
Undergraduate Certificate in Occupational Health Case Management

The Role of the Occupational Health Case Manager

Accommodation: In the context of occupational health case management, accommodation refers to the process of modifying the work environment or job duties to enable an employee with a health condition or disability to continue working. This may include providing ergonomic equipment, adjusting work schedules, or making changes to the physical workspace to meet the employee's needs.

Acronym: An acronym is a word formed from the initial letters of a series of words, such as OSHA (Occupational Safety and Health Administration) or ADA (Americans with Disabilities Act). Acronyms are commonly used in the field of occupational health case management to simplify complex terms and concepts.

Assessment: Assessment is the process of evaluating an individual's health status, work-related limitations, and needs to develop an appropriate plan of care. Occupational health case managers conduct assessments to identify barriers to work, determine the impact of health conditions on job performance, and recommend interventions to support the individual in returning to or staying at work.

Case Management: Case management is a collaborative process that involves assessing, planning, implementing, coordinating, monitoring, and evaluating the options and services required to meet an individual's health and productivity needs. In occupational health, case managers work with employees, healthcare providers, employers, and other stakeholders to facilitate the appropriate management of health-related issues in the workplace.

Communication: Communication is the exchange of information between individuals or groups through verbal, written, or nonverbal means. Effective communication is essential in occupational health case management to ensure that all stakeholders are informed, engaged, and working towards common goals. Clear and timely communication helps to prevent misunderstandings, promote cooperation, and support successful outcomes.

Confidentiality: Confidentiality is the ethical principle that protects an individual's right to privacy and ensures that personal information shared in the course of occupational health case management is kept secure and disclosed only to authorized parties. Case managers must adhere to confidentiality laws and regulations, such as the Health Insurance Portability and Accountability Act (HIPAA), to maintain trust and respect with employees and other stakeholders.

Consultation: Consultation involves seeking advice, guidance, or expertise from other professionals, such as physicians, therapists, or legal counsel, to support decision-making and problem-solving in occupational health case management. Case managers may consult with specialists to obtain clinical assessments, explore treatment options, or address complex issues that require specialized knowledge.

Coordination: Coordination is the process of organizing and integrating services, resources, and activities to

ensure that the needs of individuals receiving occupational health case management are met efficiently and effectively. Case managers coordinate care by connecting employees with appropriate providers, facilitating referrals, scheduling appointments, and monitoring progress to achieve optimal health and work outcomes.

Cultural Competence: Cultural competence is the ability to interact effectively with individuals from diverse cultural backgrounds, respecting their beliefs, values, and practices. In occupational health case management, cultural competence is essential for understanding and addressing the unique needs and preferences of employees from different ethnic, racial, or social groups. Case managers who demonstrate cultural competence can build trust, foster communication, and deliver personalized care that promotes health equity and mutual respect.

Data Collection: Data collection involves gathering information from various sources, such as medical records, assessments, interviews, and surveys, to assess an individual's health status, work-related limitations, and environmental factors. Occupational health case managers collect data to identify trends, track outcomes, measure progress, and inform decision-making about interventions and accommodations that support employees in achieving their health and work goals.

Documentation: Documentation is the process of recording relevant information, observations, assessments, interventions, and outcomes in a systematic and organized manner to maintain accurate and comprehensive records of occupational health case management activities. Case managers document interactions with employees, healthcare providers, employers, insurers, and other stakeholders to track progress, communicate important details, and ensure compliance with legal and ethical standards.

Empowerment: Empowerment is the process of enabling individuals to take control of their health, well-being, and work outcomes by providing them with knowledge, skills, resources, and support to make informed decisions and advocate for their needs. In occupational health case management, empowering employees involves promoting self-management, encouraging participation in goal setting, fostering independence, and building confidence to overcome challenges and achieve sustainable improvements in health and productivity.

Ethics: Ethics are a set of moral principles and values that guide professional conduct, decision-making, and interactions with others in occupational health case management. Case managers are expected to uphold ethical standards, such as integrity, honesty, respect, confidentiality, and advocacy, to ensure that they act in the best interests of employees, promote fairness and justice, and maintain the trust and credibility of the profession.

Evaluation: Evaluation is the process of assessing the effectiveness, impact, and quality of occupational health case management interventions, programs, and services to determine their outcomes, benefits, and areas for improvement. Case managers use evaluation data to measure progress, identify successes and challenges, adjust strategies, and inform decision-making about future initiatives that promote employee health and well-being.

