



## Number of Certified DM Professionals Expands Internationally

### UNITED KINGDOM

#### Unum employees among first certified

For the past 35 years, Unum has been the UK's leading provider of income protection services, today protecting more than 2.3 million workers through individual and company schemes.

In May 2007, the United Kingdom joined Australia, Canada, Germany and New Zealand in offering the CDMP certification examination, which is open to practitioners in the UK who meet the prerequisite combination of practical experience in occupational rehabilitation and relevant academic qualifications.

WorkMatters (a member of the Unum group of companies) offers the occupational rehabilitation training program through various educational institutions in the UK. The program's content is grounded in the IDMSC's internationally recognized principles and practices in disability management.

Joy Reymond, Unum Head of Rehabilitation Services is pleased with the year one examination results, "Unum is proud to have the first Certified Disability Management Professionals among its vocational rehabilitation staff. Our new CDMPs join over 700 Certified Disability Management Professionals worldwide."



*Unum welcomes new CDMPs from the UK and Ireland pictured here at Unum's Milton Court, Dorking, Surrey office at a special event commemorating their achievements (l to r): Graham Halsey, Ekaterina (Katya) Parry, Elaine Cook, Baljinder (Bal) Rai, Anita Walford, Mairead Conroy (RehabGroup, Ireland), Maxine Bauckham, Terry Fahy (RehabGroup, Ireland), Stephanie Lakin, Sarah Ramsden, Marcia Cumper, Rebecca Doyle, Emma Shakespeare. Missing from the photo are: Bobbie Donovan, Lesley Scott, Susan Mackenzie.*



## IRELAND

### First CDMPs in Ireland from the Rehab Group

For one of the Rehab Group's first CDMPs, Research and Development Consultant Mairead Conroy, along with enhancing her knowledge and competence, sought accreditation, "...to gain credentials that are internationally recognised and respected in order to demonstrate to prospective clients a professional standard of practice and that I possess the competency to deliver effective disability management services."

She adds, "Being certified means that we can attest to our clients that our disability management practitioners possess the required competency to effectively provide services to workers and employers."

As license holders in Ireland for the curriculum, professional certification examinations and the CBDMA, the Rehab Group is actively working to develop services to support private and public sector employers to manage illness, injury or disability related workplace absence. The availability of the short assessment tool will further enhance the services the Rehab Group can offer as the majority of people employed in Ireland work in the small to medium enterprise sector and the tool will provide an attractive cost/benefit option for employers in this sector.

In May 2008, the Rehab Group plans to host the CDMP examination in Ireland for the first time and is already receiving queries from individuals interested in taking the examination. Work is ongoing to adapt the curriculum modules for the Irish environment and it is hoped there will be a gradual rollout in offering the modules starting spring 2008.

## NEW ZEALAND

### ACC clinical advisors achieve CDMP designation

Following the lead of Dr. Kevin Morris, Director of Clinical Services at the Accident Compensation Corporation (ACC) in New Zealand, another five medical professionals on the ACC's clinical advisory team have become Certified Disability Management Professionals (CDMPs).

ACC's network of clinical advisors provides advice on disability management to case and claims managers on a case-by-case basis. According to Dr. Morris, "Advice from the physicians in this network is most often focused on the treatment issues related to disability management." He adds,

"The ACC covers both work and non-work injuries, and its programs encompass both return to work and return to independence programs."

The six members of the ACC's clinical advisory team who successfully passed the examination in New Zealand are the first in the country to hold the CDMP designation. It is a move that conforms well with the organization's pledge to "... prevent injury, to provide the best treatment and care if injury occurs, and to quickly rehabilitate people back to work or independence at a price that offers high value to levy payers and all New Zealanders."



*(l to r) IDMSC representative in Australasia Alan Clayton joins ACC Director of Clinical Services (and new CDMP) Dr. Kevin Morris, and Dr. Jan White, Chief Executive ACC in congratulating other clinical advisors on achieving their CDMP designations (bottom photo l to r): Dr. Graham Corbett, Medical Advisor Whangarei; Dr. John Monigatti, Director ACC Workwise Auckland; and Alastair Wilson, Corporate Medical Advisor. Missing from the photo are: Dr. Margaret Macky, Director ACC Workwise Wellington, and Dr. Gerard Walker, Director ACC Workwise Christchurch.*



Dr. Morris explains his own motivation in writing the exam, “Certification in disability management allows ACC and its clients to be assured that clinical advisors have a level of knowledge, training and experience that is internationally recognized and world class.” He advises ACC plans to provide access to training for all staff working in the area of disability management “with a view to having as many staff as possible attaining either the CRTWC or CDMP qualifications.”

## AUSTRALIA

### Insurance provider motivated by best practice

Employers Mutual has been providing workers compensation services to WorkCover New South Wales (NSW) members since 1910. In its 2006-2007 financial year, they provided services to 22,000 NSW employers representing an estimated \$250 million in annual workers’ compensation premiums. During the same period, they celebrated their first full year of providing services to the 64,000 employers who are members of WorkCover South Australia. The company’s commitment to disability management (or, injury management as it is called in Australia) goes back several years.

