

# Evaluation of the Working Health Services pilot project

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# Background

Project for:

- SMEs employees / self employed with a health condition that was affecting their work

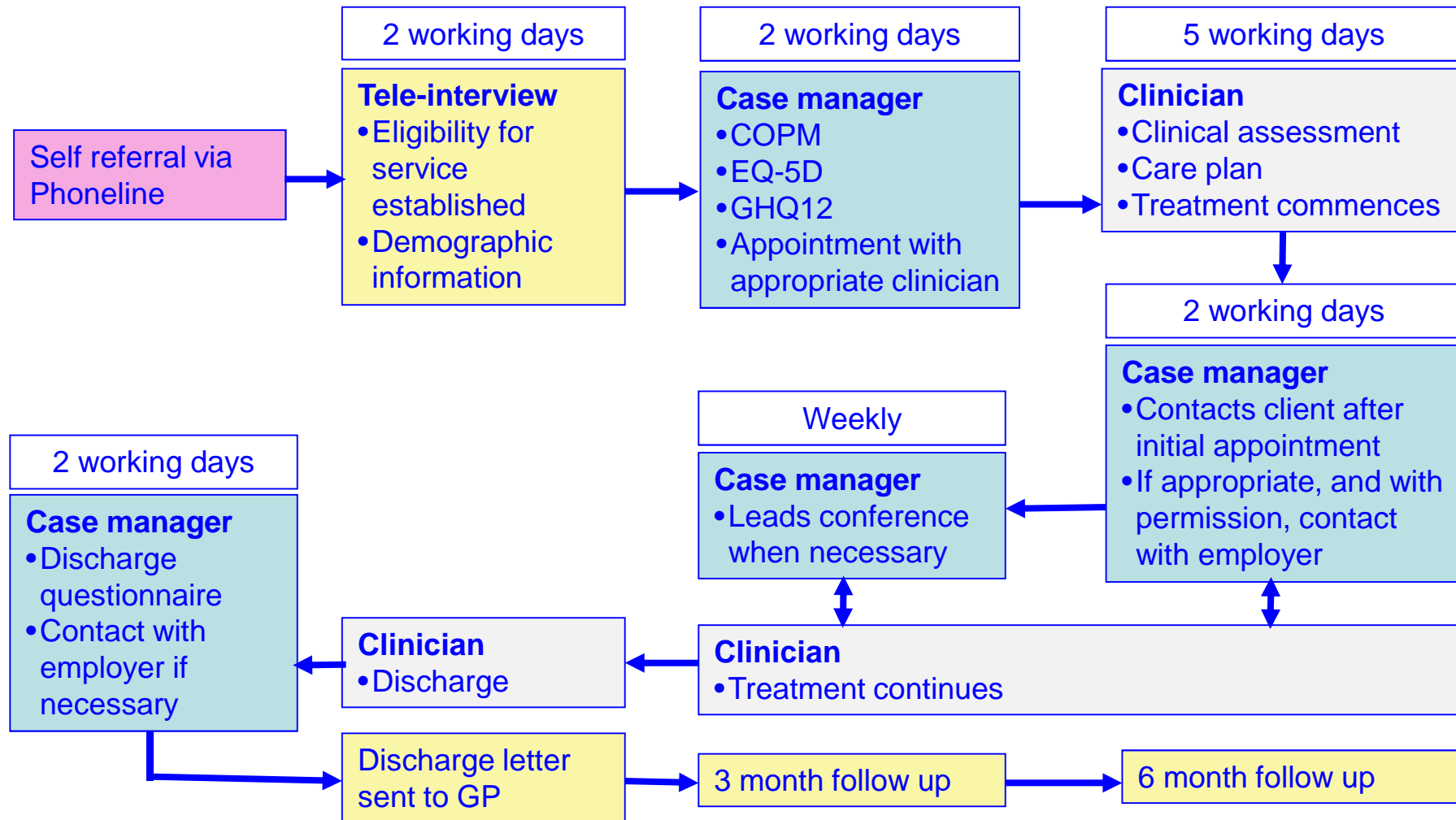
Provided:

- Case management
- Rapid access to services
- Multidisciplinary team (Case manager, Physiotherapy, OT, counsellor/ psychological therapy) + other support

Delivered in:

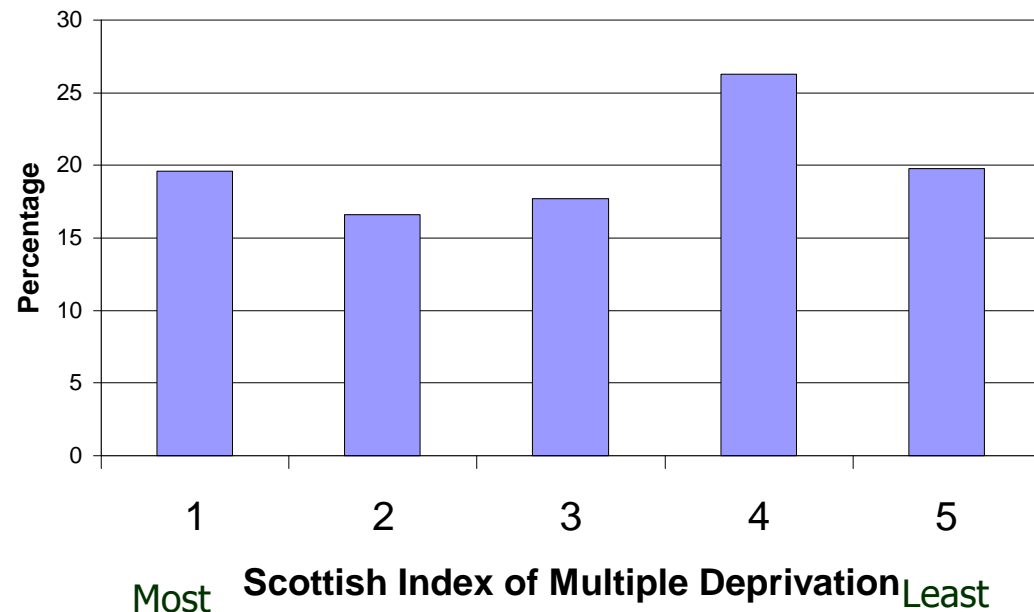
- Dundee (24 months = April '08-'10)
- Borders, Lothian (12 months = June '09-'10)

# Route through the programme

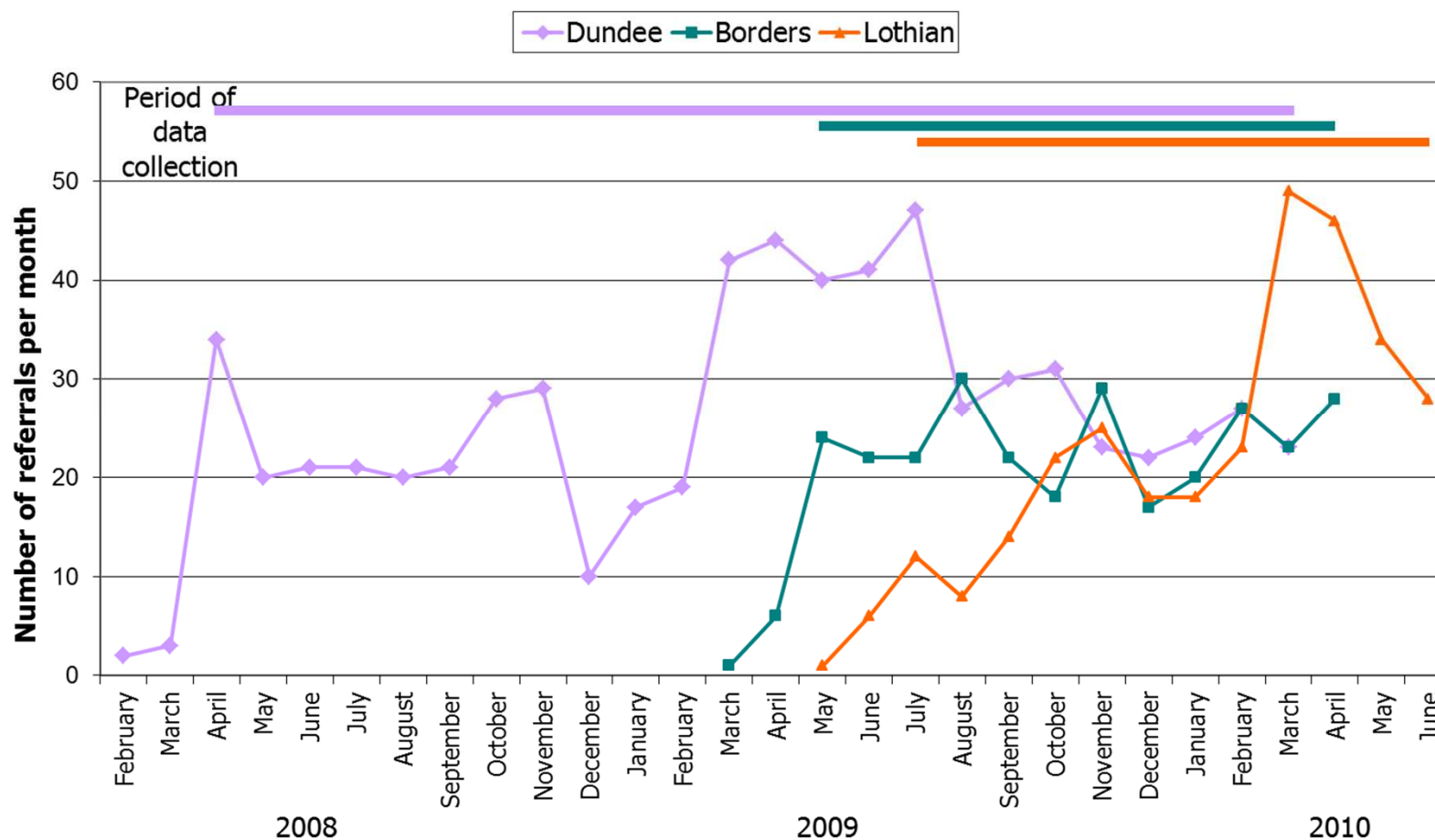


# Demographics (full sample n= 1,247)

- Mean age = 44.6 years
- Male = 55.2%
- White = 96.4%
- Self employed = 6.5%
- Salary <£20,000 = 67.7%