Health Promotion: Health promotion is the process of empowering individuals to enhance their health, prevent disease, and achieve optimal well-being through education, lifestyle changes, and environmental

modifications. In occupational health case management, health promotion strategies focus on promoting healthy behaviors, reducing risk factors, creating supportive work environments, and fostering a culture of wellness that benefits employees, employers, and the organization as a whole.

Interdisciplinary Team: An interdisciplinary team is a group of professionals from different disciplines, such as medicine, nursing, psychology, social work, and rehabilitation, who collaborate to address the complex needs of individuals receiving occupational health case management. Interdisciplinary teams bring together diverse perspectives, expertise, and skills to develop comprehensive care plans, coordinate services, and achieve holistic outcomes that support employees in overcoming health-related challenges and returning to productive work.

Intervention: An intervention is an action or strategy implemented by an occupational health case manager to address an employee's health condition, work-related limitations, or environmental barriers that affect job performance and well-being. Interventions may include medical treatment, rehabilitation services, accommodations, education, counseling, training, or advocacy to support employees in managing their health, staying at work, and achieving their occupational goals.

Legal Compliance: Legal compliance refers to adhering to laws, regulations, policies, and standards that govern occupational health and safety, disability rights, privacy, discrimination, workers' compensation, and other relevant areas in the practice of case management. Case managers must stay informed about legal requirements, uphold ethical principles, protect employee rights, and avoid liabilities to ensure that they provide high-quality, lawful, and ethical services that promote a safe, healthy, and inclusive work environment.

Motivation: Motivation is the inner drive, energy, and enthusiasm that individuals have to pursue goals, overcome challenges, and achieve desired outcomes in their personal and professional lives. In occupational health case management, motivating employees involves understanding their needs, values, and aspirations, setting realistic expectations, providing encouragement, feedback, and support, and empowering them to make positive changes, take proactive steps, and stay engaged in the process of improving their health and work performance.

Needs Assessment: Needs assessment is the process of identifying an individual's requirements, preferences, and priorities related to health, work, and well-being to develop a personalized plan of care in occupational health case management. Case managers conduct needs assessments by gathering information, conducting interviews, reviewing medical records, and evaluating functional abilities to understand employees' challenges, strengths, limitations, and goals, and tailor interventions that meet their unique needs and promote successful outcomes.

Occupational Health: Occupational health is a multidisciplinary field that focuses on promoting and protecting the health, safety, and well-being of workers in various industries and environments. Occupational health professionals, including case managers, collaborate with employers, employees, healthcare providers, insurers, and regulators to prevent work-related injuries, illnesses, and disabilities, facilitate early intervention, support return-to-work processes, and promote healthy work practices that benefit individuals and organizations.

Prevention: Prevention is the proactive process of identifying, addressing, and minimizing risk factors, hazards, and exposures in the workplace to prevent injuries, illnesses, and disabilities among employees. In occupational health case management, prevention strategies include conducting risk assessments, implementing safety measures, providing education and training, promoting healthy behaviors, and encouraging early intervention to reduce the incidence of work-related health problems and create a safe and supportive work environment.

Quality Improvement: Quality improvement is the systematic process of monitoring, evaluating, and enhancing the effectiveness, efficiency, and outcomes of occupational health case management services to ensure that they meet the needs and expectations of employees, employers, and other stakeholders. Case managers use quality improvement methods, such as feedback, data analysis, benchmarking, and best practices, to identify areas for enhancement, implement changes, measure results, and continuously improve the quality of care and support provided to individuals in the workplace.

Rehabilitation: Rehabilitation is a comprehensive process of restoring, maintaining, or enhancing an individual's physical, mental, emotional, and functional abilities to optimize their independence, productivity, and quality of life after experiencing an injury, illness, or disability. In occupational health case management, rehabilitation services include medical treatment, therapy, vocational counseling, ergonomic assessments, assistive technology, job coaching, and other interventions that help employees regain their health, recover their work skills, and reintegrate into the workforce successfully.

Return-to-Work: Return-to-work is the process of transitioning an employee back to the workplace after a period of absence due to a health condition, injury, or disability. Occupational health case managers collaborate with employees, healthcare providers, employers, and insurers to facilitate return-to-work plans that support the individual's recovery, accommodate their needs, address work-related barriers, and promote a safe, timely, and sustainable return to productive employment.

Risk Management: Risk management is the systematic process of identifying, assessing, prioritizing, and mitigating risks in the workplace to prevent accidents, injuries, illnesses, and other adverse events that may impact the health, safety, and well-being of employees. Occupational health case managers play a key role in risk management by conducting risk assessments, implementing control measures, monitoring hazards, promoting safety practices, and ensuring compliance with regulations to create a healthy and secure work environment that minimizes the potential for harm and protects the workforce.