In 2000, WorkCover NSW provided funds to Employers Mutual to implement an Injury Management Pilot that achieved a 12 percent improvement in return to work results in one year. According to the CEO of the day, David Illiffe, “we learnt more about return to work that year than in the previous 90 years.”



*(l to r) Employers Mutual Executive Director Anthony Middlebrook congratulates Melanie Murray, Consultant - Client Solutions, and Simon Popley, Employer Services Consultant - Client Solutions.*

Since then, CEO Cameron McCullagh in April 2004 licensed NIDMAR’s Consensus Based Disability Management Audit (CBDMA), which it calls the Benchmark Injury Management Assessment (BIMA), and which is offered as a service to clients and WorkCover members.

In 2007, Employers Mutual was pleased to congratulate two of its employees on achieving their CDMP designations. Simon Popley, Employer Services Consultant and Certified CBDMA Auditor, on achieving the designation, observed that it sets the bar for standards in the field. “I believe the CDMP certification provides a level of excellence that is globally recognized; the growing uptake and the use of CDMP certification benefits both injured or ill workers as it ensures they receive the best possible return to work services and provides a standard for employers who are looking to hire a suitably qualified disability management professional.”

### Occupational physician becomes certified

In the State of Victoria, Occupational Physician Dr. Mary Wyatt, who is chair of the nonprofit organization ResWorks ([www.resworks.org.au](http://www.resworks.org.au)), a foundation for research into workplace injury and illness, has also now become CDMP certified and is able to implement the CBDMA under the banner of her private practice called Work Medicine.

Dr. Wyatt who is a fan of NIDMAR’s audit tool calls it a “fabulous, unparalleled tool” offering a rich mix of data gathering.

With her 20 years’ experience as an occupational physician and her extensive research work with ResWorks, Dr. Wyatt is already at the top of her profession. But achieving the designation has provided new perspectives, “The whole issue of return to work is a global issue and there is much to be learned.”

She advises the consensus-based approach is not common in Australia and that union and management dealings tend to be in response to problems, rather than an ongoing collaboration. “We’re learning labour management from the Canadians and what can be brought to best practices in Australia.” At the same time, she has seen that Australia’s workplace-based platform for return to work is not as common in other countries.

With certification, she sees the ability to share information, developments and best practices as major advantages, “That’s how groups go forward and people get motivated and inspired.”



## AUSTRALIA

### *continued*

Also motivated by the desire to lead in their chosen field, Occupational Therapist Meaghan Gill and Rehabilitation Counsellor Jennifer Quintana, principals of Keystone Professionals in Sydney, NSW, both successfully achieved their CDMP designations this year.

Keystone Professionals is an accredited occupational rehabilitation provider delivering injury management services in the NSW Workers Compensation, MAA NSW Compulsory Third Party Insurance and ComCare schemes.

Gill and Quintana see the designation as a way for the company to keep up with best practices. "Maintaining our relevant accreditations and certifications enables us to ensure we remain at the forefront of best practice and also ensures we utilize relevant resources to support our roles within the injury management and rehabilitation fields. As knowledge of the certification becomes more widespread, and if the current NSW system wishes to adopt this approach, Keystone Professionals will have the resources through these designations, to address the needs of parties wishing to work within this framework."

## GERMANY

### **Germany takes lead in certification examinations**

The DGUV (the social accident insurance for Germany, formerly known as the HVBG) is the license holder for the professional certification examinations in Germany. The CDMP examinations have been held annually since 2003 and there are now approximately 500 individuals with this designation in Germany, the highest number to date in any country in the world.

For the first time in 2007, the CRTWC (Certified Return to Work Coordinator) examination was offered and 14 individuals were successful in achieving this designation.

December 2007 also marked a special occasion in the collaboration between NIDMAR and the DGUV - namely the 5th anniversary of the initial CDMP and CRTWC licensing agreement providing the DGUV the right to award these professional designations across Germany, Austria and Switzerland.

This landmark agreement, accomplished through the vision and leadership of the DGUV's Chief Executive Officer, Joachim Breuer, PhD, has been most successful in affording individuals working in a range of provider (insurance, service and rehabilitation), employer, health and safety and worker settings with the opportunity to obtain an international certification, which is now licensed in 13 countries and administered through the International Disability Standards Council of which Dr. Breuer is a Co-Chair.

With approximately 500 individuals across Germany having obtained the professional designations, the licensing agreement between the DGUV and NIDMAR was extended for an indefinite period of time.

Germany's leadership in the disability management arena is also supported through federal legislation and will be on international display during its hosting of the 2008 International Forum in Disability Management in Berlin, a joint effort between the DGUV and the German Federal Ministry of Labour and Social Affairs in collaboration with a range of social partners.