



Living in Parallel Universes: Physiotherapists and Insurance Workers Beliefs in the West Australian Workers' Compensation System

Dr Darren Beales, PhD, FACP
Specialist Musculoskeletal Physiotherapist
NHMRC Research Fellow, Curtin University
darren.beales@westnet.com.au

A close-up photograph of a hand holding a small, white, oval-shaped pill between the thumb and index finger.

Bio

A collection of several white, featureless masks with different facial expressions, including surprise, anger, and sadness, arranged in a cluster.

Psycho

A satellite map of the continent of Australia, showing its geographical features and surrounding oceans.

National

A diagram illustrating a social network. It features several small, colorful human figures (red, green, blue, yellow, purple) connected by black lines, representing relationships between individuals.

Social

A photograph of a modern, multi-story building with a glass facade and a dark, angular roofline, set against a clear sky.

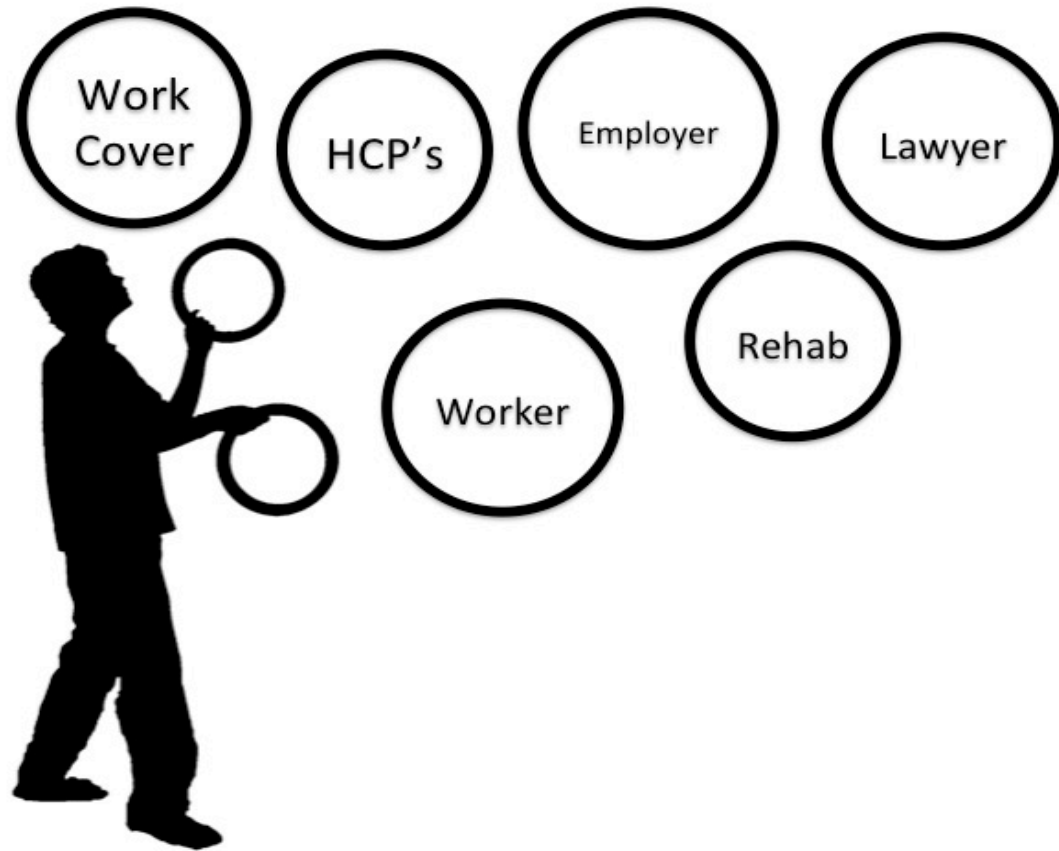
Organisation

Two construction workers wearing white hard hats and safety glasses are looking at a large white blueprint they are holding together on a construction site.

