

# at work

Information on workplace research from the **Institute for Work & Health**

## This Issue

### For Clinicians

Institute releases working papers on neck pain; DASH manual released.

### For Researchers

NIOSH-funded study on WMSDs announced; Tribute for Fraser Mustard.

### For Workplace

UFCW staffer and Nortel VP join Institute Board.

### For Policy

Two papers addressing disability expenditures released; Mark Rochon named to Board of Directors.

## This Issue's Supplement

Both a systematic review of current literature and a clinical trial conclude that there are positive benefits to corticosteroid injections in the treatment of shoulder pain, particularly for increasing range of motion.



**Research Excellence  
Advancing Employee Health**

## Institute's International Congress a Success

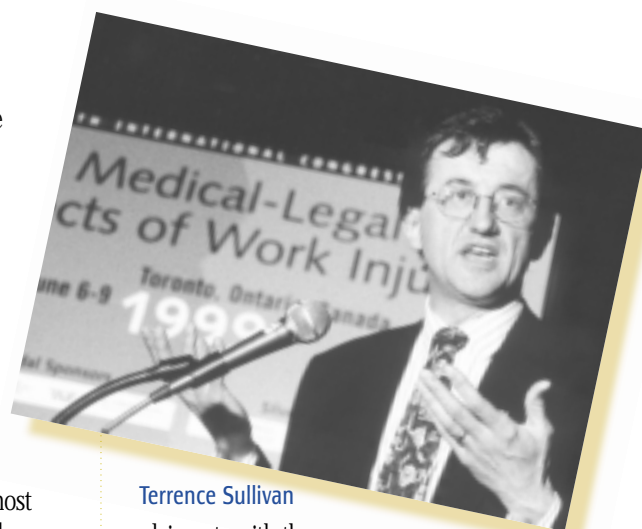
### WHAT WORKS BEST?

This was the question posed to the delegates of the Fourth International Congress on Medical-Legal Aspects of Work Injuries. Terrence Sullivan, president of the Institute for Work & Health explained in his opening address that the congress would explore four major themes turning on the question, "What works best?"

The first theme examined which approaches to prevention, rehabilitation, and compensation are most promising in an era of competitive trade. With globalization, trade liberalization, and technological change giving rise to state-sector reforms and firm-level practices intent on making jurisdictions more competitive, which approaches to prevention appear most efficient and promising.

A second theme asked how to address the growth of non-standard work in the prevention, rehabilitation, and compensation systems. Privatization, outsourcing, and the increasing flexibility of labour markets are realities in Europe and North America. Current legislation was not designed to accommodate these developments which have led to new employment arrangements between workers, and firms with more non-standard employment (part-time, contract, contingent, and home work).

The third theme addressed the increase in human and privacy rights in all advanced jurisdictions, and how they have affected the workplace and health practices. It is a constant struggle to balance the privacy needs of



**Terrence Sullivan**

claimants with the process of fair compensation.

Finally, in all jurisdictions there are conflicts between the use of scientific evidence and politics in clinical, workplace, and policy decision making. There is a gap between what we know and how we treat. Aware of this, can we note any change in the balance between accommodating evidence and accommodating interests in decision-making related to workplace health? ▲▲

For full program, abstracts and information on the next Congress, visit our web site: [www.iwh.on.ca/99Congress](http://www.iwh.on.ca/99Congress).

### The 1999 Congress

More than 500 delegates from 22 countries attended the Fourth International Congress on Medical-Legal Aspects of Work Injuries in Toronto this June. The Congress was hosted by the Institute for Work & Health and the Ontario Workplace Safety & Insurance Board, and held at the Park Hyatt Toronto from June 6 to 9, 1999. This international symposium of speakers from government, business and labour was previously held in Munich and Jerusalem.

The Institute for Work & Health is a knowledge-based change organization that strives to research and promote: new ways to prevent workplace disability, improved treatment, and optimal recovery and safe return-to-work.

