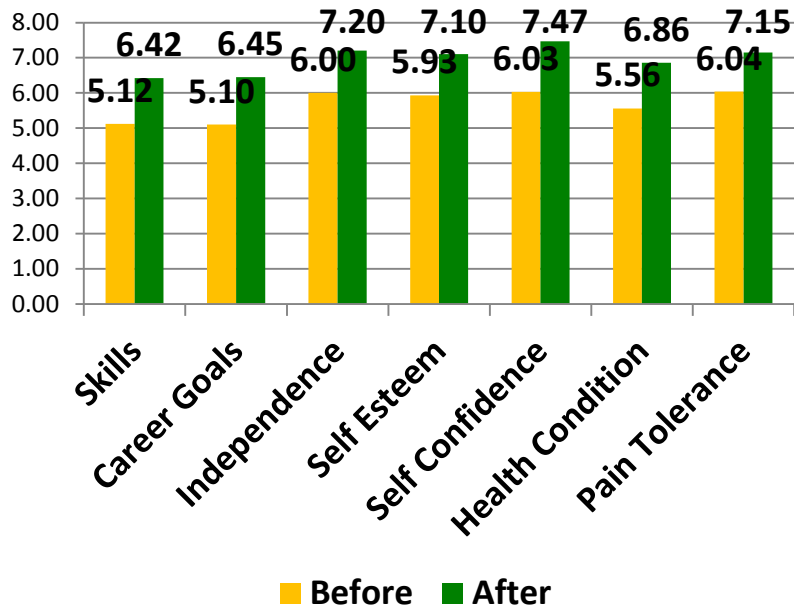


Net Benefit of
(RM7,844.06 –
RM3,239.38)
= RM4,644.68

+

Other Social
(qualitative)
Benefits

N = 1008



“ Significant increase in skills, career goals, independence, self-esteem, self-confidence, health condition and pain tolerance.

” Decrease in depression, anxiety and stress.

Social Sustainability and Stability?



Contribution Based (Social Solidarity)

Accident

Poor Case Management
No Rehabilitation Strategies
No Monitoring of Insured Person's
Progress

Outcome?
RTW
Possibilities?





= Sustainability of the Social System?

Accident

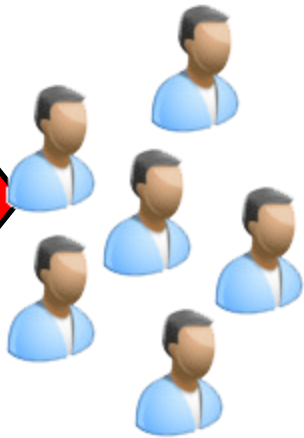
Poor Case Management
No Rehabilitation Strategies
No Monitoring of Insured Person's Progress

Outcome?
RTW
Possibilities?



Injured Workers

= Sustainability of the Social System?



PREVENTION

Disability Case Management
Medical Rehabilitation
Vocational Rehabilitation
Systematic RTW Strategies

RETURN
TO
WORK



Injured Workers

Retaining Workers at Work or Return to Work



(Source : SOCSO RTW PROGRAM Jan 2007 -31 August 2015)



New lease on life via Socso

Traumatised woman back on her feet through special program

By P. ARUNA
aruna@thestar.com.my

SHAH ALAM: Brutally abused by her husband and jobless for more than five years, mother of two Gomathy (not her real name) had completely hit rock bottom.

She had developed epileptic seizures, causing her to lose her job, after being pushed down the staircase by her abusive, alcoholic husband eight years ago.

night's sleep, she finally sees hope for a better future for her children.

Gomathy is now working as a production operator at a factory here for over almost a year after being employed through the Social Security Organisation's (Socso) Return to Work programme.

The programme, initiated in 2007, is designed not only to help injured and disabled persons find employment but also provides physical rehabilitation, motivation and skills

people through the programme.

Gomathy now has her seizures under control with medication.

"I can now provide for my children without depending on my brother and ageing mother," she said, adding that her seizure attacks were also less frequent as she was under less stress.

She had lost her earlier job at a factory because she had fits at work.

The 32-year-old said she had left her husband and for five years struggled to find another job but nobody would employ her due to her health condition.

Gomathy recalled the time her abusive husband hit her when she was pregnant with second child, and would also less beat their then two-daughter.

"I knew I had to leave for of my children.

"I then went into severe depression and would have seizure often due to stress," she said.

Her children live with her mother.

"I am thankful that I am able to take care of myself and my children," she said.



Socso has rehabilitated employment for 6,439

No problem hiring kidney patient

Employers: They can still work and deserve a chance to provide for their families

P. ARUNA
aruna@thestar.com.my

KUALA LUMPUR: Most employers do not want to hire workers with chronic medical conditions but Wan Zaiden Wan Hassan did not think so about employing two kidney dialysis patients.