Individual

Study 1: Beliefs About Management

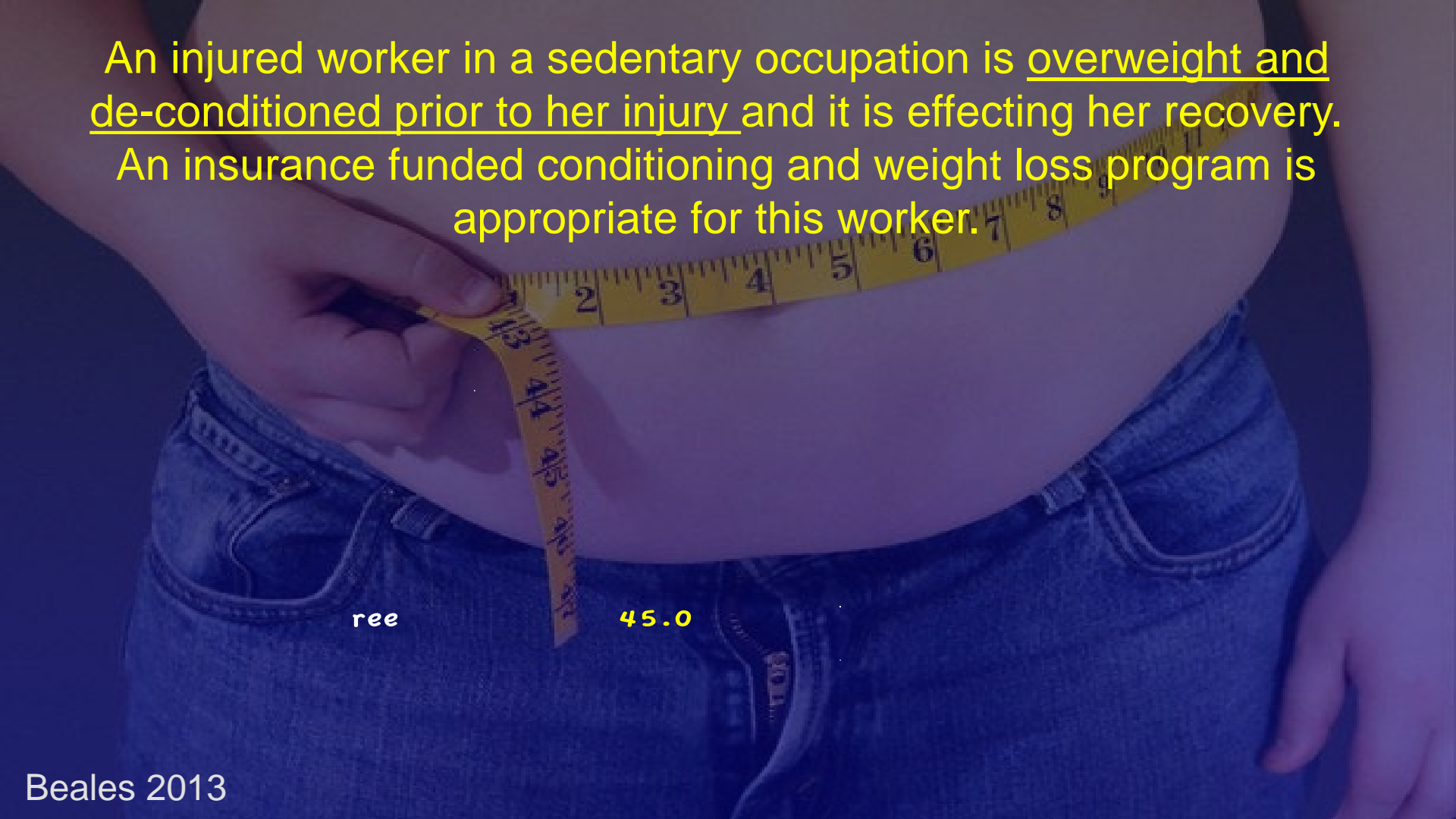




An injured sedentary worker has returned to full work duties, however due to the injury he cannot yet return to his usual running program outside of work. Insurance funded physiotherapy should continue to return the worker to his pre-injury function.

5.00



A person is shown from the waist up, wearing a white t-shirt and blue jeans. They are holding a yellow tape measure around their waist. The tape measure shows a reading of 45.0 inches. The background is a solid blue color.