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Michigan State University

# Some Clinical News



## NEW WORKING PAPERS TACKLE NECK PAIN

Two recent publications in the Institute's Working Paper series address the issue of neck injury and pain, using data from the Saskatchewan Health & Back Pain Survey. The papers were written by Pierre Côté, DC, MSc, J. David Cassidy, DC, PhD and Linda Carroll, PhD.



Pierre Côté

Working Paper 79, *Is a Lifetime Injury in a Traffic Collision Associated with Prevalent Neck Pain, Headache and Depressive Symptomatology?* was awarded best paper in the Insurance on Disability stream at the February 1999 World Congress on Whiplash Associated Disorders. Also published is *The Factors Associated with Neck Pain and its Related Disability in the Saskatchewan Population* (Working Paper 80). These papers address a number of key points.

Clinicians should be aware that disabling neck pain is associated with other comorbidities (headache, cardiovascular

problems, digestive problems, low back pain) that negatively effect health. The prevalence of neck pain and disability and headaches is higher in individuals with a lifetime history of neck injury in a motor vehicle collision. No associations were found between neck pain and depressive symptoms. Future studies on the etiology of graded neck pain and disability should consider comorbidities and trauma as possible risk factors. 🏔️

To purchase copies of these papers, please contact **Laura Maniago**, (416) 927-2027 Ext. 2176 or by e-mail: [lmaniago@iwh.on.ca](mailto:lmaniago@iwh.on.ca). The author may be reached at [pcote@iwh.on.ca](mailto:pcote@iwh.on.ca). For more information on available publications visit our web site: [www.iwh.on.ca](http://www.iwh.on.ca).

## DASH MANUAL AVAILABLE FOR PURCHASE

The Disabilities of the Arm, Shoulder and Hand (DASH) User's Manual announced in the Spring of 1999, is now available for purchase. The manual has been designed to provide accessible information on the use of the (to be continued on page 3 ➡)

## The New Face of At Work

**D**uring the last few months the Research Transfer department here at the Institute has been examining the variety of ways we communicate with our stakeholders. This new publication will be

divided into two sections. The first, which will continue to be called *At Work*, will now contain shorter newsy articles both of general interest and of particular interest to stakeholder groups. The second section, *At Work: Infocus*, will continue the tradition of *Linkages* and *Research Insights* by presenting a single topic or piece of research in a more detailed, audience-specific style. The newsletter will be published every couple of months.

If you have any comments on the new approach to *At Work* please contact the editor, **Chris St. Croix** at [atwork@iwh.on.ca](mailto:atwork@iwh.on.ca).





Dr. Donald Cole

## NIOSH FUNDS WMSD STUDY AT TORONTO STAR

The Institute for Work & Health is pleased to announce the recent awarding of a significant grant from the U.S. National Institute for Occupational Safety & Health (NIOSH) for the Institute's project investigating work-related musculoskeletal disorders of the neck and upper limb (WMSD). Principal Investigator Dr. Donald Cole, a Senior Scientist at the Institute, along with Institute staff and the collaboration of Richard Wells at the University of Waterloo will be conducting a systematic evaluation of workplace-based interventions and their effects on WMSDs.

In conjunction with the RSI Committee of the Toronto Star/Southern Ontario Newspaper Guild, the study builds upon previous research in assessing the impact of a joint labour-management program directed at prevention of WMSD among office workers. The primary comparison will be between self-reported risks for WMSD, symptoms of WMSD and disability associated with WMSD over time. The researchers also plan to access secondary data on absenteeism, health care utilization and workers' compensation to permit estimation of associated costs and determine if the program results in reduced absenteeism and cost savings compared with prior years. 🏔️