Self-Care: Self-care is the practice of engaging in activities, behaviors, and routines that promote physical, mental, emotional, and spiritual well-being, prevent burnout, reduce stress, and enhance overall quality of life. In occupational health case management, self-care is essential for case managers to maintain their own health, resilience, and professional effectiveness while supporting employees, managing complex cases, and addressing challenging situations that may impact their well-being and job satisfaction.

Stakeholder Engagement: Stakeholder engagement involves involving individuals, groups, organizations, and communities that have a vested interest in or are affected by the outcomes of occupational health case management services. Case managers engage stakeholders, such as employees, employers, healthcare providers, insurers, unions, government agencies, and advocacy groups, to build partnerships, foster

collaboration, gain support, address concerns, and promote shared decision-making that aligns with the needs, values, and priorities of all parties involved in the care and support of employees in the workplace.

Technology: Technology refers to tools, systems, devices, software applications, and digital platforms that facilitate communication, information sharing, data management, decision-making, and service delivery in occupational health case management. Case managers use technology to access electronic health records, conduct virtual consultations, track outcomes, communicate with stakeholders, and support remote work arrangements that improve efficiency, accessibility, and effectiveness of care for employees in diverse settings and situations.

Training: Training is the process of acquiring knowledge, skills, competencies, and certifications through formal education, workshops, seminars, online courses, on-the-job experiences, and practical exercises to enhance professional development and performance in occupational health case management. Case managers participate in training programs to stay current on best practices, regulations, trends, and advancements in the field, build their expertise, expand their capabilities, and deliver high-quality services that meet the needs of employees, employers, and the evolving demands of the workplace.

Wellness: Wellness is a state of optimal health, vitality, and well-being that encompasses physical, mental, emotional, social, and spiritual dimensions of life. In occupational health case management, wellness programs promote healthy lifestyles, provide resources, and support activities that enhance employee well-being, prevent disease, reduce stress, improve work-life balance, and create a supportive culture of health and productivity in the workplace. Case managers collaborate with employers to develop wellness initiatives, implement strategies, measure outcomes, and engage employees in activities that promote wellness and prevent health problems in the workplace.

Workplace Accommodation: Workplace accommodation involves modifying job duties, work schedules, physical environments, or policies to enable employees with health conditions, disabilities, or limitations to perform their job tasks safely, effectively, and productively. Occupational health case managers work with employees, employers, human resources professionals, and disability management specialists to identify reasonable accommodations, assess their feasibility, implement solutions, and monitor their effectiveness to support employees in overcoming work-related barriers, maximizing their potential, and achieving success in the workplace.

Workplace Safety: Workplace safety refers to the practices, policies, procedures, and programs that promote a safe, healthy, and secure work environment for employees by preventing accidents, injuries, illnesses, and hazards that may arise from work activities, equipment, materials, or conditions. Occupational health case managers collaborate with employers, safety officers, regulators, and employees to assess risks, implement safety measures, provide training, enforce compliance, and create a culture of safety that protects the workforce, reduces liabilities, and enhances productivity in the workplace.

Occupational Health Case Manager: The Occupational Health Case Manager is a professional responsible for coordinating and managing the care of employees who have been injured or become ill in the workplace. They play a crucial role in ensuring that employees receive appropriate medical treatment, rehabilitation, and support to facilitate their return to work in a safe and timely manner.

Case Management: Case management is a collaborative process that involves assessing, planning, implementing, coordinating, monitoring, and evaluating the options and services required to meet an individual's health and social needs. In the context of occupational health, case management focuses on facilitating the recovery and return to work of employees who have suffered work-related injuries or illnesses.

Employee Health: Employee health refers to the physical, mental, and social well-being of workers in the workplace. It encompasses efforts to promote and maintain the overall health and safety of employees, prevent work-related injuries and illnesses, and support the rehabilitation and return to work of employees who have been injured or become ill on the job.

Healthcare Provider: A healthcare provider is a licensed professional who delivers medical services or treatment to individuals. In the context of occupational health case management, healthcare providers may include physicians, nurses, physical therapists, occupational therapists, psychologists, and other allied health professionals who are involved in the care of employees with work-related injuries or illnesses.

Return-to-Work: Return-to-work (RTW) refers to the process of reintegrating employees who have been injured or become ill in the workplace back into the workforce. The goal of RTW programs is to facilitate the safe and timely return of employees to work duties that are suitable for their medical condition, abilities, and limitations.