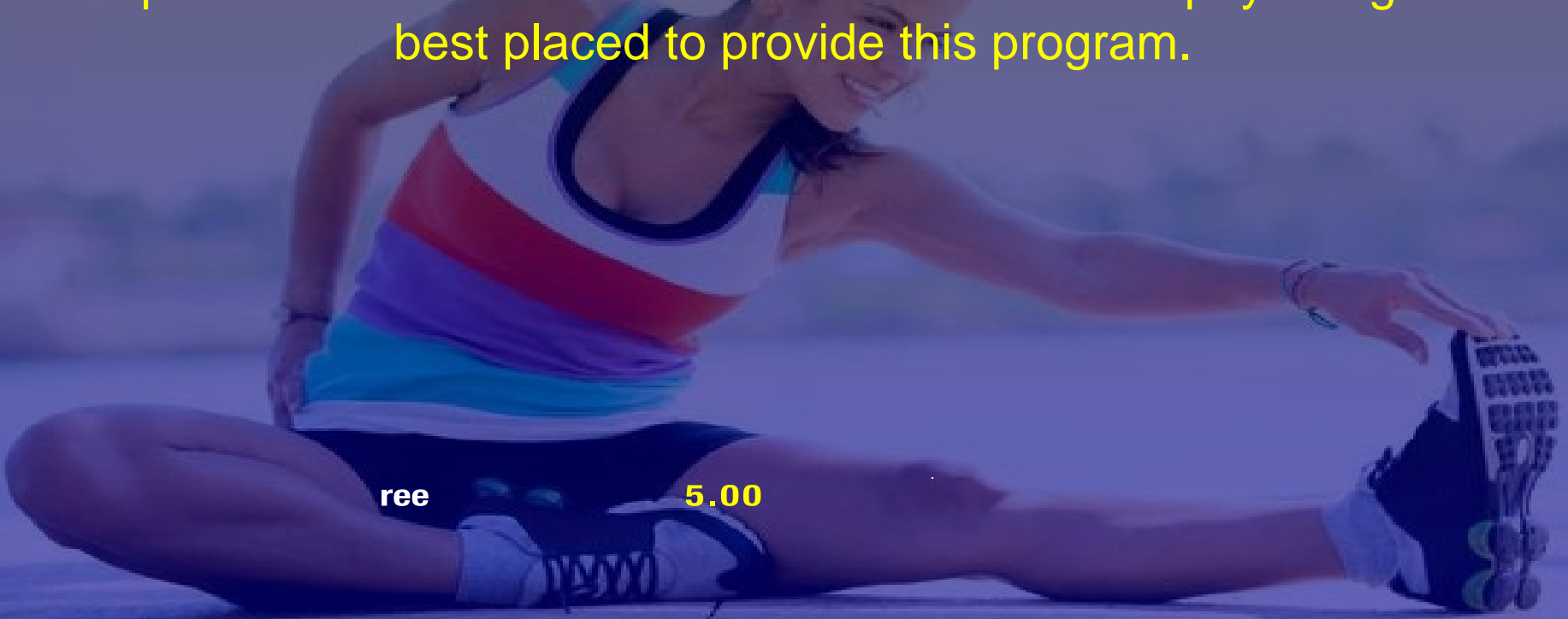
An injured worker in a sedentary occupation is overweight and de-conditioned prior to her injury and it is effecting her recovery.

An insurance funded conditioning and weight loss program is appropriate for this worker.

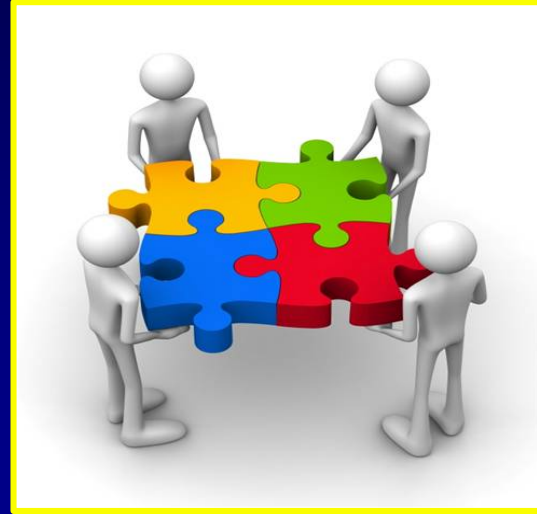
ree

45.0

An injured worker with a lumbar disc injury has recovered sufficiently to commence an exercise rehabilitation program to improve their work related function. The exercise physiologist is best placed to provide this program.