# Referral rates over time



# Number of referrals by location

	Borders	Dundee	Lothian
Number of cases	282	668	297
Number of cases / month	23.5	27.8	24.8

# Primary presenting issue (N=1,177)

- Musculoskeletal disorder  
(MSD) = 80.1% (943 cases)
- Common mental health problem  
(CMHP) = 11.2% (132 cases)
- Other = 8.7% (102 cases)

# Health at entry (N=1,247)

- Absent = 31.5%
- Taking medication = 72.3%
- Had made a GP visit = 85.1%
- Condition was impacting work = 89.8%



# Validated tools used

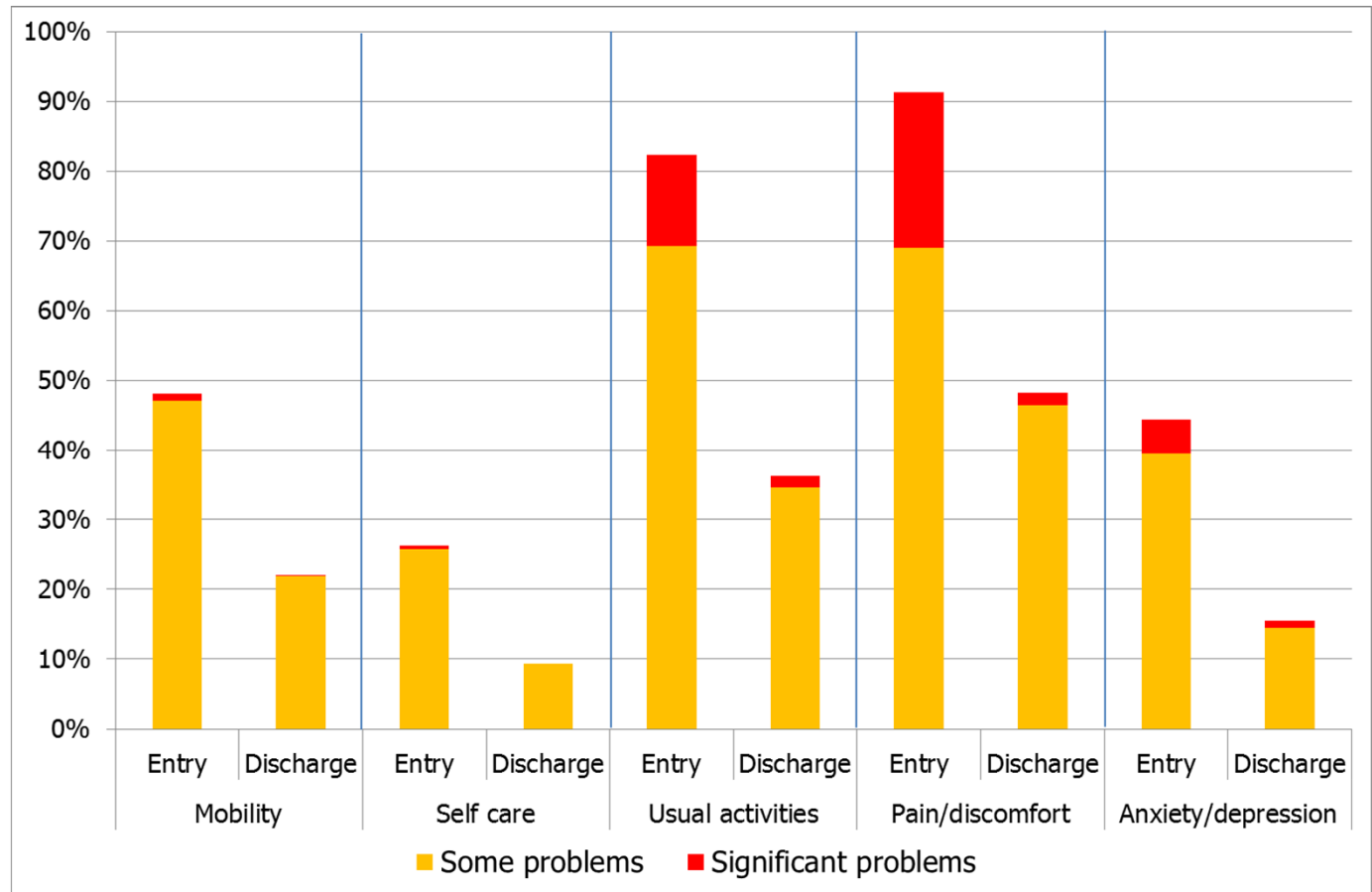
- Euro-Qual – 5 Dimension (EQ-5D)
- Canadian Occupational Performance Measure (COPM)
- General Health Questionnaire 12 (GHQ-12)

