**Application of Zurich Municipal Insurance’s (ZMI) rehabilitation scheme at the University of Huddersfield**

*(For assistance with the flowchart process refer to the explanatory notes where appropriate)*

Incident investigation progressed as per protocol2

IP happy to be referred6

All relevant correspondence etc. from this point forward is retained within the specific incident report folder7

Injury incident report received by Office of Health and Safety (OHS) through HASIMS1

OHS completes rehabilitation scheme referral form - emailed to ZMI Medical Management Centre (MMC) (copy to IP and university’s Occupational Health Department (OHD))8

IP declines opportunity to be referred5

OHS discusses potential referral with injured person (IP)4

OHS considers if referral to scheme appropriate3

OHS advises referral to:

* IP’s line manager (employee)9a; or
* IP’s academic head (student)9b; and
* University’s Insurance Officer (IO)9c

Rehabilitation Case Manager (RCM) assigned by ZMI MMC contacts IP11

OHS confirms with IP, their manager, OHD and IO12

OHS confirms with IP, their manager, OHD and IO16

OHD provide any relevant information to ZMI MMC10

IP **does not** wish to be considered under the scheme14

RCM advises OHS15

RCM assesses if IP suitable for acceptance onto scheme13

Scheme **suitable**

Scheme **not** suitable

Injury management responsibility with school or support service as per relevant policy17