Study 2: Beliefs About Roles

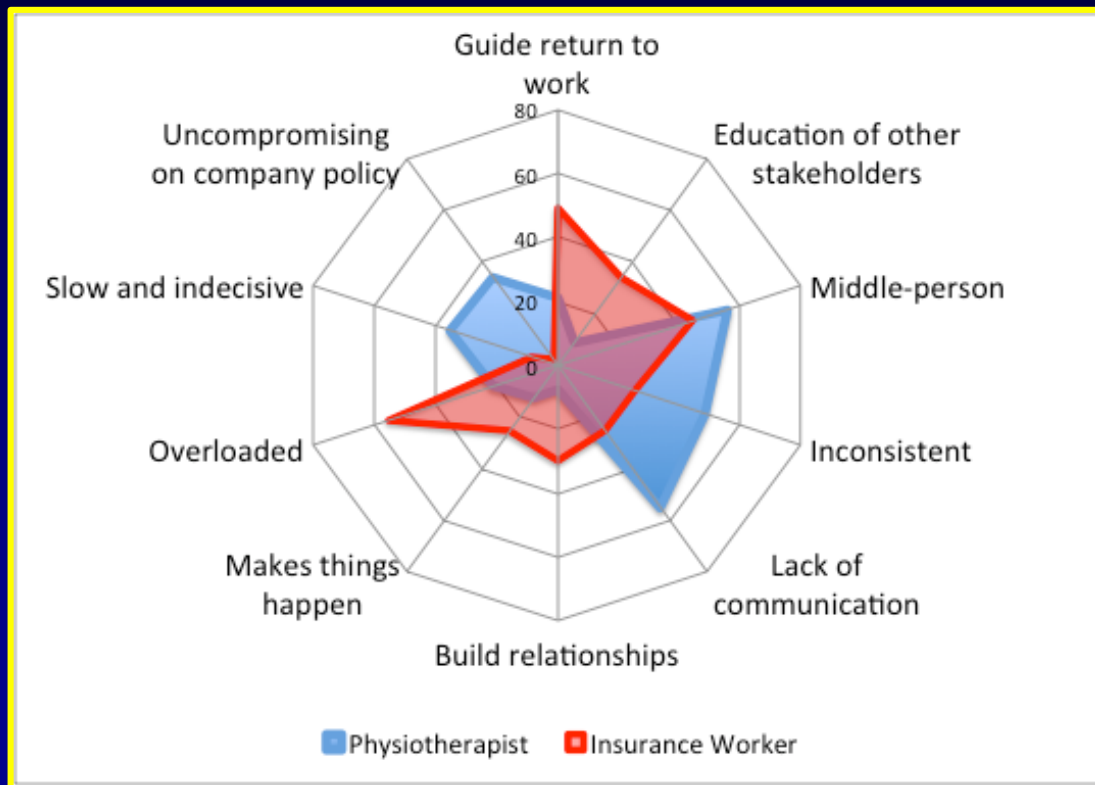




Present Perception of Physiotherapists Roles

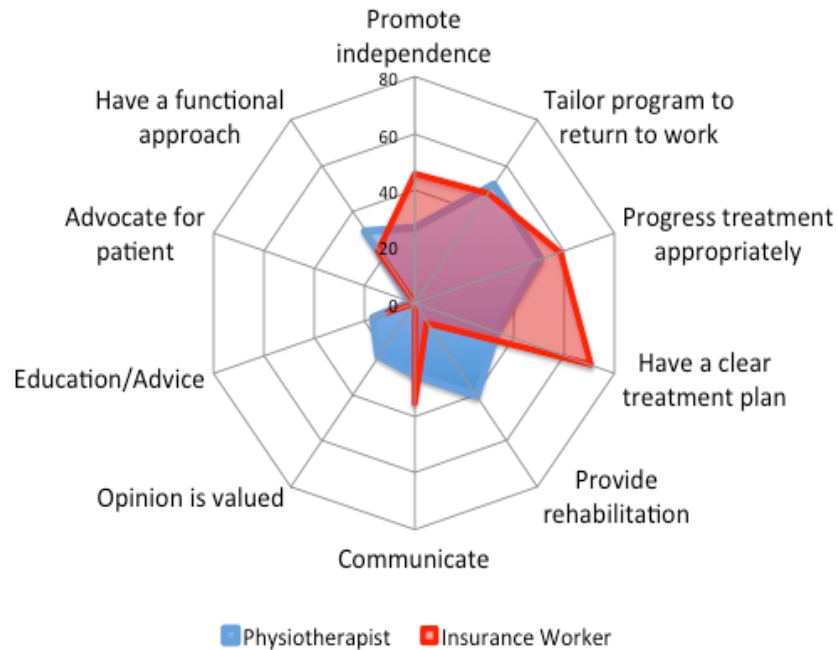


Present Perception of Insurance Worker Roles

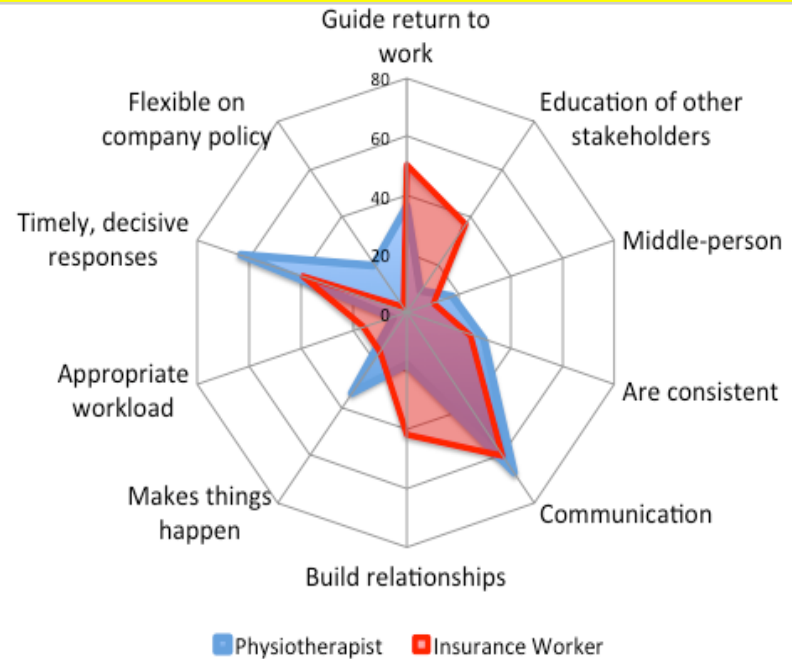


