

WORK CONTEXT: RED FLAGS/GREEN LIGHTS

| | Red Flags | Green Lights |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RTW too early | <ul style="list-style-type: none"> 🚩 Immediate RTW 🚩 RTW with unclear injury 🚩 Work absences after RTW | <ul style="list-style-type: none"> 🟢 Later RTW 🟢 Functional abilities assessment 🟢 RTW planning 🟢 Flexible RTW plan |
| Difficulty travelling to work | <ul style="list-style-type: none"> 🚩 Driving impeded by injury 🚩 Transportation difficulty 🚩 Long-distance RTW | <ul style="list-style-type: none"> 🟢 Considering worker's ability to travel 🟢 Providing transportation options |
| Physically unsuitable work tasks | <ul style="list-style-type: none"> 🚩 Inability to perform job tasks 🚩 Requests for co-worker assistance | <ul style="list-style-type: none"> 🟢 Discussing accommodation details 🟢 Workplace assessment 🟢 Ongoing monitoring 🟢 Job re-orientation |
| Hazardous RTW | <ul style="list-style-type: none"> 🚩 Fear of RTW 🚩 Worsening health since RTW | <ul style="list-style-type: none"> 🟢 Health and safety review 🟢 Addressing hazards 🟢 Alternative work 🟢 Job re-orientation |
| Lack of accommodation | <ul style="list-style-type: none"> 🚩 Conflicting views of work accommodation 🚩 Increased medication use since RTW 🚩 Work absence after injury | <ul style="list-style-type: none"> 🟢 Appropriate workplace accommodations 🟢 Written accommodation plan 🟢 Dispute resolution support |
| Embarrassing modified work | <ul style="list-style-type: none"> 🚩 Make-work modified work 🚩 Co-worker harassment | <ul style="list-style-type: none"> 🟢 Collaboration with injured worker 🟢 Productive modified work 🟢 Educating workplace parties about RTW |

VOCATIONAL REHABILITATION CONTEXT: RED FLAGS/GREEN LIGHTS

| | Red Flags | Green Lights |
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| Vocational rehabilitation before adequate recovery | <ul style="list-style-type: none"> ▣ Absences for medical treatment ▣ Medication use during training | <ul style="list-style-type: none"> ◆ Delaying training ◆ Revising rehabilitation timeline ◆ Contingency planning ◆ Understanding options |
| Fast-paced education | <ul style="list-style-type: none"> ▣ Failing college entrance exams ▣ Worsening health since vocational training | <ul style="list-style-type: none"> ◆ Graduated training ◆ Modified training ◆ Evaluation of upgrading |
| Unrealistic training | <ul style="list-style-type: none"> ▣ Inadequate training ▣ Program mismatch ▣ Feeling forced into choice | <ul style="list-style-type: none"> ◆ Worker-oriented vocational training ◆ Longer training courses ◆ Greater choice ◆ Alternative job training ◆ Revisiting training goals ◆ Understanding options ◆ Collaborative decision-making |
| Physically inappropriate vocational training | <ul style="list-style-type: none"> ▣ Lack of physical accommodations ▣ Inflexible learning environment ▣ Difficulties travelling to school or class | <ul style="list-style-type: none"> ◆ Ergonomic accommodations ◆ Alternative learning environments ◆ Re-evaluating vocational training ◆ Travel accommodations |
| Problems obtaining work | <ul style="list-style-type: none"> ▣ Difficulty finding a job ▣ Worker not hired into available jobs | <ul style="list-style-type: none"> ◆ Work placements ◆ Job search support ◆ Employer incentives ◆ Accident employer work options |

HEALTH CONTEXT: RED FLAGS/GREEN LIGHTS

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| Complicated health situations | <ul style="list-style-type: none">Walk-in clinic assessment"Invisible" injuriesDifficulties assessing if injury is related to workConflicting diagnosesNon-work health problemsIncomplete or delayed reporting | <ul style="list-style-type: none">Support from occupational health practitionerConsidering the whole personCollaborationMultidisciplinary assessmentInvestigating the cause of injury |
| Medication use problems | <ul style="list-style-type: none">Reactions to medicationMedication side effectsChanges in medication useMultiple prescriptions | <ul style="list-style-type: none">Multidisciplinary treatmentReassessmentObserving changes in medication |
| Worsening health or re-injury | <ul style="list-style-type: none">New symptomsLack of progress in RTW or vocational rehabilitationRelying on medication for RTW or vocational rehabilitationIncomplete communication | <ul style="list-style-type: none">Listening to workerMonitoring worker healthCollaborationWork trialWork adjustmentHealth examination |
| Depression and other mental health problems | <ul style="list-style-type: none">FatigueMental distressProblems at home | <ul style="list-style-type: none">Acknowledging difficultiesReferralsProviding informationPeer support |

CLAIM CONTEXT: RED FLAGS/GREEN LIGHTS

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| Poor communication | <ul style="list-style-type: none"> ▣ Indirect contact ▣ Decisions without collaboration | <ul style="list-style-type: none"> ◆ Consultation ◆ Face-to-face contact ◆ Including the right people ◆ Providing system knowledge |
| Decision-maker conflicts | <ul style="list-style-type: none"> ▣ Conflicting views of RTW readiness ▣ Conflicting views of accommodation | <ul style="list-style-type: none"> ◆ Claim coordination ◆ Representation ◆ Workplace visit |
| Delayed reporting | <ul style="list-style-type: none"> ▣ Late reporting of injury ▣ Late filing of health-care reports or worker appeals ▣ Medical delays | <ul style="list-style-type: none"> ◆ Talking to the worker ◆ Timely follow-up ◆ Providing accessible information ◆ Providing system knowledge |
| Delayed decision-making | <ul style="list-style-type: none"> ▣ Decision-making conflicts ▣ Long waits for decisions | <ul style="list-style-type: none"> ◆ Regular communication ◆ Seeking information quickly ◆ “Benefit of the doubt” decision-making ◆ Worker representation ◆ Ombudsman ◆ Financial resources |
| Worker non-compliance | <ul style="list-style-type: none"> ▣ Decision-maker conflicts ▣ Unresolved health concerns | <ul style="list-style-type: none"> ◆ Communication ◆ Mediation ◆ Worker representation |
| Worker emotional reactions | <ul style="list-style-type: none"> ▣ Angry worker ▣ Workplace conflicts ▣ Complaints about RTW | <ul style="list-style-type: none"> ◆ Investigating complaints ◆ Workplace involvement ◆ Timely intervention ◆ Providing system knowledge ◆ Regular, thoughtful communication with worker |