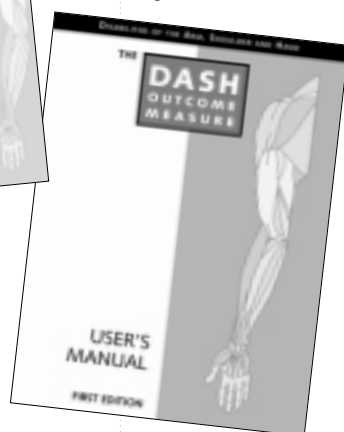
Ms. Sue Ferrier, Study Coordinator, can be reached at sferrier@iwh.on.ca. Dr. Cole's e-mail address is dcole@iwh.on.ca. For more information on the Institute, visit our web site: [www.iwh.on.ca](http://www.iwh.on.ca).



(continued from page 2)

DASH Outcome Measure as well as background documentation on the development of the tool.

The DASH Outcome Measure is a clinical instrument designed to measure the impact of an injury or disorder of the arm, shoulder, or hand on the daily life of the affected person.



Gillian Hawker, MD, MSc, FRCPC [Division of Rheumatology, Women's College Hospital Campus of Sunnybrook] said the manual, "...provides the ABCs of DASH Administration and scoring, in a format and language which all practitioners will find understandable and helpful." 🏔️

To purchase a copy of the manual or to receive the DASH Outcome Measure contact **Laura Maniago** at 416.927.2027 Ext 2131 or visit our website at [www.iwh.on.ca](http://www.iwh.on.ca). For questions related to the use and background of the DASH, contact research associate **Dorcas Beaton**, [dbeaton@iwh.on.ca](mailto:dbeaton@iwh.on.ca).

The Honourable R. Roy McMurtry,  
Chief Justice of Ontario, was the

guest speaker  
at the Gala  
Reception  
and Dinner  
for the 4th  
International  
Congress. A copy



of his speech is available on our  
website at [www.iwh.on.ca/99congress](http://www.iwh.on.ca/99congress)

## INSTITUTE HOSTS TRIBUTE FOR FRASER MUSTARD

After serving as the Chair of the Institute's Board of Directors for the past ten years, Fraser Mustard is stepping down as Board Chair. In October the Institute will be hosting a gala tribute for Mustard at the King Edward Hotel in Toronto.

Guest Speaker at the tribute will be Firoz Rasul, the new Chairman and CEO of Ballard Power Systems Inc. Mustard has also recently resigned his position as Board Chair at Ballard. The evening will also feature Rob Elgie, former Minister of Labour and others paying tribute to Mustard's role in the Canadian scientific community. A specially commissioned video will also be shown.

The event will raise funds for the Mustard Fellowship, a post-doctoral position created in honour of Mustard. 🏔️

For more information about this event, please contact **Jackie Cooper** by phone (416) 927-2027 Ext. 2125, or e-mail [jcooper@iwh.on.ca](mailto:jcooper@iwh.on.ca).







## LABOUR LEADER JOINS INSTITUTE BOARD

The Institute for Work & Health is pleased to announce the addition of Pearl MacKay-Blake to its Board of Directors. MacKay-Blake has worked with the United Food and Commercial Workers International Union (UFCW), Local 1000A for the past fifteen years. She became Executive Assistant to the President in 1992, with responsibility for a range of areas including Health and Safety and Workers' Compensation. In addition, she is a vice-president on the executive board of the Ontario Federation of Labour. MacKay-Blake currently sits as a worker representative on the Food Sector Advisory Committee of the Ontario Workplace Safety & Insurance Board. A long-time advocate of workers' rights, injury prevention, and accommodation of workers with disabilities, she is a valuable asset to the Institute's board. 🏔️



Pearl MacKay-Blake

**CAW President Buzz Hargrove**  
*addressing delegates of the  
4th International Congress  
on Medical-Legal Aspects of  
Work Injuries*



## BOARD WELCOMES NORTEL VP

**R**osemary McCarney, vice-president at Nortel Networks has been named to the Institute's Board of Directors. McCarney's department at Nortel, Workforce

Strategy and Employee Communications, is responsible for developing strategies to maintain the highly-skilled workforce required by the company.