Beliefs of Ideal Roles

Of Physiotherapists



Of Insurance Worker





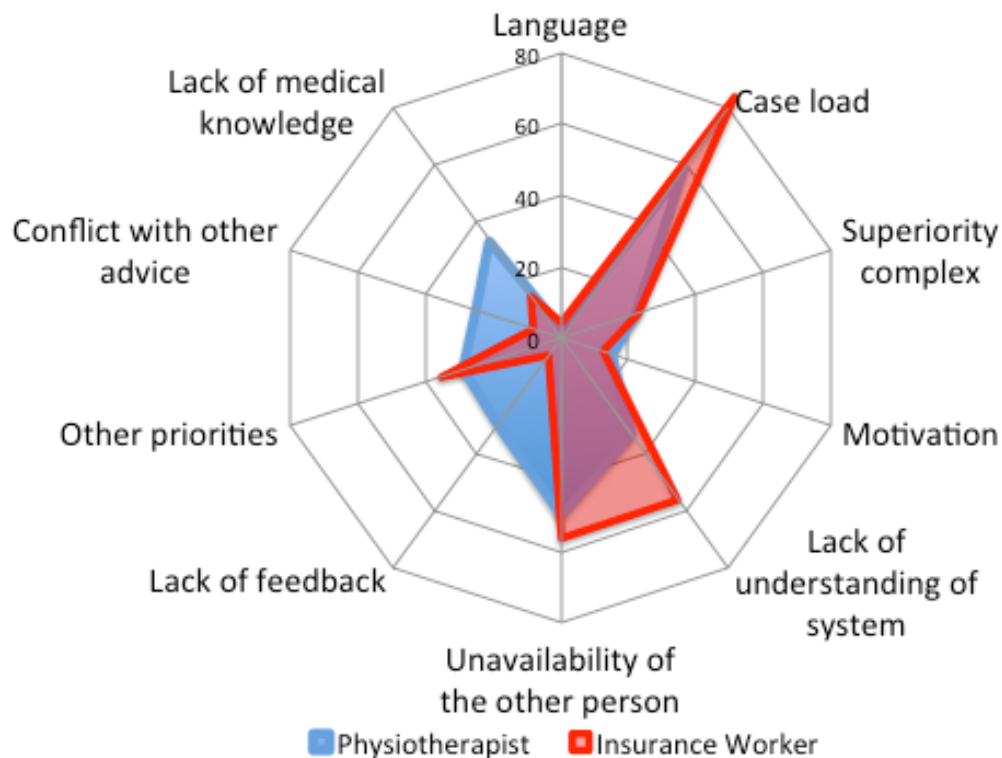
% ^ & (@ #
+ ?

* ! # \$ % ' > *
%



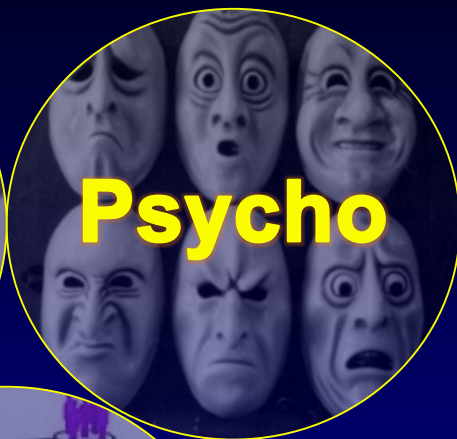
- Poor communication by physio's Schonstein 2002
→ Need better COMMUNICATION