Workplace Injury: A workplace injury is any physical harm or medical condition that results from a work-related accident or exposure to occupational hazards. Common types of workplace injuries include sprains and strains, fractures, cuts and lacerations, burns, and repetitive strain injuries. Occupational health case managers play a key role in coordinating the care and rehabilitation of employees with work-related injuries.

Work-Related Illness: A work-related illness is a health condition that is caused or aggravated by exposure to occupational hazards in the workplace. Examples of work-related illnesses include occupational asthma, dermatitis, hearing loss, and musculoskeletal disorders. Occupational health case managers work with healthcare providers to ensure that employees with work-related illnesses receive appropriate treatment and support.

Disability Management: Disability management is a proactive approach to addressing the needs of employees who have temporary or permanent disabilities that affect their ability to work. Occupational health case managers collaborate with healthcare providers, employers, and insurance carriers to develop and implement disability management plans that support employees in maximizing their functional abilities and participating in meaningful work activities.

Functional Capacity Evaluation: A functional capacity evaluation (FCE) is a comprehensive assessment conducted by a qualified healthcare provider to evaluate an individual's physical and cognitive abilities in relation to work tasks and demands. FCEs are often used in occupational health case management to determine an employee's readiness to return to work, identify any functional limitations or restrictions, and develop appropriate return-to-work plans.

Job Analysis: Job analysis is a systematic process of examining and documenting the specific tasks, duties, responsibilities, and physical demands associated with a particular job or occupation. Occupational health case managers use job analysis information to assess the suitability of work tasks for employees returning to work after an injury or illness, identify potential accommodations or modifications, and facilitate successful return-to-work outcomes.

Rehabilitation Services: Rehabilitation services are therapeutic interventions provided to individuals with disabilities or functional limitations to help them regain or improve their physical, cognitive, emotional, and social abilities. Occupational health case managers collaborate with rehabilitation professionals, such as physical therapists, occupational therapists, and vocational counselors, to coordinate the delivery of rehabilitation services to employees with work-related injuries or illnesses.

Workplace Accommodation: Workplace accommodation refers to modifications, adjustments, or changes made to the work environment, job duties, or work schedule to enable employees with disabilities or health conditions to perform their job duties effectively and safely. Occupational health case managers work with employers, employees, and healthcare providers to identify and implement workplace accommodations that support the successful return to work of employees with work-related injuries or illnesses.

Occupational Rehabilitation: Occupational rehabilitation is a specialized field of healthcare that focuses on helping individuals with work-related injuries or illnesses regain their functional abilities, vocational skills, and independence to return to work. Occupational health case managers collaborate with occupational rehabilitation professionals to coordinate the delivery of medical, vocational, and psychosocial services that support the recovery and return to work of employees.

Medical Case Management: Medical case management is a process of coordinating and managing the medical care of individuals with complex or chronic health conditions to ensure they receive appropriate and timely treatment. In occupational health, medical case management involves working with healthcare providers to develop and implement care plans for employees with work-related injuries or illnesses, monitor their progress, and facilitate their return to work.

Return-to-Work Program: A return-to-work (RTW) program is a structured process designed to facilitate the safe and timely return of employees who have been injured or become ill in the workplace back to work duties that are suitable for their medical condition and abilities. Occupational health case managers collaborate with employers, healthcare providers, and employees to develop and implement RTW programs that support successful return-to-work outcomes.

Worksite Assessment: A worksite assessment is a comprehensive evaluation of the physical, ergonomic, environmental, and psychosocial factors present in the workplace that may impact the health, safety, and well-being of employees. Occupational health case managers conduct worksite assessments to identify potential hazards, risks, and barriers to the return to work of employees with work-related injuries or illnesses, and recommend strategies to address these issues.

Functional Limitations: Functional limitations are restrictions or impairments in an individual's physical, cognitive, emotional, or social abilities that may affect their capacity to perform work tasks or engage in

daily activities. Occupational health case managers assess the functional limitations of employees with work-related injuries or illnesses, develop individualized care plans to address these limitations, and support their return to work through accommodations, modifications, or rehabilitation services.

Health Promotion: Health promotion is the process of enabling individuals to increase control over and improve their health through education, awareness, lifestyle changes, and environmental supports. In the context of occupational health, health promotion initiatives aim to prevent work-related injuries and illnesses, promote healthy behaviors and practices in the workplace, and support the overall well-being of employees to enhance productivity and quality of life.

