

4th NORDIC CONFERENCE IN

WORK & REHABILITATION

REYKJAVÍK, ICELAND, SEPTEMBER 5–7 2016

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From the Doctor's Appointment to VIRK's Services

Presenter:

Ingibjörg Loftsdóttir

Director of the Review Department of VIRK

Who are entitled to VIRK's services?

- The criteria for VIRK's services is based on The Act on vocational rehabilitation from June, 2012 (Lög um atvinnutengda starfsendurhæfingu og starfsemi starfsendurhæfingarsjóða, 2012 nr. 60 25. júní)
- A referral from a physician confirming a health problem is required
- All referrals are reviewed by VIRK's specialists and in many instances by an interdisciplinary team (physician, physical therapist, psychologist)
- More complicated cases are referred to a physician and sometimes other specialists as well for a formal evaluation
- Those who meet the criteria are sent to one of VIRK's counselors

More on the criteria for VIRK's services

- The individual is unable to perform his/her job or participate in the labour market due to barriers caused by health problems
- The goal of the individual is to become an active participant in the labour market or to increase his/her participation in the labour market
- The service is likely to be effective at the point in time when provided
- The individual is willing and able to actively participate in the vocational rehabilitation

I'm out of bed and
I made it to the keyboard.
What more do you want?

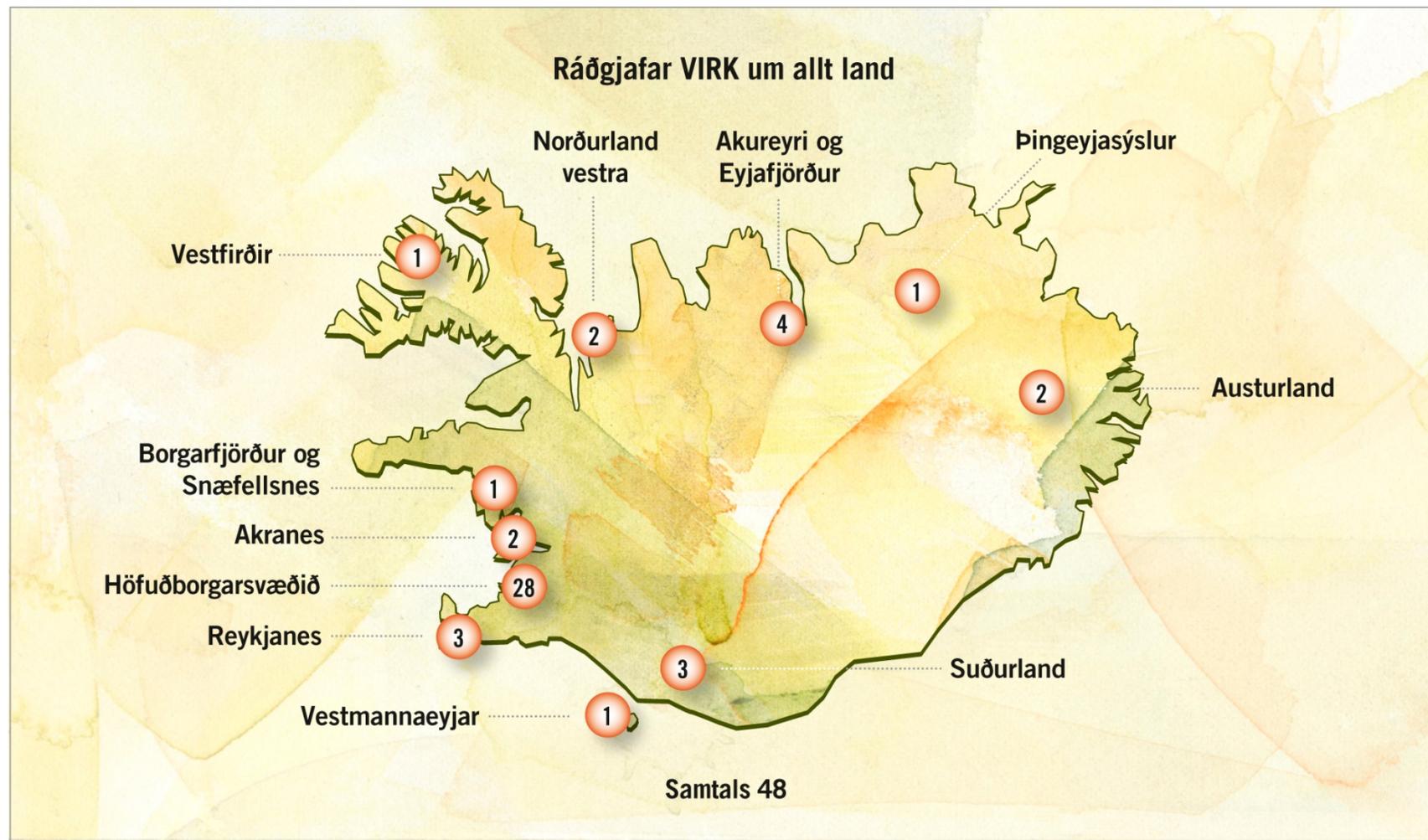


How many do apply?

