



07 September 2017

**TESTIMONIAL FOR
DISABILITY MANAGEMENT CONSULTANT
DENISE ROPP**

Denise Ropp was engaged by St. Joseph's General Hospital as a Consultant for Disability Management to assist the organization in reducing the number of open, outstanding disability claims.

As an organization, we learned many things not disclosed to the employer around the management of open, existing claims; in particular those where the claim continued beyond the "own occupation change date". As a result of several initiatives such as:

- Obtained updated medical - returning employees to work either within their own occupation or an alternate occupation.
- Provided educating seminars to employees who meet criteria for an Early Retirement bridging incentive – which has resulted in some employees exercising their rights under this to close their disability claim.
- Identified employees where medical indicates they are unlikely to be able to return to work.
- Identified gaps where employees were not engaged in the Enhanced Disability Management Program; ensured authorizations were obtained.
- Followed up with the Carrier where there were discrepancies in medical information/claims management and information that employees were engaged in alternate employment, etc.
- Requested updated Functional Evaluations to determine if alternate employment was available to return employees to work.

Specifically:

- 5 claims were suspended terminated
- 7 RTW (or accommodated) in progress and/or completed
- 5 Retirements; 3-4 pending
- Evaluated 90 claims overall

Denise has demonstrated her strong nursing assessment skills and knowledge of disability management are transferrable to new employer organizations to add value and support to systems in place.

Margaret Stalinski
Manager, Human Resources
St. Joseph's General Hospital