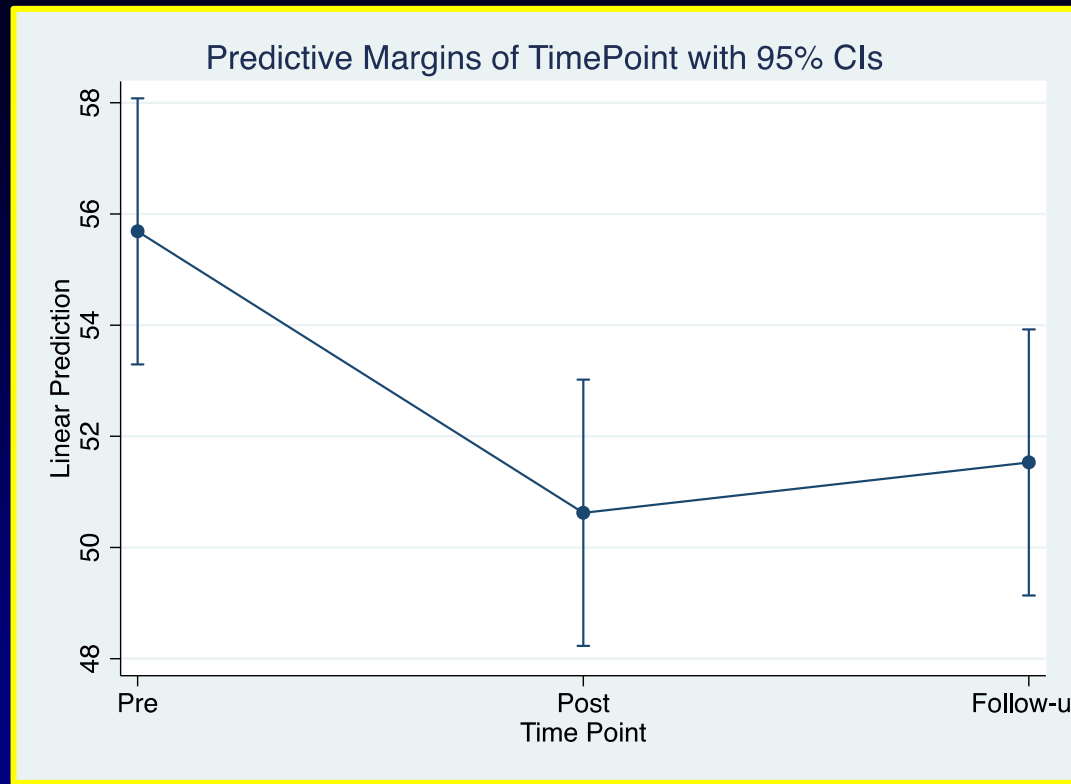
Barriers to Communication



Study 3: Changing Insurance Worker Beliefs

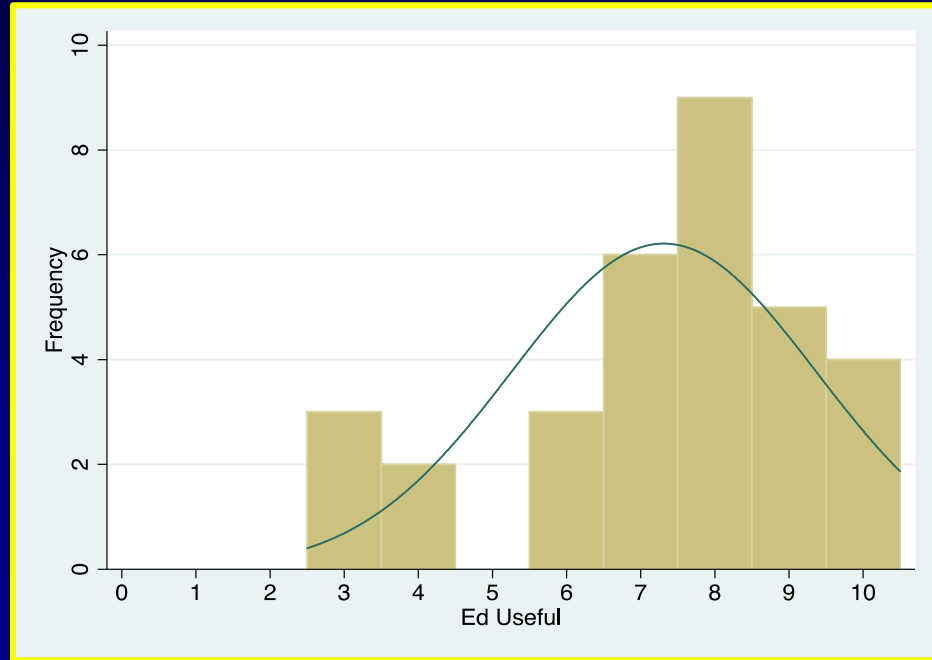




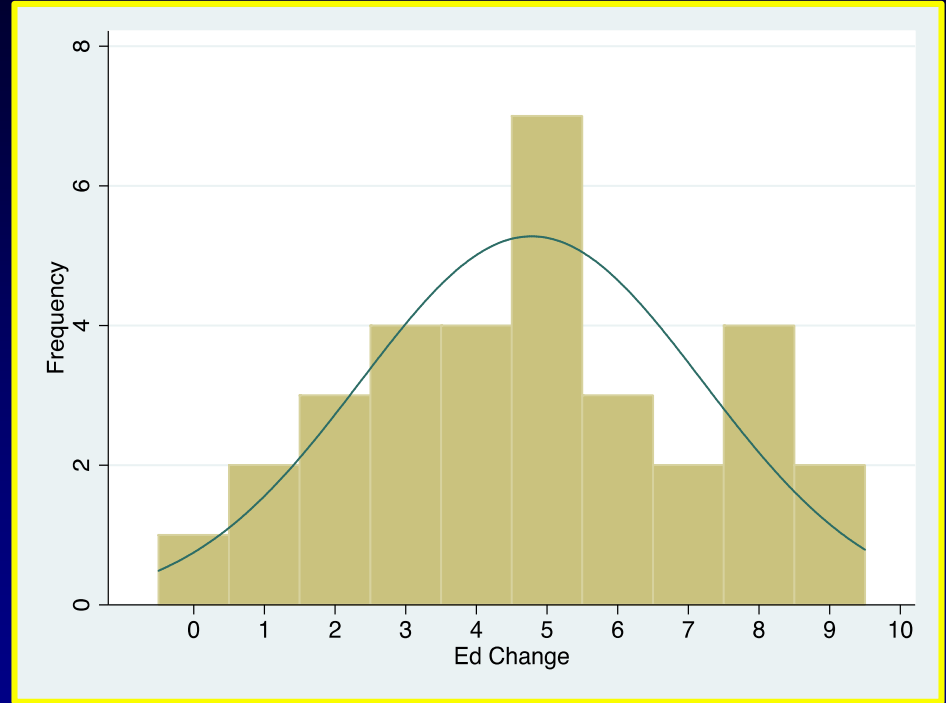


Insurance Worker