# EQ-5D (N=721)

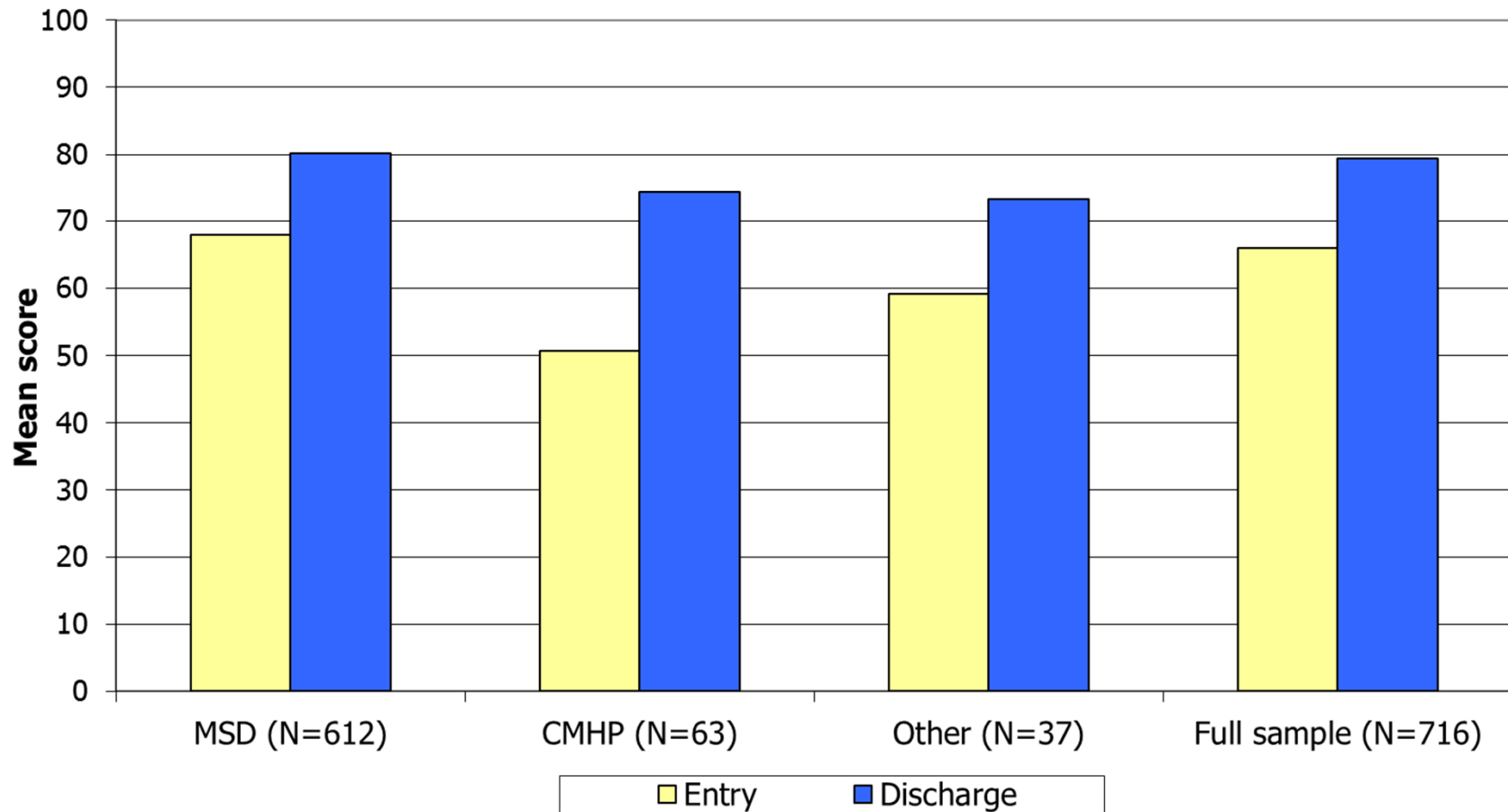
## Utility scores:

Entry = 0.52

Discharge = 0.82



# Mean VAS scores



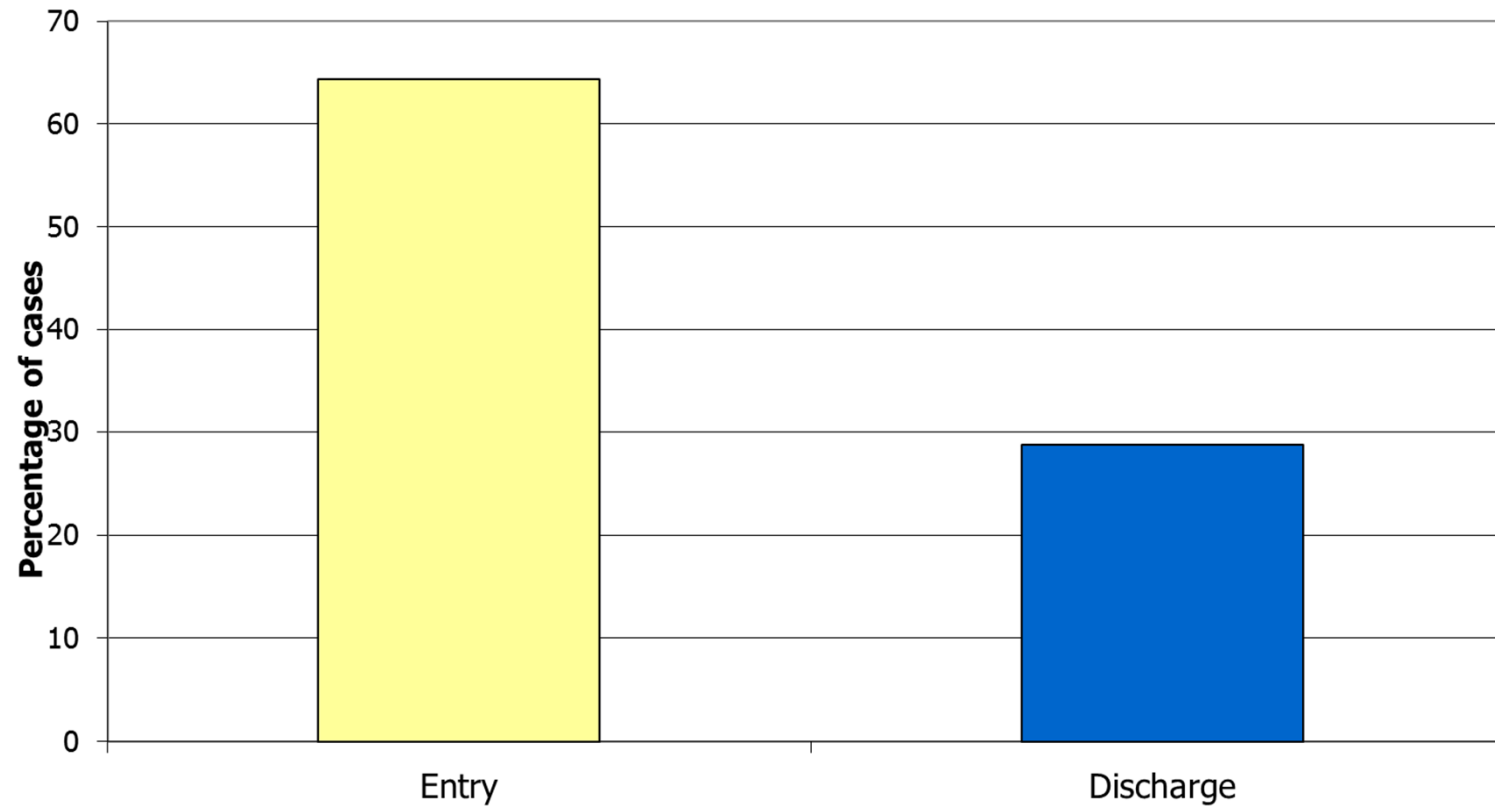
# COPM (N=636)

- Client generated score, 1-10, for their ability to **Perform** tasks, and their **Satisfaction** with this
- Mean *Performance* score:
  - 4.3 at entry
  - 7.7 at discharge
- Mean *Satisfaction* score:
  - 3.2 at entry
  - 7.5 at discharge

# COPM score changes (N=636)

	Performance score changes (%)	Satisfaction score changes (%)
<b>Worse &gt;2</b>	1	1
<b>Worse &lt;2</b>	4	3
<b>Same</b>	7	7
<b>Better &lt;2</b>	24	17
<b>Better &gt;2</b>	<b>64</b>	<b>73</b>

# Clinically significant GHQ12 scores (N=87)



# Absence status changes: entry to discharge (N=721)

Entry	At work 73% (n=532)	Absent 27% (n=189)
Discharge	At work 95% (n=688)	Absent 5% (n=33)

**156 cases who were absent at entry are now back at work**

# Work status at discharge of cases absent at entry

	Discharge		N	Average length of absence (days)
	At work (%)	Absent (%)		
Short absence (1-30 calendar days)	88.7	11.3	106	9.1
Long absence (>31 calendar days)	78.3	21.7	60	180.8



# Medication use (N=450)

450 cases were taking medication for their health condition at entry. At discharge:

- 53% - no medication
- 27% - exactly the same medication
- 12% - some reduction in medication
- 6% - some increase in medication
- 3% - some increase and some reduction in medication.