Prior to moving to Nortel,



Rosemary McCarney

McCarney ran

a consulting firm specializing in international economic development. She received her law degree from University of Western Ontario and her MBA from Case Western. In the last 20 years, she has worked in over 40 countries and has sat on the Boards of numerous private sector, not-for-profit and community organizations. 🏔️

## NEW CHAIR FOR INSTITUTE BOARD

Lorna R. Marsden, president of York University, has been elected to replace Fraser Mustard as Board Chair of the Institute for Work & Health. Marsden will chair her first meeting in September, while Mustard will continue on the Board as Chair Emeritus.



Lorna R. Marsden

Marsden took up her position at York University in August of 1997, after serving as president and vice-chancellor of Wilfrid Laurier University since 1992. Previously, she joined the University of Toronto in 1972, where she lectured full time in the

Department of Sociology until her appointment in 1984 to the Canadian Senate (Toronto-Taddle Creek). Marsden continued to teach part time until 1992, when she resigned from the Senate to begin work at Wilfrid Laurier.

The widely published and sought-after speaker currently serves as director for such organizations as Manulife Financial, the Laidlaw Foundation, and Westcoast Energy Inc. Marsden has also been president of the National Action Committee on the Status of Women (1975-77), founder and director of the Child, Youth & Family Policy Research Centre (1987-1992) and a council member of The Canadian Institute for Advanced Research. 🏔️

# Of Interest to Policy Makers



## SENIOR HEALTHCARE ADMINISTRATOR JOINS BOARD

Mark Rochon, President and CEO of the Rehabilitation Institute of Toronto has joined the Board of the Institute.

Rochon's eighteen years of experience in senior hospital management positions included leadership of the Health



Mark Rochon

Services Restructuring Committee (HSRC). Prior to working with the HSRC, he was CEO of Humber Memorial Hospital during its amalgamation with North Western Hospital. He was seconded as Ontario's Assistant Deputy Minister, Institutional Health Group from 1994 to 1995, and has held leadership positions at the Georgetown District Memorial Hospital and Bennett Heal Care Centre, as well as the Clarke Institute of Psychiatry. His participation with numerous health-related committees and councils reflect his staunch advocacy for improved health care services in Ontario. 🏔️

## DISABILITY PROGRAMS PAPER AVAILABLE

The Institute for Work & Health has recently made available *Disability Expenditures in Canada, 1979-1994: Trends and Reform Efforts* by Michele Campolieti as No. 76 in its Working Paper series. This paper examines the support system for disabled persons in Canada, including: workers' compensation, the Canada/Quebec Pension Plan's disability program, Employment Insurance sickness benefit program, private disability insurance programs and the vocational rehabilitation of disabled persons.

- The paper has several goals:
- 1) determining what are the most important factors driving the increase in expenditures over the last several decades; and,
  - 2) determining the extent of the level of co-ordination which exists in the current disability system.
- The results from the paper indicate that the increase in benefit expenditures from these programs over the last several decades can be attributed, in large

measure, to benefit liberalization. The paper also discusses recent efforts to integrate the component programs into a more coordinated support system. Although policy makers have recommended initiatives calling for more integration over the second half of this decade, the progress on these initiatives has been rather slow. 🏔️

To purchase a copy of this paper, please contact **Laura Maniago**, (416) 927-2027 Ext. 2176 or by e-mail: [lmaniago@iwh.on.ca](mailto:lmaniago@iwh.on.ca). The author may be reached at [mcampolieti@iwh.on.ca](mailto:mcampolieti@iwh.on.ca). For more information on available publications visit our web site: [www.iwh.on.ca](http://www.iwh.on.ca).