HC-PAIRS (n=32)

Did you find the education sessions useful?

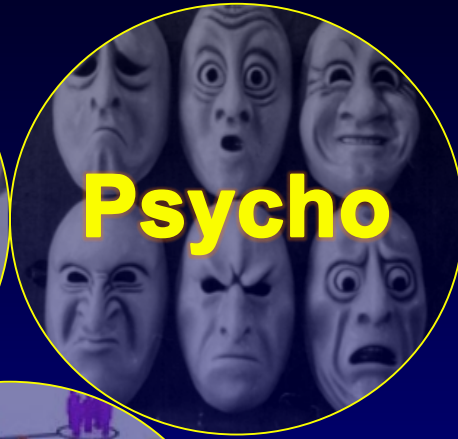


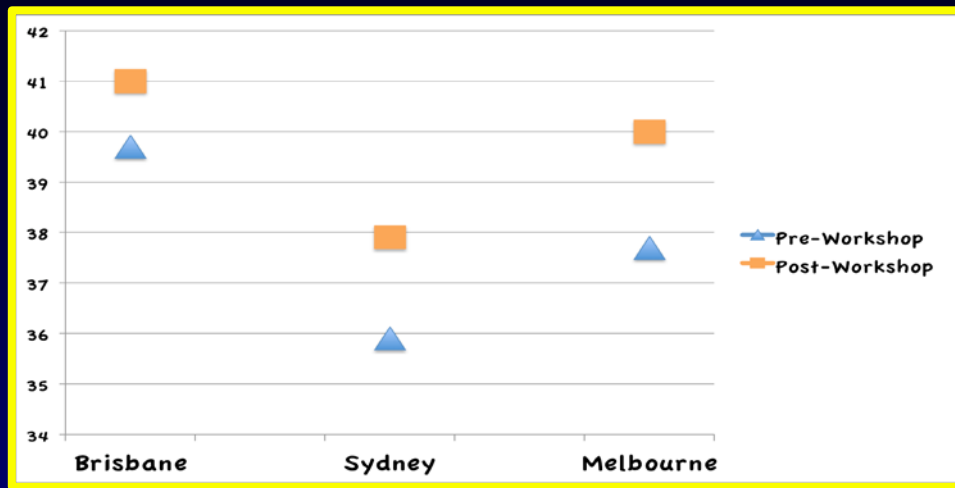
Did the
education
sessions result
in a change in
the way you
manage claims?