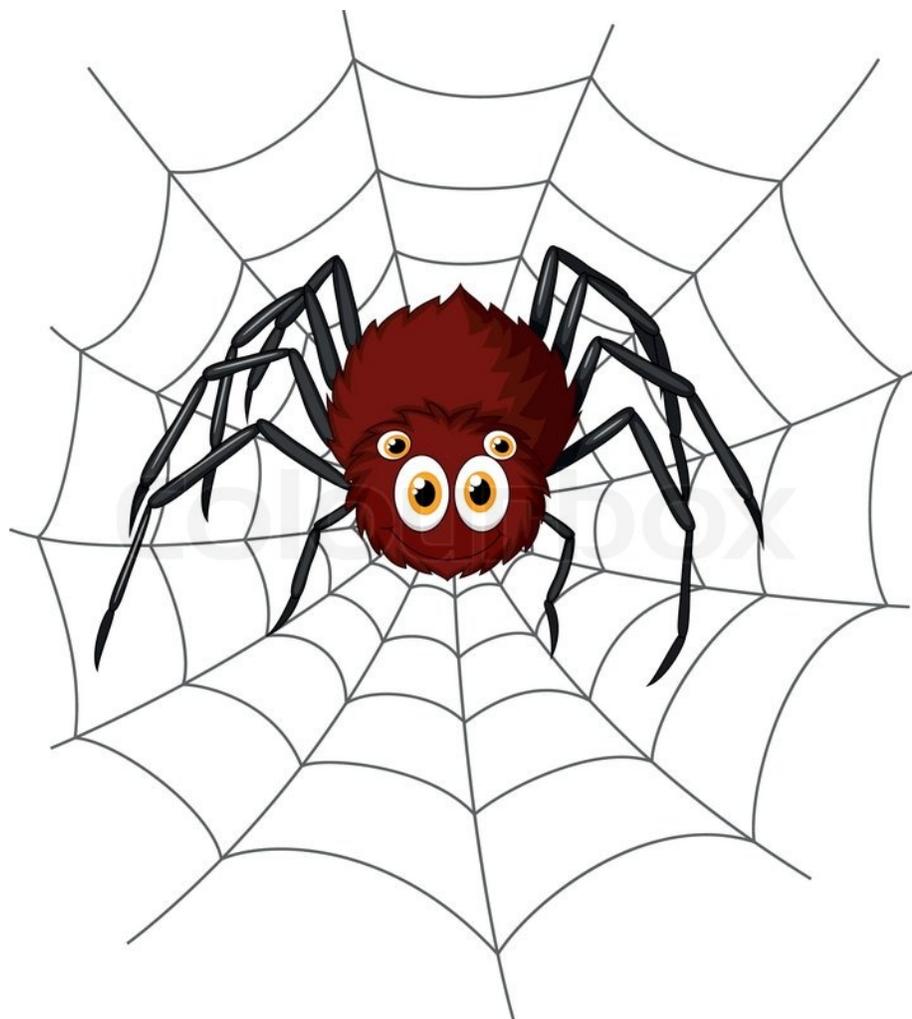
- In the year 2015 VIRK received 2879 referrals for services
 - 1829 referrals (64%) were send to a VIRK's counselor
 - In 36% of the cases vocational rehabilitation did not take place because:
 - The individual opted out of VIRK's services (10%)
 - Vocational rehabilitation was not appropriate for the time being (33%)
 - Other causes (57%)
 - In 39% of the cases that did not come into VIRK's service the outcome was reached after a formal evaluation by a physician sometimes backed up by another professional
 - In those cases where vocational rehabilitation was not deemed appropriate the individual was referred to other services such as the health care system, social services etc.

What happens once you're in?

- 1-3 appointments with a VIRK's counselor for gathering of information in order to set up an individualized VR plan
- The counselor reviews the plan with specialists (physician, psychologist, PT)
- When the plan has been finalized the counselor activates it by ordering the treatments/training
 - Services are available from around 700 providers)
- The treatment/training specialists schedule the individual and start their treatment/services
- The treatment plans are updated/reviewed every three to six months in a meeting attended by the counselor as well as a PT and a psychologist
- The reviewing specialists all work for VIRK as contractors and are trained and supervised by the Review department
- Since the counselors are situated all over the country a lot of the meetings take place through a remote session



The counselor is vital in the process



What happens if things are not working out as scheduled?

- If the individual does not seem to be moving any closer to the labour market he can be referred to an assessment where he will meet a physician and often other specialists as well
 - Decided if vocational rehab should be continued and if so what the focus should be
- If the individual has not reached full work ability at the end of services he attends a work ability assessment

VIRK is continuously evolving...



Improvement of the admittance procedures

- 2013: A physicians referral made a mandatory requirement
- 2014: Central screening of all referrals
- 2015: Improved data collection including the use of questionnaires like the GET, FABQ, GAD-7 and PHQ-9 started
- Now we are experimenting with a „weight ranking“ of the cases that are admitted
 - The weight ranking will be used to predict what kind of services are needed and the length of the VR process

Improvements of the VR process

- The amount of treatment/training available for each individual is limited to a certain degree based on both experience and research
 - All services are free of charge except for a 15% fee for continuing education
- The work of the VR counselors has evolved over the years
- The reviewing of VR plans has been made more effective in the recent years
- The interdisciplinary assessments as well as the work ability assessment are constantly being improved

Streamlining - Lean

- Lean workshop
 - Aim: To shorten the admittance process or the time from when a referral is received until a VR plan is ready for execution by the counselor
- Several different tasks have been and will be put in action following the workshop

