

## Sickness step by step plan

When?	Step	Action; who does what?	DossierManager	Areas of attention
Day 1	Employee tells manager he or she is sick.	Manager accepts sickness report and, on the basis of 'absence discussions guideline', asks what the circumstances are, whether the employee is mobile, etc.	Manager records sickness report in DM [DossierManager] via Portal.	<ul style="list-style-type: none"> <li>- initiate recourse (action HRS BO),</li> <li>- ZW [Sickness Benefits Act] safety net (pregnancy, WAJONG [Young Handicapped People Incapacity Benefits Act], partial incapacity).</li> <li>UWV [Employee Insurance Agency] report by HRS BO.</li> </ul> <p>In the event of a dispute, the manager contacts the case manager as soon as possible about the right approach.</p>
Days 1-7	Arbodienst [working conditions service] contacts the employee.	Arbodienst gets in touch with the sick employee (possibly on the basis of a ZIF [sickness information form]).	Arbodienst opens medical dossier in DM.	
	Contact employee / manager.	Manager keeps in touch with employee, asks what he/she is still able to, whether he/she is mobile etc. (see 'absence discussions guideline'). The manager can always consult the case manager.	Manager keeps the non-medical part of the dossier in DM up to date.	All agreements are recorded in DM.
Week 3	Prepare problem analysis.	The case manager contacts the manager in order to formulate clearly the questions for the occupational health officer.		
Week 5	Prepare problem analysis.	Employee has discussion with occupational health officer in regard to preparing the problem analysis.	Occupational health officer records discussion in DM.	

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Week 6	Problem analysis.	<p>The occupational health officer prepares problem analysis and makes it available to employee and manager. The manager must insist that the occupational health officer prepares a problem analysis by week 6 at the latest. The occupational health officer is expected to prepare a report that focuses on those parts of the FML [functional possibilities list] that are necessary to define the options for the employee in his/her job in terms of burden.</p> <p>This is not necessary in the case of a speedy expected recovery (within 8 weeks after the first day of sickness) or admission to hospital, for instance.</p>	<p>UWV (Uitvoeringsorgaan Werknemersverzekeringen [Employee Insurances Executive Agency]) document.</p> <p>BA (occupational health officer) prepares problem analysis and records it in DM.</p>	<p>In any event the problem analysis contains:</p> <ul style="list-style-type: none"> <li>• Overview of the factors that contribute to the recovery, reintegration and ultimately resumption of work;</li> <li>• Description of the complaints and the associated treatment;</li> <li>• Description of the restrictions that arise out of the employee's complaints and treatment;</li> <li>• Description of the motivation and the quality of the employment relationship;</li> <li>• If applicable with explicit reference to labor dispute.</li> </ul> <p>The occupational health officer prepares a reintegration recommendation on the basis of the above. He must state in it what his expectations are with regard to the recovery, resumption of work and reintegration. He must state which problems represent a hindrance in this regard and what solutions have to be sought for them. He must also state to what extent the work has to be adapted to the sick employee.</p>

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Weeks 6-104	Content of dossier.	Manager continues to add to content of the absence dossier; the occupational health officer continues to add to content of the medical dossier.		
Week 6	Process monitoring.	After 8 weeks the case manager becomes actively involved in the dossier and advises and supports the manager in developing the plan of attack.		
Weeks 6-8	Plan of attack.	The manager and employer prepare a plan of attack based on the problem analysis. This must be ready by week 8 at the latest.  If part-time or full-time return to the employee's own job is not or not yet possible, the manager calls in the HR BP for advice about appropriate other work.	UWV document. Put in DM after it has been signed by the manager and employee.	In the plan of attack the manager and the employee jointly specify which reintegration activities will be undertaken and what the goal of these activities is. The employee receives a copy of the plan of attack.
Weeks 8-104	Execution of plan of attack.	The manager and employee fulfill the agreements made in the plan of attack and modify it where necessary.	Amendment of plan of attack is a UWV document. Put in DM.	
Every 6 weeks	Evaluation of plan of attack.	The manager and employee have a discussion to evaluate the reintegration. The manager records this in DM. If necessary the plan of attack is amended.	The manager records the amendment of the plan of attack in DM (UWV document).	The plan of attack is evaluated every six weeks with the sick employee. Interim amendments of the plan of attack must be recorded.
Every 6 weeks		The occupational health officer has regular follow-up contact with the sick employee (at least once every six weeks).	BA records agreements from follow-up contact in DM.	