Wan Zaiden said both Shaw Wei and Mohamad Ali Zakaria were very hardworking and one of them had even been promoted to assistant supervisor in just six months, in the eldest son in his family while Mohamad Ali, who had a stage renal failure, has two young children.

"There is a perception that hiring workers with medical conditions will be a burden to the company or that the workers will frequently go on medical leave.

But they do not clash with their working hours, so there is no problem at all," said Wan Zaiden.

Shaw and Mohamad Ali always feel the need to do more, such as work extra hours, to "make up" for their conditions, said Wan Zaiden.

The company employed Shaw and Mohamad Ali after being approached by the Social Security Organisation (Socso) through its "Return to Work" programme.

Over 7,000 people, who had lost their earning capacity due to illness, accident or disability, have returned to work since the launch of the programme in 2007.

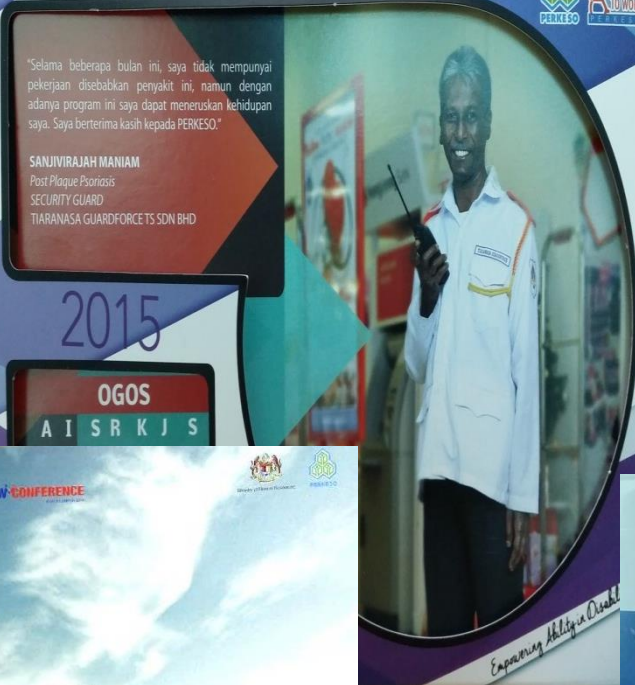
Socso deputy CEO for operations Datuk Dr Mohd Azman Aziz Mohd said employers who hired people like Shaw and Mohamad Ali usually found them to be the most loyal and hardworking employees.

"This is because they know it is not easy for them to find employment and they want to prove themselves to their employers," he said. He added that while it had been difficult to find employment for such people at the beginning of the programme, many employers were now



It's what people CAN DO that MATTERS in the WORKPLACE

Learn how your organization can assist Insured Persons with injuries or illnesses to get back to work.



"Selama beberapa bulan ini, saya tidak mempunyai pekerjaan disebabkan penyakit ini, namun dengan adanya program ini saya dapat meneruskan kehidupan saya. Saya berterima kasih kepada PERKESO."

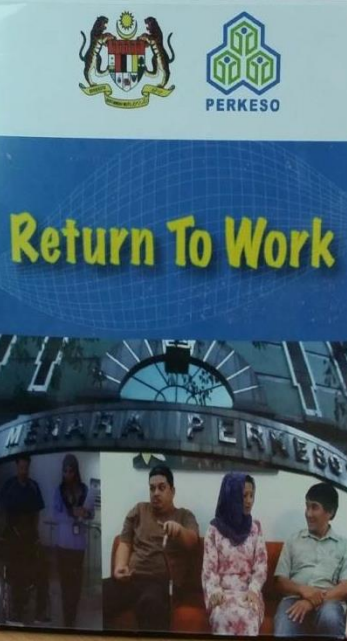
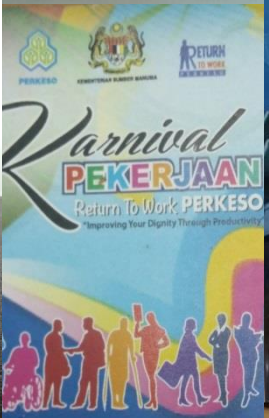
SANJIVIRAJAH MANIAM
Post Plaque Psoriasis
SECURITY GUARD
TIARANASA GUARDFORCE TS SDN BHD

2015

OGOS
A I S R K J S



DISABILITY: NOT A TRAGEDY
LIFE CHANGING STORIES
AFTER RETURN TO WORK



The Right to work: Innovative Policies and Good Practices For Persons With Disabilities, 2012



Good Practices Award (Certificate of Merit) For Asia & Pacific, 2012



Human Rights Award, Malaysia (2013)

www.ifdm2016.com.my

TRANSFORMING DISABILITY MANAGEMENT

Organised by



Thank you

SOCIAL SECURITY ORGANISATION
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INTERNATIONAL FORUM ON
DISABILITY
MANAGEMENT

22 - 24 November 2016
Kuala Lumpur Convention Centre (KLCC)
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