IP already accessing treatment through NHS or other18

RCM agrees treatment plan with IP and notifies OHS25

IP subsequently wishes to be considered for the scheme21

RCM monitors IP’s progress and advises OHS19

20b

20c

20d

IP receiving treatment - OHS advises Head of Reward and Information28

OHS forwards all RCM communication onto IP’s manager and OHD (and IO)27

RCM monitors plan and reports progress to OHS26

OHS forwards RCM’s updates onto IP’s manager (OHD and IO)20a

IP advises OHS22

Scheme **suitable**

OHS advises ZMI MMC23

RCM assigned by ZMI MMC contacts IP and assess whether suitable for scheme24

School or support service continues injury management as per relevant policy31

OHS advises IP, their manager, OHD and IO30

RCM advises OHS29

Scheme **not** suitable

**Flowchart colour-coding**

Ancillary actions relevant to the particular stage in the process

Process between incident report and preliminary consultation

Potential actions that may arise at specific points in the process

Follow up should the injured person be accepted onto the scheme

Monitoring by RCM whilst not currently under the scheme

Follow up should scheme not be suitable or be declined

**Explanatory notes**

1. HASIMS is the ‘Health and safety incident management system’ – the university’s web-based system for reporting incidents.
2. Here is the link to the [protocols](https://halo.hud.ac.uk/UoHDocumentSearch/DocSearch.aspx?DocRef=002453022) for following up incidents reported through HASIMS.
3. The Office of Health and Safety (OHS) will review individual incidents to determine whether the resultant injury (or injuries) meets the criteria given by Zurich Municipal Insurance (ZMI) to warrant referral under the rehabilitation scheme. **Students** as well as employees are able to access the scheme.
4. OHS will contact the injured person (IP) by telephone. The IP will be advised their referral to the scheme is being considered and the benefits to them should that referral be accepted.
5. Referral is not automatic should OHS consider it to be suitable. The IP is entitled to decline the opportunity to be referred.
6. A referral by OHS is **not** an automatic acceptance onto the scheme.
7. All outputs from the referral discussion with the IP will be recorded and retained within the specific incident report’s folder of the university’s document and records management system.
8. ZMI’s referral form is submitted to its Medical Management Centre (MMC). This will be accompanied by the university’s report form for the specific incident. Referral will be sent by the OHS general email address ([hands@hud.ac.uk](mailto:hands@hud.ac.uk)).
   1. Where the individual being referred is an employee, their immediate line manager and their head of department (if additional to their line manager) will be advised of that referral by email.
   2. Where the individual being referred is a student, the head of their academic department will be advised of that referral by email. The head of academic department will be responsible for subsequently notifying the most appropriate personnel with the school (e.g. the student’s course tutor).
   3. The university’s Insurance Officer (IO) will be advised of any referral through being copied into the aforementioned notification email (point 9a or 9b).
9. The university’s Occupational Health Department (OHD) may already be aware of the individual and any previous or existing health conditions that are relevant in respect of their current injury (or injuries) and is therefore relevant be as part of considering potential acceptance onto the scheme. OHD will contact the individual and forward on any relevant information only with their written consent.
10. The MMC-assigned Rehabilitation Case Manager (RCM) will contact the individual by telephone and undertake a preliminary consultation as part of the process for determining whether that individual is suitable for the rehabilitation scheme.
11. OHS will confirm by email the IP’s decision not to be referred to the scheme.
12. Arising from the information provided by OHS, any additional information offered from OHD and the preliminary consultation with the individual, the RCM will decide whether the individual will be accepted onto the rehabilitation scheme. The absence of decline by the individual (as referred at point 14) is treated as their consent to join the scheme.
13. At any point in the preliminary consultation the IP is free to decline any (potential) acceptance onto the scheme.
14. RCM will advise OHS by email whether the nature of the individual’s injury (or injuries) mean the scheme is not suitable or the individual has advised the NCM during the preliminary consultation they wish not to be considered for the scheme.
15. By email OHS will advise the individual, their relevant ‘manager’ (as identified at point 5b or 5c), OHD and the university’s IO of either outcome referred at point 10 (confirmation with the individual if they’ve decline to opportunity to access the scheme.
16. Under the university respective policy the school or support service takes responsibility for managing the individual’s injury (or injuries), any resultant absence and facilitating their return to work or studies, with support from OHS, OHD, Student Services etc. where relevant.
17. Dependant on nature of injury (or injuries) and the immediate response post-incident, the individual may already be accessing treatment (or beginning the process) through the NHS or other route. A decision by the RCM as to whether the individual is or is not suitable for the scheme may not be relevant at this stage.
18. Through direct dialogue with the individual the RCM will monitor their progress through the existing treatment and rehabilitation routes (as referred to at point 13). The RCM will determine the frequency of this dialogue – influenced by the individual’s original injury (or injuries) and their on-going recovery progress. The frequency can therefore increase or decrease as appropriate.
    1. The RCM’s progress reports will be emailed to the ‘manager’ (as identified at point 9a or 9b). OHD and the university’s IO will be copied into these forwarding emails where appropriate (e.g. RCM makes specific reference to OHD involvement in suggesting potential phased return to work).
    2. Whilst treatment and rehabilitation is being delivered by other sources, information arising from the RCM’s monitoring will form part of the school or support service’s ongoing management of the individual’s injury (or injuries) and any absence from their work or studies.
    3. During (or on completion of) treatment and rehabilitation through other sources the RCM may advise this is delivering (or has delivered) the necessary assistance to the individual therefore they are not suitable for the ZMI rehabilitation scheme.
    4. During (or on completion of) treatment and rehabilitation through other sources the RCM may advise the individual will also benefit from the ZMI rehabilitation scheme (e.g. quicker access to physiotherapy than through the NHS).
19. It is the individual’s decision as to whether they wish to have opportunity to access the ZMI rehabilitation scheme. Having originally rejected that opportunity the individual is still entitled to subsequently request consideration. The reversal in decision may arise from the individual alone or during their school or support service’s injury management processes (e.g. discussions between the individual and their line manager).
20. The individual will advise OHS by email of their request to be considered under the ZMI rehabilitation scheme.
21. OHS will notify ZMI MMC of the individual’s request to be referred to the rehabilitation scheme. The original referral form and incident report (point 8) will be resent, along with any relevant information arising from the on-going injury management process (point 17).
22. The RCM will undertake a second consultation with the individual and, along with information obtained from the original referral and arising from the resultant local injury management process, determine whether the scheme is now suitable for the individual.
23. The agreed treatment action plan is between the RCM and the IP. OHS will be advised of that action plan by email.
24. Progress against the plan will be monitored by the RCM and updates, including where amendments to the plan are appropriate, will be reported by email to OHS.
25. All reports (from agreed initial treatment plan through to outcome of final occasion of accessing the scheme) will be forwarded to the individual’s manager (as identified at point 9a or 9b), OHD and, where relevant, the university’s IO.
26. The Head of Information and Reward (within Human Resources Group) is notified once the individual is receiving treatment through the scheme as there are terms and conditions for tax and National Insurance contributions.
27. The RCM will advise OHS (by email) the individual’s circumstances mean acceptance onto the scheme is still not considered suitable.
28. OHS will advise (by email) the individual, their manager (as identified at point 9a or 9b), OHD and the university’s IO that acceptance onto the scheme is still not considered suitable.
29. The individual’s school or support service will continue to manage the individual’s injury (or injuries), any continuing absence and facilitating their return to work or studies, with support from OHS, OHD, Student Services etc. where relevant. Any further considerations for suitability for the ZMI rehabilitation scheme are unlikely.