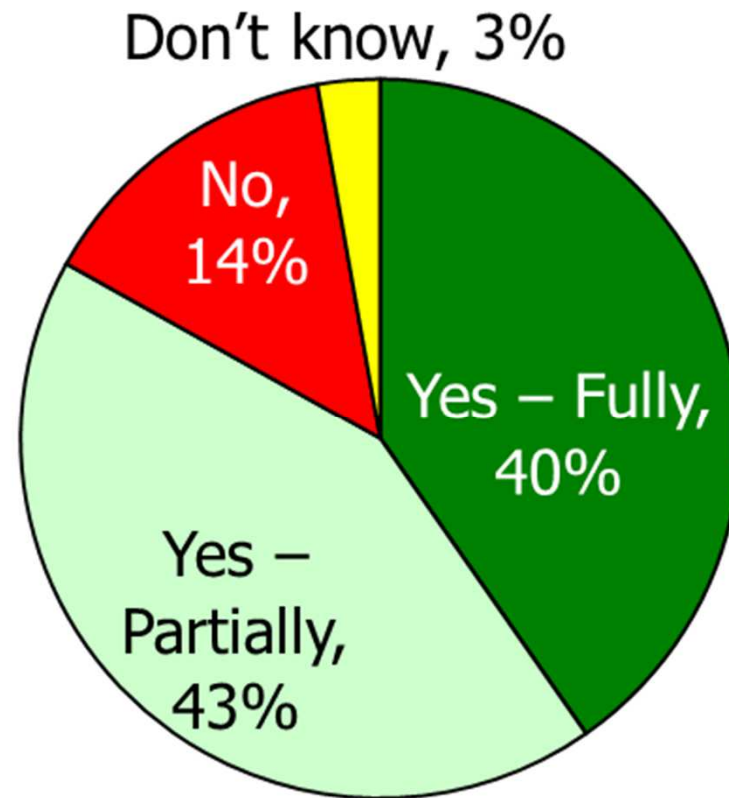
# GP visits

Comparable group (N=210)

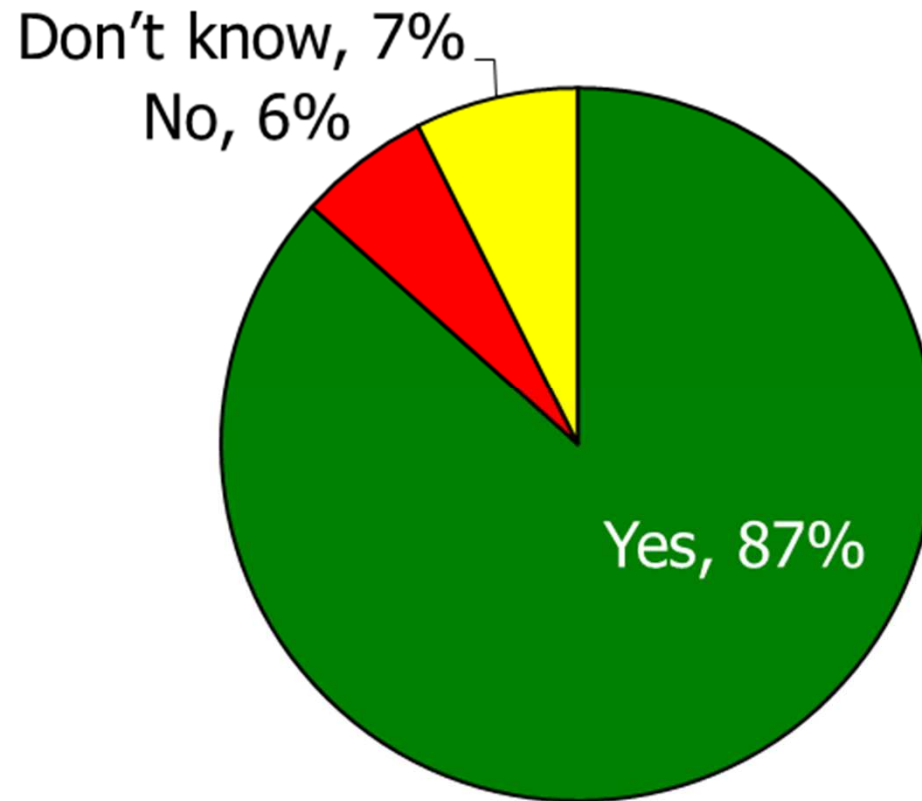
- In three months prior to entering the programme, average number of GP visits = 1.9
- During time in programme (70-110 days), average number of GP visits = 0.8

# Is your health issue resolved?

(N=776)



