

# Getting John back to work

Case studies in Rehabilitation

*accel*  
Elite



## **MUCH MORE THAN EMPLOYERS' LIABILITY INSURANCE**

Here are three examples of how we have helped people, using medical and vocational rehabilitation.

During the years AIG UK and AIG Medical & Rehabilitation have been working together, we have helped thousands of employees who have been injured or made ill at work, making sure they get the right medical treatment. Care continues right up to the time they get back to work in a position that is right for them, reducing disruption, avoiding prolonged legal disputes and saving careers.



## **THREE EXAMPLES OF VOCATIONAL REHABILITATION AT WORK.**

- 1** Stressed supervisor 'catch 22'
- 2** HGV Driver Crushed
- 3** Fork Lift Truck Driver's Pins and Needles

# 1

## Stressed supervisor 'catch 22'

### INJURY

Simon, a 36 year old departmental supervisor, had been experiencing difficulties with his role for some time, and eventually reported sick because of what he described as stress related issues.

Unlike physical injury where the cause and effects are usually evident, it was essential in this case to establish the precise reasons underlying his absence.

### REHABILITATION

After meeting with Simon and his human resources manager separately, AIG MR's vocational consultant then organised a round table meeting with Simon, his line manager, the human resources manager and the senior depot manager.

It was clear from the meeting that Simon had lost faith and trust in his employer. He reported into 2 different managers, he was unsure what was expected from him in his job and felt he often received ambiguous and contradictory instructions. He feared that if he were to return to work, he would only be subjected to more of the same.

AIG MR were able to facilitate an agreement of what would be expected of Simon in his role as a departmental supervisor, his responsibilities and what support would be given to him. The company agreed that going forward Simon should have a single and clear reporting line to avoid conflict and ambiguity backed up by consistency of support and guidance. This provided the framework to allow Simon to make a gradual return to work. On his initial return, Simon was given reduced responsibilities, which were gradually reinstated and carefully monitored over a 6 week period.

### BENEFITS

Thanks to AIG MR's early and constructive intervention **THE EMPLOYEE** made a successful return to work in his original role, but one that had better definition, clearer reporting and greater support. He was able to manage his department more effectively and efficiently, with greatly increased confidence.

**THE EMPLOYER** was able to avoid the costs, disruption and reputational damage of a stress related claim, and also benefited from a more confident and effective departmental supervisor.

# 2

## HGV Driver Crushed

### INJURY

Don, a 40 year old lorry driver suffered terrible injuries when he was struck by a swinging crane while loading his vehicle on site. The accident caused crushing injuries to his torso, lacerations to his rectum and sphincter muscle as well as breaking his arm.

### REHABILITATION

Don's immediate treatment included a temporary colostomy and reconstruction of the rectum. Although the initial care provided by the NHS was very good, Don was put on a very long waiting list for the procedure to reverse the colostomy, which effectively confined him to home, ruling out any return to work.

AIG Medical and Rehabilitation arranged for a private independent assessment of Don's injuries, and then organised (and funded) the reversal operation. Within 3 months of the operation Don's recovery had progressed to the point where he was ready to re-enter the workplace. Unfortunately however he was made redundant by his employers. AIGMR immediately engaged one of their vocational consultants in the case, who took Don through the various options for possible driving jobs and helped him get in touch with a number of agencies. Don started a new driving job shortly afterwards.

### BENEFITS

Don showed great courage and determination throughout the process, but AIGMR's involvement was decisive. Firstly AIGMR's medical rehabilitation expertise meant they were able to cut through the waiting time and arrange the necessary private treatment. Secondly after his redundancy, AIGMR's vocational consultancy expertise was there to encourage and guide Don through what could, under the circumstances, have been a devastating blow. Don's successful return to work also had significant financial savings as well - as the potential for large future loss of earnings (initially estimated in the region of £290,000) was removed.



