

BEST PRACTICE RISK FACTOR IDENTIFICATION FOR DELAYED RTW REQUIRES THE FOLLOWING—

Assessment of risk factors across multiple domains. Increasing complexity of analysis will only improve accuracy of decision making when all necessary information is available.



A balance between the timing of information availability, the ability to intervene in order to positively influence outcomes and the resources required to collect the information required to inform appropriate action.

Use of both administrative level information and more comprehensive information related to risk factors.



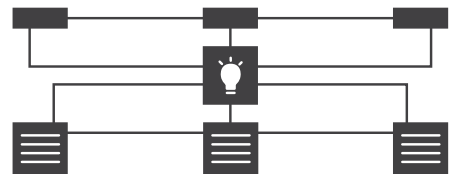
Information systems capable of capturing and retrieving data from internal and external sources. Information must be delivered to decision makers in a manner that is interpretable, points to clear methods of action and is timely for key decision points in a claim.

Collection, collation and interpretation of information in a timely manner to guide proactive service delivery. Best practice risk factor identification will facilitate intervention in the therapeutic window (6 to 12 weeks post injury) where the impact of a number of interventions can be maximised.



Systematic documentation and monitoring of risk factors to identify both the emergence of new factors and changes to information previously collected.

Appropriate application of automated decision making combined with judgement-based decision making to actions on a claim. The information available and the purpose of decision making will dictate which approach is required.



Understanding of the characteristics of the system within which risk factor identification and intervention is to be applied. Contextual factors will determine the most effective use of risk information to guide resource allocation and service delivery.