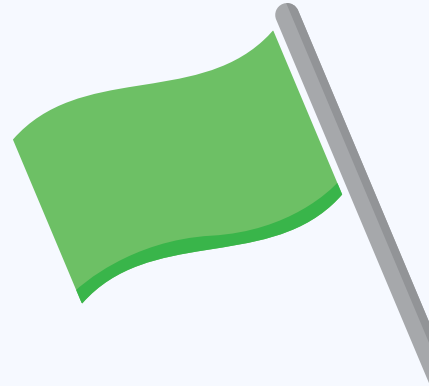


What does good physio look like?

A Quick Reference Guide for Case Managers

As a case manager, you make decisions that affect recovery outcomes and claim costs. Recognising effective physiotherapy is crucial - it can mean the difference between a worker returning to duties quickly or a claim extending for months. *This guide will help you identify quality physiotherapy care and take practical steps to support better outcomes.*

Green Flags: Signs of quality care



Comprehensive Assessment

- Uses validated screening tools (e.g., Orebro)
- Identifies specific psychosocial barriers which create risks to becoming prolonged cases
- Avoids language that might increase fear about the injury

Adopts a Whole Person Approach

- Considers all potential psychosocial risk factors (changes in mood, lack of clear diagnosis, trauma signs, protective beliefs, feeling disconnected from workplace)
- Has a clear plan to address barriers themselves or engage support from others
- Focuses on work-related functions
- Breaks larger goals into manageable steps
- Regularly measures progress against these goals

Active Treatment approaches

- Transitions quickly from passive to active treatments
- Provides home exercise programs relevant to recovery stage and function, and checks they are being done
- Educates about pain management
- Plans for reduced treatment frequency

Workplace Understanding

- Shows knowledge of specific job requirements
- Tailors rehabilitation to workplace demands
- Actively contributes to return-to-work planning
- Suggests practical workplace modifications

Collaborative Practice

- Communicates with GPs and other providers
- Initiates or actively Participates in case conferences
- Provides clear, timely reporting
- Engages constructively with employers

Progress Monitoring

- Uses validated outcome measures
- Identifies specific barriers when progress slows
- Modifies treatment when approach isn't working
- Knows when to seek additional expertise

Building independence

- Focuses on self-management strategies
- Plans for discharge from early in treatment
- Prepares worker to manage fluctuations
- Gradually reduces professional involvement



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When treatment shows:

- Continued passive modalities without progression
- Vague goals without specific timeframes
- Limited knowledge of workplace requirements
- Minimal communication with other stakeholders
- Ongoing treatment despite limited improvement
- No clear plan for reducing treatment frequency
- Focus on pain rather than function
- Creating dependency rather than independence
- Uses overly protective language or approaches (e.g., implying need to protect a disc, reluctance to encourage appropriate loading)



Helpful Questions to Ask

- "What **functional improvements** have you measured since treatment began?"
- "How does your treatment plan address the **specific demands of the worker's job**?"
- "What **psychosocial factors** might be influencing recovery in this case?"
- "What is your plan for **transitioning to self-management**?"
- "Would a **shared care approach** be beneficial for this worker?"
- "Is there anything else that would help you to assist this worker?"
- "What additional support would be helpful for you in managing this case?"



Supporting Quality Care

- Provide detailed information about workplace requirements
- Share updates about return-to-work planning
- Ask how you can support the physiotherapist
- Connect providers with available resources
- Facilitate communication between stakeholders
- Recognise and acknowledge quality practice

Remember: The goal is sustainable functional improvement, not just symptom relief.

Based on the Clinical Framework for the Delivery of Health Services.



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