



Retail Industry



Jenny's Story

Jenny is a Regional Manager for a national clothing retailer who injured her neck over a period of time through the normal course of her employment. Jenny was initially certified fit for suitable duties but her condition and symptoms of headaches, neck, shoulder and arm pain gradually worsened over time. Subsequently, she was certified as totally incapacitated by her general practitioner and remained off work for three months until she was referred for specialist opinion. Jenny underwent MRI investigations, which revealed that she had developed mild degenerative disc disease with some loss of lordosis. Jenny's spinal specialist suspected a Peripheral Nerve Entrapment Syndrome as a result of musculoligamentous strain to the cervical spine and she was referred to Core Healthcare Group for commencement onto Core's Pain Management and Occupational Rehabilitation Program by her treating spinal specialist.

Following approval from her Case Manager, Jenny completed Core's five day Pain Management and Occupational Rehabilitation Program with great success. As a result, a Workplace Assessment took place, and a graduated return to work plan developed. With the plan approved by her spinal specialist and a new medical certificate provided, Jenny returned to work performing suitable duties with reduced hours.

Results of the Ergonomic Workstation Assessment revealed that Jenny required modification to her workstation. Jenny's employer implemented a suitable alternative which allowed her to maintain safe sitting and standing positions throughout the duration of her shifts. With a new gym program to encourage cervical spine strength and control along with postural re-education, Jenny progressed to a Clinical Pilates program. As a result, Jenny's physical and functional capabilities continued to improve over the following eight weeks, to the point where she was able to return to work full time, conducting normal duties, without any ongoing neck, shoulder or arm symptoms.

Jenny struggled to cope with her increased pain and loss of function and was paired with an experienced psychologist for three sessions of adjustment to injury counselling, commencing this within two weeks of starting her functional rehabilitation program.

SPECIALISTS IN:

Pain Management Programs

Occupational Rehabilitation

Return to Work Services

Adjustment to Injury Counselling

Physiotherapy

Clinical Pilates

Exercise Physiology



core
INJURY MANAGEMENT



Core Intervention – Retail Industry

At Core, we are completely aware of the range of activities and demands placed on workers in the retail sector, from freight management to check out operation. Each task has its specific element that needs to be considered in recovery and our Occupational Rehabilitation Programs are designed around every individual's needs.

We work with back, shoulder, hand, elbow, and lower limb injuries and ensure that we rehabilitate the worker in their entirety as quickly as possible. Adjusting to injury can be challenging for some and integration with our Psychology Team can be incorporated in the program if required to address development of barriers in return to work.

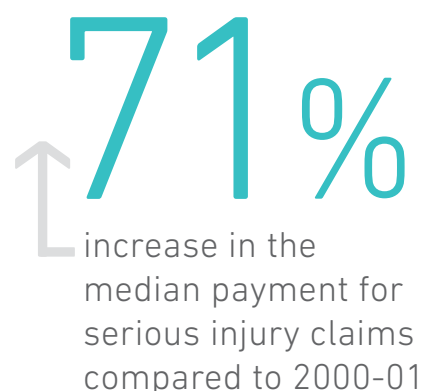
Worksite familiarity and evaluation with the worker is performed early in our RTW planning, with clear task progression through the recovery phase for the worker. Identifying duties that can assist in restoring postural and functional tolerances is important and manual handling elements are also reviewed to build on our integrated physical rehabilitation program to ensure we are helping the worker return to their workplace successfully.

Our rehabilitation services range from Clinical Pilates through to strength conditioning with hydrotherapy used in the earlier phase. These don't always have to be completed at a fitness centre, some programs can be adequately completed at home or at one of our onsite Physical Rehabilitation Centres.

Injury management at Core can extend from acute injury management and assessment, and early phase intervention with RTW, to planning for work, site assessments, visits with the worker, integration with the rehabilitation team at the workplace.

Our RTW team can assist with return to work planning, fitness for work assessments, functional capacity assessments, communication and liaising between the worker and site including management to ensure all have a clear understanding of expectations in recovery. Barriers can be rapidly identified and adjustment to injury counselling can be integrated into the rehabilitation and recovery program as needed, again keeping the worker on track to recovery.

IN 2012-13: There was a



LOCATIONS:

Southport

Beenleigh

Taringa

Geebung

Mermaid Beach

Neerang

Brisbane City

Sunnybank Hills

Mermaid Central

Palm Beach

Kelvin Grove

Upper Coomera

Arundel

Brisbane Airport



1300 012 273

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