# Fork Lift Truck Driver's Pins and Needles

## INJURY

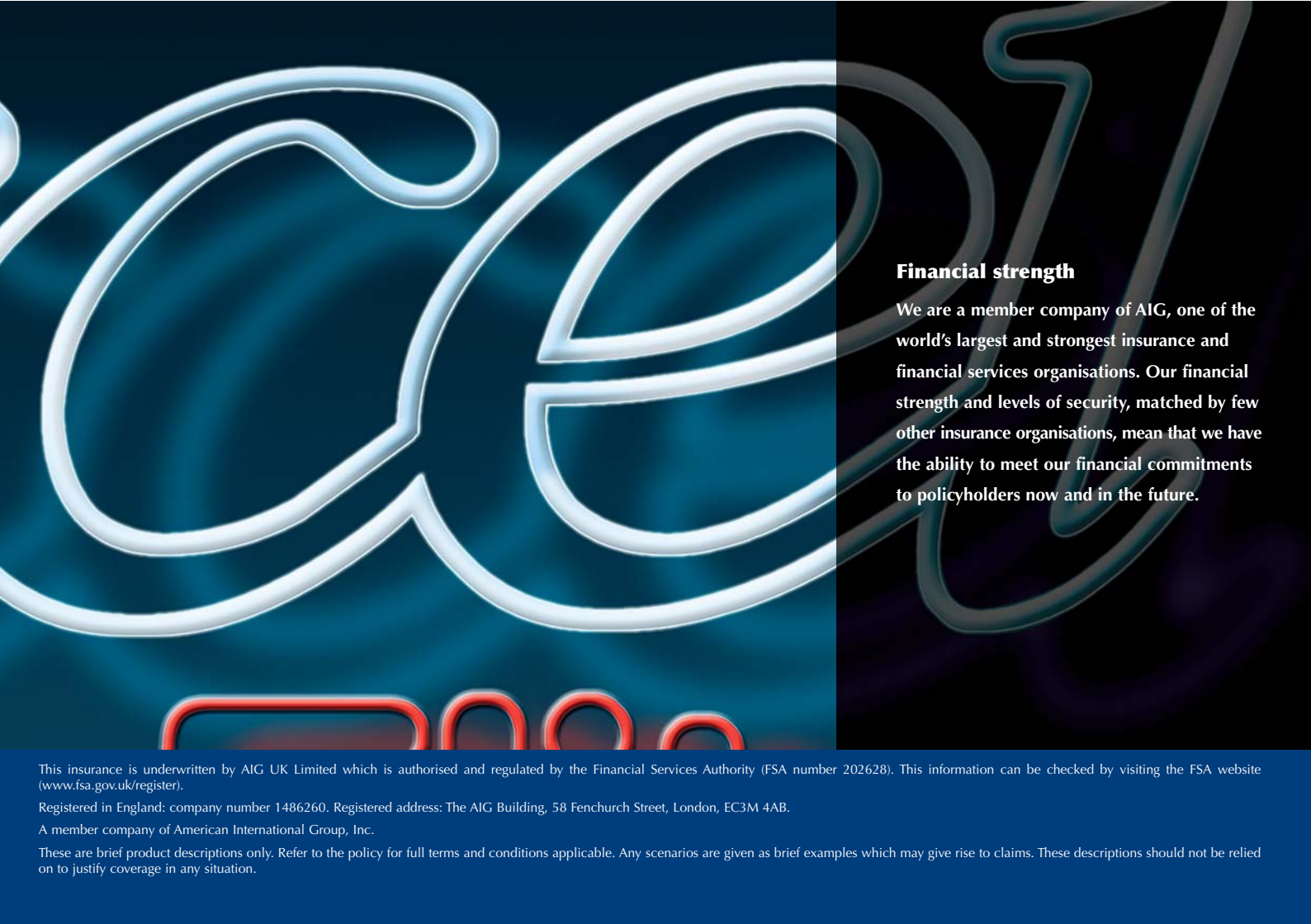
Phil, was an experienced 45 year old fork lift truck driver for a heavy plant operator. A collision at work caused fractures to his right (dominant) hand, with ensuing complications.

## REHABILITATION

Phil had received emergency treatment on the NHS for the fracture injuries, but he continued to suffer persistent and painful symptoms of pins and needles in his hand. AIG Medical and Rehabilitation referred Phil for assessment with an Occupational Health practitioner to advise on treatments options, following which Phil was promptly referred to an Orthopaedic Consultant. AIGMR also arranged (and funded) nerve condition studies, an MRI scan and then liaised with the Consultant to report on the results. Carpel Tunnel Syndrome was diagnosed and AIGMR confirmed funding for the necessary private surgery. The surgery was performed successfully, and following hand therapy exercises to assist recovery, Phil was able to return to full time work a couple of months later.

## BENEFITS

The case demonstrated how AIGMR is able to facilitate and co-ordinate a range of medical services quickly and effectively for the benefit of the injured employee. The speed with which Phil was able to return to work had positive financial benefits as well. Had it not been possible to rehabilitate Phil back to work following the complications that developed after the initial emergency treatment, we could have expected a claim in the region of £50,000. In the event the total case management fees, legal fees and treatment costs were a fraction of this amount.



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