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Weeks 13-68	Early IVA [full incapacity benefit] possible?	The case manager investigates whether an early IVA application is possible – if the occupational health officer and doctor giving treatment state a complete and permanent ao [incapacity for work].		Obligatory involvement of case manager.
Week 24	Call in employment expert.	The manager consults with the case manager about whether an investigation has to be conducted by an employment expert.	Discussion in SMT.	
Weeks 40-42	Sickness report to UWV.	HRS BO reports by week 42 to the UWV that the employee is sick (on the basis of indication in DM).	UWV document. HRS BO puts sickness report in DM.	
Week 50	Preparation of evaluation of first year.	The manager and employee evaluate the first year of sickness in week 52 at the latest. If necessary amend plan of attack etc.  Discuss in SMT the possibility of calling in employment expert.	The manager puts the UWV form (signed by the manager and employee) in DM.	The end of the first year of sickness is a set moment for seeing whether the approach selected is the correct one. This is set down in the 'evaluation of first year'.  N.B.: If reintegration in the employee's own job has not yet succeeded and there is also no appropriate other work within the company, then this is the last possible moment to start reintegrating outside the company (track 2). The case manager enrolls the individual with the Mobility Bureau.
	Expert opinion.	The case manager investigates whether an expert opinion has to be requested at the UWV in order to obtain certainty about the quality of the reintegration.	An expert opinion is a UWV form. Put in DM.	

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Weeks 87-89	Preparation of WIA [Work and Income (Capacity for Work) Act] application.	The occupational health officer must prepare an updated opinion and give the employee the medical dossier (privacy sensitive), including the information obtained by the occupational health officer from the specialist giving treatment.	Occupational health officer puts updated opinion in DM.	The employee receives a copy for the purposes of the WIA application.
Week 90	Final evaluation of plan of attack.	The manager and employee jointly prepare the final evaluation of the plan of attack.		
Week 90		The manager and employee jointly fill in the WIA application and sign this form.		
Week 91	Check WIA application before it is sent to the UWV.	The case manager checks the WIA application. As soon as there is agreement: the manager and employee sign the form.		Content of reintegration report: <ul style="list-style-type: none"> <li>• Information about the nature of the company;</li> <li>• Information about the employee's job;</li> <li>• Information about the employee's competences;</li> <li>• Report of the first day of sickness;</li> <li>• Problem analysis;</li> <li>• Plan of attack;</li> <li>• Recent evaluation of plan of attack;</li> <li>• Current opinion of the employment relationship;</li> <li>• Current opinion of the employee's functional restrictions and possibilities;</li> <li>• Current opinion about appropriate work within the company;</li> <li>• Employee's opinion.</li> </ul>
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Week 91	WIA application is sent to the UWV.	The manager (non-medical information) and employee (medical information) send	The manager puts the WIA application form in DM.	If the WIA application is not on time, a sanction is imposed on the employer,

## Sickness step by step plan

		the reintegration report to the UWV in week 91 at the latest.		<p>who has to continue paying the employee.</p> <p>If the employee does not cooperate sufficiently in regard to fully completing the application and submitting it on time, a pay sanction is imposed on the employee.</p>
Weeks 92-104	Assessment by the UWV.	The UWV assesses the reintegration report. If there is approval, the employee's situation is assessed by the employment expert and insurance medical adviser of the UWV. This is then followed by an opinion about the WIA claims (UWV decision).		
	Sanction.	NB If the reintegration report is not approved by the UWV, a sanction is imposed. This means that the employer has to continue paying the employee for a maximum of a further year.		
	UWV decision.	The case manager verifies whether the decision is agreed to. If not he sees to an objection/appeal.		

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From week 104.	<p>Start of first WIA year.</p> <p>Change in income situation.</p>	<p>No further payment of salary (unless sanction is imposed).</p> <p>UWV makes an assessment:            &lt; 35% incapacitated            35-80% incapacitated (WGA [Return to Work (Partially Disabled)] benefit)            80-100% incapacitated (WGA benefit)            80-100% long-term incapacitated (IVA benefit).</p> <p>The CLA income guarantee is activated.            HRS BO prepares letter and if necessary prepares a final settlement.</p>		
After 104 weeks	Transfer or dismissal.	In the case of dismissal the absence dossier goes to HRS BO in view of the annual reassessment in the context of the own-risk bearer status in regard to the WGA.		