# Did the service help you remain in work / RTW? (N=744)



# % of cases with some or significant problems (EQ-5D) over time (N=196)

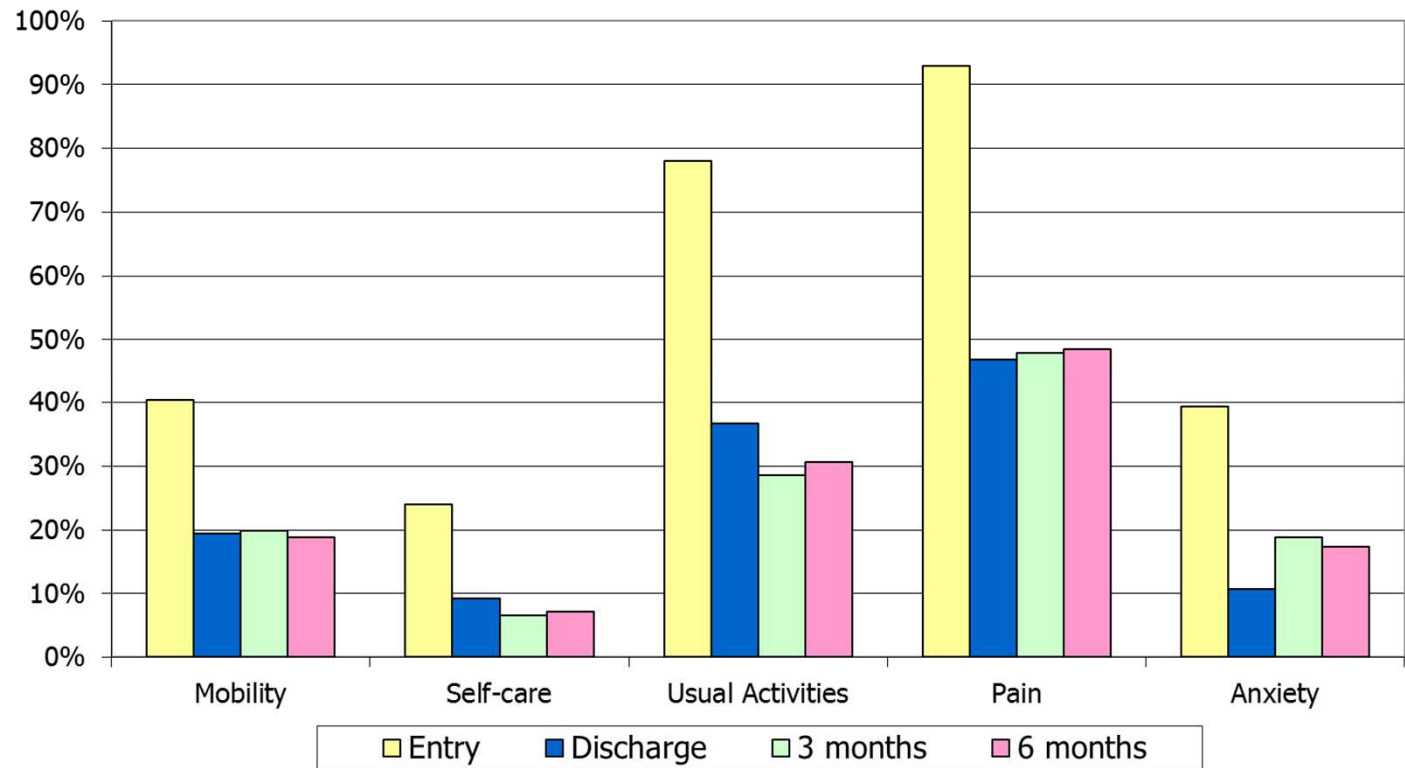
## Utility scores:

Entry = 0.56

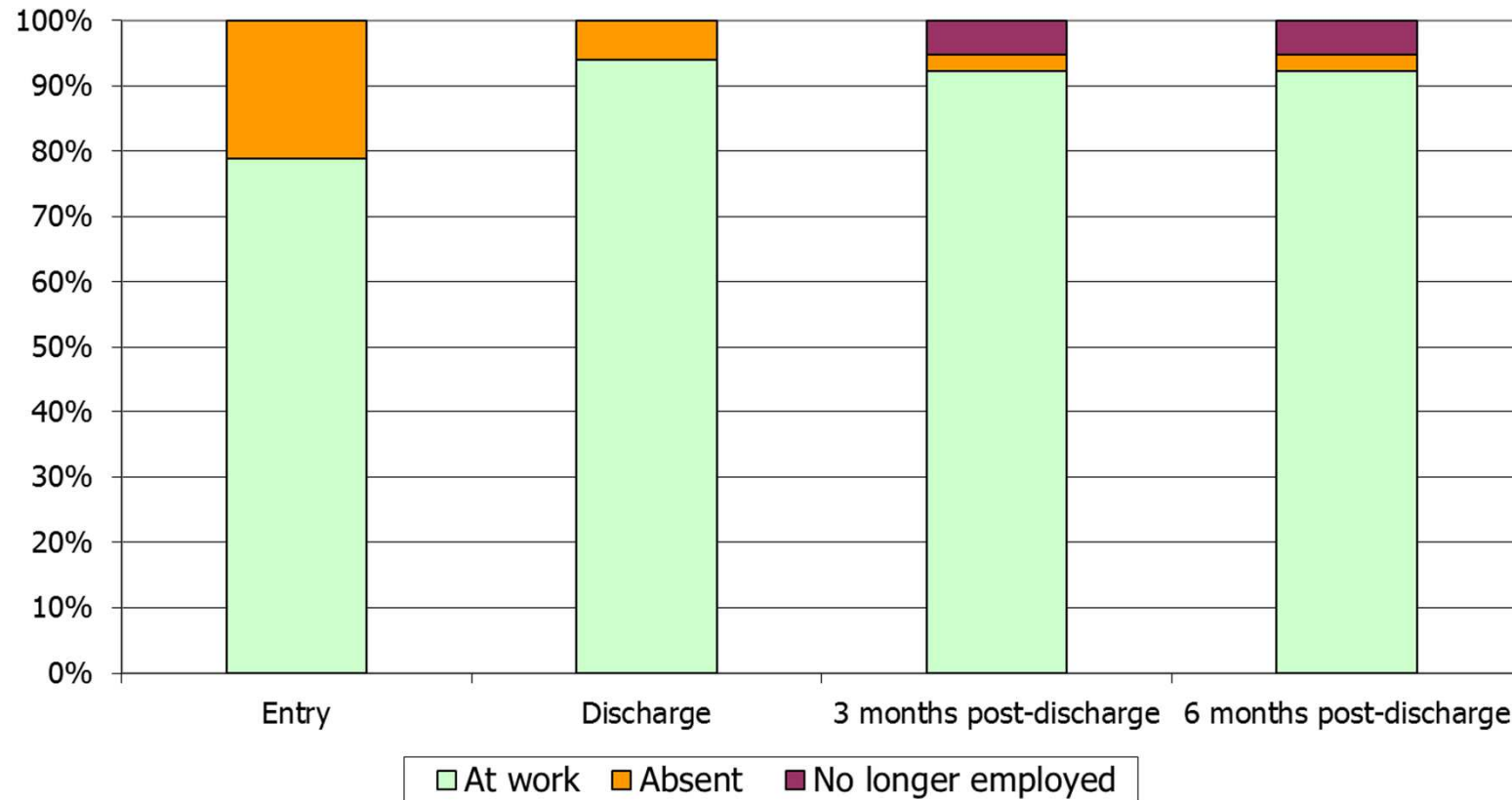
Discharge = 0.84

3 month = 0.81

6 month = 0.81



# Percentage absent over time (N=232)



# Feedback

- Clients
- Employers
- GPs
- Allied Health Professionals

# Clients' views: Quality of the service

- Fantastic service. Really helped getting advice and support so quickly.
- Extremely useful; enabled me to develop strategies and see how these work so my future working life may be improved. Very grateful.
- Very fast and useful. The services used helped to boost my confidence levels again.
- Very helpful overall, exercises helping.
- Very happy with informative and professional help.
- Very professional, friendly and efficient.
- Good quick service. Very helpful. Health issue now resolved.



# Clients' views: impact on work

- The support I received helped me manage my back problem and **return** to my work.
- Could not have done my job without this service.
- If it wasn't for this service I don't know what would have happened. You have helped me more than words could say. Thank you.
- The service I received was 1st class. The exercises have helped me to **remain at work**.
- I was heading for time off work due to my neck pain but this service prevented that. I'm 100% better, it's excellent.
- All was of extreme help. Assertiveness work helped me so much and talking out problems that were stressors to me, helped immensely. I feel much happier now. Life is better.
- I know that I was able to stay in my role because of your support. I would probably have walked away otherwise. Thanks again.

# Employers' views

- “Working Health Services is a great programme. It’s been of real benefit to our employees; a fair number of our staff have now attended the service and I am in no doubt that without it, quite a few may have had to go off work.”
- “Great service that can offer specific health advice to employers.”
- “I am impressed with the professionalism of Working Health Services Lothian; they maintained just the right balance between our company needs and Jack’s health which helped us to use Jack’s expertise without risking his health.”

# GPs' views

- “This service helps me greatly with my job as I can direct patients with workplace health issues to expert treatment and resources which can give them the help they need.”
- “The flexible approach coupled with the support and advice available from the service’s team of health professionals, makes Working Health Services an invaluable resource which I would thoroughly recommend to anyone who requires it.”
- “Thanks for a first-rate service.”
- “A great one stop shop for GPs to use for work problems for our patients.”

# Allied Health Professionals' views

- “There are a number of vocational services in the area, but Working Health Services is the one that I have the most faith in. I have found it to be incredibly good.”  
(Occupational Therapist)

# Cost of delivering the service

- Staffing costs (salary +24%) = £727,110 for 48 months.
- 1,041 cases were discharged within this period, with a further 206 still active in the programme.
- The cost per completed case = £698.

# Lessons learned

- Marketing via GPs is most effective
- Clear entry criteria are required
- Not all cases require full case management

# Challenges

- Promoting service for those with common mental health problems
- Ensuring engagement with employers as referral is by the employee

# Summary

- Programme successfully developed and delivered
- Positive outcomes:
  - 70% remained at work; 22% returned to work
  - EQ-5D, COPM and GHQ-12 scores improved
  - 83% think health issue is resolved
  - Reduced medicine use and GP visits
- Very positive feedback from all stakeholders



# Development

- The programme was extended into the whole of Scotland (Working Health Services Scotland) with funding from DWP (as a Fit for Work pilot project) and the Scottish Government and is currently operational.



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# Full report available from:

<http://www.healthscotland.com/documents/5212.aspx>

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