



NAVIGATING THE SYSTEM: UNDERSTANDING THE EXPERIENCE OF NURSES WITH

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The Enhanced Disability Management Program (EDMP) supports stay-at-work, return-to-work, and sustainable return-to-work. Our research focuses on the evaluation of continuous improvement of this program. This presentation would be applicable to others wanting to create or improve an existing program

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PURPOSE/OBJECTIVES

1. To document the experiences of nurses struggling with disability.
2. To investigate the social, cultural and behavioural processes associated with disclosing disability to use evaluation
3. To determine if the program is successfully addressing the needs of nurses struggling at work.

FINDINGS/IMPACT/OUTCOMES

The thematic analysis highlighted the following themes:

- Lack of knowledge of enrollment or of first contact
 - Phone calls were always appreciated
 - More face-to-face meetings would help with anxiety
 - The process and personnel involved/roles is not clear
 - System is too segregated
 - Workers face significant barriers returning to work and accessing Duty To Accommodates
 - Workers experience bullying from colleagues during the RTW process
 - Workers are made to feel like malingerers
 - Isolation/lack of support
 - Conflict with the employer
- These findings were used to create recommendations for improvements to the program, and the development of new program materials.

CONCLUSIONS

We propose a set of recommendations to help improve the program:

1. More EDMP representatives
2. Self-guided roadmap of the program for workers to track their case
3. Education for all workers about the benefits of EDMP
4. Further research into and better support for Chronic Episodic Conditions