## "Connecting OH&S Research to the Workplace: Focus on Priorities."

*Individuals interested in helping the Ontario Workplace Safety and Insurance Board (WSIB) focus its research funding priorities for the year 2000 are invited to participate in a one-day consultation conference, to be held by the WSIB Research Advisory Council on November 16, 1999, at the Metro Convention Centre in Toronto.*

**The registration fee for the conference is \$65.**

**Registration ends October 18, 1999. Space is limited.**

**To receive the registration form, or for more**

**information, call (416) 344-2979.**

**WSIB** Workplace Safety & Insurance Board  
**CSPAAT** Commission de la sécurité professionnelle et de l'assurance contre les accidents du travail

## Institute News

### BACK IN PRINT

*Economics and WMSD/RSI: Coming to Grips with Economic Causes, Costs and Efficiency* has been reprinted as part of the Institute's Occasional Paper series. The paper examines current knowledge about the economics of work-related musculoskeletal disorders of the neck and upper extremities. Three issues are explored: the effect of general economic conditions, the calculation of the economic burden and the evaluation of treatments in terms of economic efficiency.

To purchase copies this paper, please contact **Laura Maniago**, (416) 927-2027 Ext. 2176 or by e-mail: [lmaniago@iwh.on.ca](mailto:lmaniago@iwh.on.ca). The author may be reached at [dcoble@iwh.on.ca](mailto:dcoble@iwh.on.ca). For more information on available publications visit our web site: [www.iwh.on.ca](http://www.iwh.on.ca).

### APPOINTMENTS

#### Institute Researcher takes on new responsibilities

Dr. Harry Shannon has accepted a full-time position as Director of the Occupational Health Program at McMaster University in Hamilton. Shannon is a senior scientist at the Institute for Work & Health and previously held a position as Professor in the Department of Clinical Epidemiology & Biostatistics at MacMaster. Shannon is currently on sabbatical and will be returning to the Institute on a part-time basis in July, 2000.

# Valuable Insights from Congress Speakers

Three days of presentations and panel discussions at the 1999 Congress covered a lot of ground. Here are a number of important topics raised by the speakers.

Gunther Sokoll (Germany), in examining the question of prevention, discussed the human and economic toll of workplace injury and disease, stressing that economic factors, not social concerns, are driving globalization and that intense competitive pressures are making the task of prevention much harder. As John O'Grady (Canada) noted, there is a rapid growth in non-standard jobs where workers may face higher risks and often escape the reach of prevention systems. As well, prevention strategies that rely on worker participation may suffer from a decline in unionization. In terms of what is known, research has shown that a broad mix of strategies have been successful in

several jurisdictions. More research is required, particularly in the evaluation of inspection, training and consultation programs.

The gap between research and practice was a popular topic on day two, when rehabilitation came to the fore. In particular, Jay Himmelstein (USA) drew attention to the special challenges of rehabilitation in the multi-payer environment of the U.S. In a panel discussion, the importance of employers' and injured workers' concerns in rehabilitation were raised. In addition, panelists expressed frustration about how rarely research is a decisive factor in what clinicians do and insurers pay for. Finally, the importance of having peer reviews was discussed as a challenge to clinical practice which is not consistent with systematic evidence.

On the last day, compensation was the topic on the floor. Clyde Hertzman (Canada) pointed out the importance of linked databases which included workers' compensation and other health information, particularly in understanding both the determinants and the costs of workplace injury. The development of the ability to carry out multi-jurisdictional studies was mentioned by Peter Barth (USA) who suggested that this will be useful in determining which methods of delivering permanent disability benefits are most effective. John Burton (USA) revealed that in the last 10 years globalization has caused a significant reduction in workers' compensation benefits in the United States and that Canadian jurisdictions are competitive with their american counterparts.

*For the full program, abstracts and other information, visit our web site: [www.iwh.on.ca/99Congress](http://www.iwh.on.ca/99Congress).*

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**WSIB** Workplace Safety &  
Insurance Board  
**CSPAT** Commission de la sécurité  
professionnelle et de l'assurance  
contre les accidents du travail