Social Security Organisation of Malaysia

ILO/ISSA INTERNATIONAL SAFETY AND HEALTH CONFERENCE
CHALLENGES AND SOLUTIONS IN A GLOBAL ECONOMY-GLOBAL ACTION FOR PREVENTION
Dussedoff, Germany
28th -29th October 2015

REHABILITATION, REINTEGRATION OF INJURED WORKERS

Datin Dr. Nik Amsharija bt. Mohamed
General Manager
Medical and Rehabilitation Department
Operation Division
SOCSO
Social Security Organisation of Malaysia

SOCSO Malaysia

• Statutory Organization governing Employment Injury Insurance Scheme & Invalidity Pension Scheme in Malaysia.

  o CORPORATE GOAL - To provide comprehensive social security protection for Malaysians.

  o CORPORATE OBJECTIVE - To ensure and guarantee the timely and adequate provision of benefits in a socially just manner and to promote occupational health and safety.
SOCSO Malaysia

- Currently insuring 15.5 million workers & 976,039 employers
  (All workers with income of RM3000 and below)
- Contribution of 2.25% of the average salary
  1.25% Employment Injury Scheme (Funded by Employer)
  & 1% for Invalidity Pension Scheme (Equally Shared by Employer and Employee)
- Manage over 111,926 new Claims/per year
  - Over 63,331 accidents
  - Over 18,490 permanently disabled
  - Over 18,072 claiming for invalidity (≈7000 certified invalid)
  - Over 12,033 claiming for survivor’s pension.
SOCSO’s RTW Programme

In 2007, SOCSO launched the RTW Program to assist SOCSO Insured Person to return to employment through systematic disability case management.
Comprehensive Case Management
Early Intervention
Successful Rehabilitation
and Return To Work
MUHAMMAD HAIRUMAN MISKON

LIFE CHANGING EXPERIENCE AFTER RETURN TO WORK

DISABILITY: NOT A TRAGEDY
LIFE CHANGING STORIES AFTER RETURN TO WORK

Disability: Not A Tragedy-Life Changing Stories After Return to Work are real life stories of SoCGO's Return to Work Program participants with employment injuries or illnesses who have successfully returned to work through the implementation of case management using a multidisciplinary and biopsychosocial approach to restore them back to work as soon and as safe as possible.
Disability Evaluation Pathway

Establishing a relationship between injury and workplace: (CAUSATION)
Establishing illnesses or morbidity: Invalidity Scheme

Accurate Diagnosis, Prompt Treatment and Rehabilitation process

RTW Program and reducing unnecessary Disability Duration

Impairment and Disability Evaluation

Settlement and Resolution
Standard Case Management Protocols

*Systematic* but *individualized* protocols are applied during the whole process. Rehabilitation plans are personalized by SOCSO’s Case Managers. *Every Case is different!*
Biopsychosocial Intervention

Physical

Psychological

Social
Pathology of a Disability

- Accident
- Surgery
- Acute Inpatient Treatment
- No Treatment
- Prosthesis?
- Physical Rehab
- No Treatment
- Vocational Rehab
- No Treatment
- GOAL???
Role of Disability Management

- Accident
- Surgery
- Acute Inpatient Treatment
- Prosthesis?
- Physical Rehab
- No Treatment
- Vocational Rehab
- No Treatment
- GOAL??
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SOCSO Disability Case Manager

DISABILITY MANAGEMENT

Accident

Rehabilitation & Disability Management

Workplace Intervention
Safe and Healthy Workplace

Improve Disability Durations
Maintain Stakeholder Relations
Safer recovery

Return to Work or Retain @ Work
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RTW Goals
1. Same Job Same Employer
2. Similar Job Same Employer
3. Different Job Same Employer
4. Same Job Different Employer
5. Similar Job Different Employer
6. Different Job Different Employer

Treatment
Rehabilitation
Orthotics & Prosthetics
Modifications
Job Placement
Vocational Retraining
Rehabilitation Facilities

1. Physical Rehabilitation
   - Orthotics
   - Prosthetics
   - Implant
   - Assistive devices

2. Vocational Rehabilitation

3. Return To Work program
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The SOCSO Rehabilitation Centre
A 55 Acre Facility Dedicated to Return-to-Work
Rehabilitation & RTW: An investment!

### Cost Analysis

<table>
<thead>
<tr>
<th>Cost Analysis</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Average Program Cost per Insured Person</td>
<td>RM3,239.38</td>
</tr>
<tr>
<td></td>
<td>(≈US$1,063)</td>
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<tr>
<td>Average Possible Returns (Social System)</td>
<td>RM7,884.06</td>
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<tr>
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<td>(≈US$2,588)</td>
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</tbody>
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DM program benefits outweigh costs by a 1.43 : 1 ratio.

Net Benefit of (RM7,844.06 – RM3,239.38) = RM4,604.68

Other Social (qualitative) Benefits

N = 1008
Significant increase in skills, career goals, independence, self-esteem, self-confidence, health condition and pain tolerance.

Decrease in depression, anxiety and stress.
Social Sustainability and Stability?
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= Contribution Based (Social Solidarity)

Accident

Poor Case Management
No Rehabilitation Strategies
No Monitoring of Insured Person’s Progress

Outcome?
RTW Possibilities?
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- Accident
  - Poor Case Management
  - No Rehabilitation Strategies
  - No Monitoring of Insured Person’s Progress

= Sustainability of the Social System?

Outcome?
RTW Possibilities?

???

Injured Workers
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Accident
Poor Case Management
No Rehabilitation Strategies
No Monitoring of Insured Person’s Progress

RTW Possibilities?

Maintaining Balance To the Social System

PREVENTION
Disability Case Management
Medical Rehabilitation
Vocational Rehabilitation
Systematic RTW Strategies

RETURN TO WORK

Sustainability of the Social System?

Retaining Workers at Work or Return to Work

Injured Workers
11878 WORKERS SUCCESSFULLY RTW

‘Work is a good indicator of health’

(Source: SOCSO RTW PROGRAM Jan 2007 - 31 August 2015)
New lease on life via Socso

Traumatised woman back on her feet through special program

BY P. ARUNA
aruna@mstar.com.my

SARAH ALAM: Brutally abused by her husband and jobless for more than five years, mother of two, Gomathy (not her real name) had completely hit rock bottom.

She had developed epileptic seizures, causing her to lose her job, after being pushed down the stairs by her abusive alcoholic husband eight years ago.

A night's sleep, she finally sees hope for a better future for her children.

Gomathy is now working as a production operator at a factory here for over almost a year after being employed through the Social Security Organisation's (Socso) Return to Work programme.

The programme, initiated in 2007, is designed not only to help injured, and disabled persons find employment but also provides physical rehabilitation, motivation and skills training to rehabilitate employment for 6,439 people through the programme.

Gomathy now has her seizures under control with medication.

"I can now provide for my children without depending on my brother and ageing mother," she said, adding that her seizure attacks were also less frequent as she was under less stress.

She had lost her earlier job at a factory because she had fits at work.

"The 22-year-old said she had left her husband and for five years struggled to find another job but nobody would employ her due to her health condition."

"I then went into severe depression and would have killed myself had it not been for Socso," she said.

"I am thankful that I am now take care of myself and my children, she said."
Thank you
SOCIAL SECURITY ORGANISATION
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