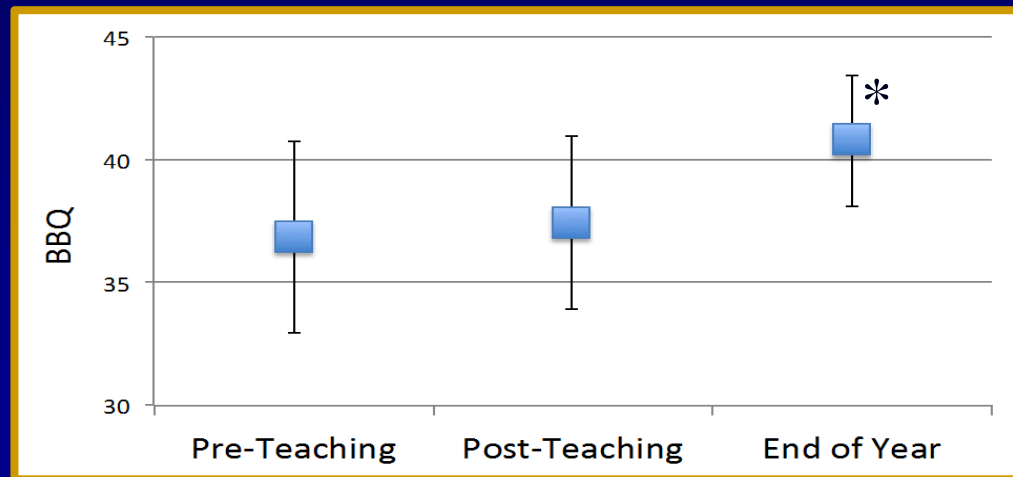
Study 4: Changing Clinician Beliefs



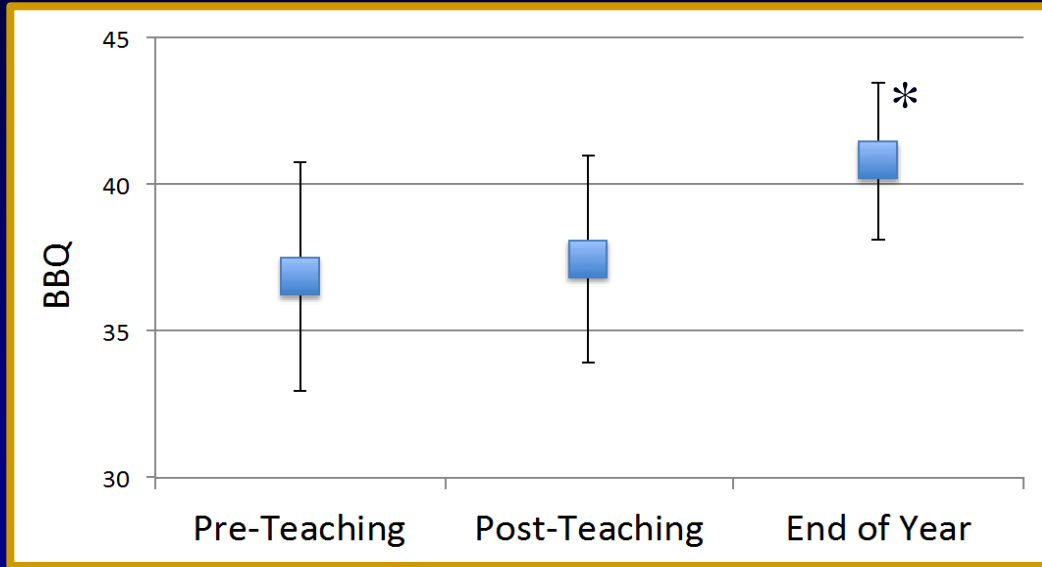




Beales 2013, 2014



Results- Positive Shift in Beliefs



Post-Teaching

- 2 day workshop
equivalent

- First 3 weeks of
semester 1

End of Year

- End second semester

n=14

Beales 2013

Results- Positive Shift in Beliefs

Beliefs BP Changed	12/13
Assess BP Changed	13/13
Management BP Changed	13/13
Beliefs PGP Changed	8/13
Assess PGP Changed	10/13
Management PGP Changed	9/13
Patient Communication Changed	12/13

**Greater biopsychosocial
perspective a common theme
in mediating change**



Study 5: Assessing clients beliefs

Örebro Musculoskeletal Pain Questionnaire (ÖMPQ)

Linton and Boersma 2003¹

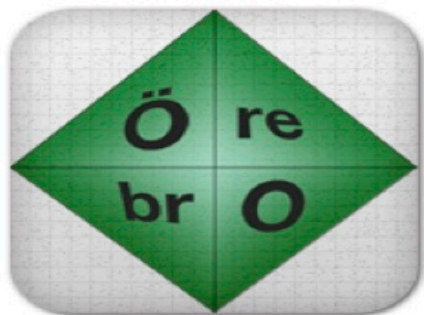
1. Name _____ Phone _____ Date _____
2. Date of Injury _____ Date of birth _____
3. Male ☐ Female ☐
4. Were you born in Australia*? Yes ☐ No ☐

These questions and statements apply if you have aches or pains, such as back, shoulder or neck pain. Please read and answer questions carefully. Do not take long to answer the questions, however it is important that you answer every question. There is **always** a response for your particular situation.

5. Where do you have pain? Place a tick (✓) for all appropriate sites.

<input type="checkbox"/> Neck	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Arm	<input type="checkbox"/> Upper Back
<input type="checkbox"/> Lower Back	<input type="checkbox"/> Leg	<input type="checkbox"/> Other (state)	

2x
(max 10)



Örebro App

- Questionnaire use Screening Tools
- SFO in initial paperwork for compensable patient
- Education session for clinicians
- Looked at use 3 months later
- Number Clinic = 11
- Serviced approx. 360 new compensable client

Percentage of Respondents



Do you think screening tools are important in physiotherapy?

0=Not Important At All; 10=Critically Important

Pre-SFO Implementation

Post-SFO Implementation

Percentage of Respondents

Use of Screening Tools With Compensable Clients

Pre-SFO Implementation

Post-SFO Implementation

Percentage of Respondents

ays

Use of Screening Tools With Private Clients





What do you feel the cause of your problem is?

What treatment or help do you think is required for your problem?



What barriers are there from
stopping you returning to work?

When do you think you will be able
to work again?