Occupational Safety and Health: Occupational safety and health (OSH) is a multidisciplinary field that focuses on promoting and protecting the health, safety, and well-being of workers in the workplace. OSH professionals, including occupational health case managers, collaborate with employers, employees, and regulatory agencies to identify and mitigate occupational hazards, prevent work-related injuries and illnesses, and ensure compliance with safety standards and regulations.

Workplace Wellness: Workplace wellness refers to initiatives, programs, and policies implemented by employers to promote the physical, mental, and emotional health of employees in the workplace. Workplace wellness programs may include health screenings, fitness activities, stress management workshops, nutrition education, and smoking cessation support. Occupational health case managers may collaborate with employers to develop and implement workplace wellness strategies that support employee health and well-being.

Return-to-Work Coordinator: A return-to-work coordinator is a designated individual within an organization who is responsible for overseeing the return-to-work process of employees who have been injured or become ill in the workplace. The return-to-work coordinator, often an occupational health case manager, works closely with employers, healthcare providers, and employees to coordinate the delivery of medical care, rehabilitation services, and workplace accommodations that support the successful return to work of employees.

Job Accommodation: A job accommodation is a modification, adjustment, or change made to the job duties, work environment, or work schedule of an employee with a disability or health condition to enable them to perform their job tasks effectively and safely. Examples of job accommodations include ergonomic workstations, flexible work hours, modified job duties, and assistive devices. Occupational health case managers collaborate with employers and employees to identify and implement job accommodations that facilitate the return to work of employees with work-related injuries or illnesses.

Recovery Plan: A recovery plan is a structured and individualized care plan developed by occupational health case managers in collaboration with healthcare providers to guide the rehabilitation and return-to-work process of employees with work-related injuries or illnesses. The recovery plan outlines the goals, interventions, timelines, and responsibilities involved in supporting the recovery and return to work of employees, and may include medical treatment, rehabilitation services, workplace accommodations, and vocational support.

Health and Safety Legislation: Health and safety legislation refers to laws, regulations, and standards established by government authorities to protect the health, safety, and well-being of workers in the workplace. Health and safety legislation sets out requirements for employers, employees, and regulatory agencies to identify and control occupational hazards, prevent work-related injuries and illnesses, and promote a safe and healthy work environment. Occupational health case managers must have knowledge of relevant health and safety legislation to ensure compliance and promote a culture of safety in the workplace.

Occupational Injury Management: Occupational injury management is a systematic approach to addressing work-related injuries in the workplace to facilitate the timely and safe return to work of employees. Occupational health case managers play a key role in coordinating the assessment, treatment, rehabilitation, and accommodation of employees with occupational injuries, and collaborate with employers, healthcare providers, and insurance carriers to support successful return-to-work outcomes.

Healthcare Navigation: Healthcare navigation is a process of guiding and supporting individuals through the complex healthcare system to access the appropriate services, treatments, and resources they need to address their health concerns. Occupational health case managers serve as healthcare navigators for employees with work-related injuries or illnesses, helping them navigate the healthcare system, coordinate appointments, communicate with healthcare providers, and access timely and quality care to support their recovery and return to work.

Functional Rehabilitation: Functional rehabilitation is a specialized form of rehabilitation therapy that focuses on improving an individual's physical, cognitive, and emotional abilities to perform work tasks and daily activities. Occupational health case managers collaborate with functional rehabilitation professionals, such as physical therapists, occupational therapists, and exercise physiologists, to develop and implement functional rehabilitation programs that support the recovery and return to work of employees with work-related injuries or illnesses.

Disability Insurance: Disability insurance is a type of insurance coverage that provides financial protection to individuals who are unable to work due to a disability or health condition. Disability insurance may cover a portion of an individual's income during a period of disability, as well as provide access to vocational rehabilitation services, medical benefits, and return-to-work support. Occupational health case managers may work with disability insurance carriers to coordinate the care, rehabilitation, and return-to-work plans of employees with work-related injuries or illnesses.

Workplace Ergonomics: Workplace ergonomics is the science of designing and arranging work tasks, tools, equipment, and workstations to fit the capabilities and limitations of the human body to optimize comfort, safety, and productivity. Occupational health case managers use ergonomic principles to assess and modify the physical work environment, job tasks, and equipment to prevent work-related musculoskeletal injuries, improve work performance, and support the health and well-being of employees in the workplace.

Functional Capacity: Functional capacity refers to an individual's physical, cognitive, and emotional abilities to perform work tasks and daily activities effectively and safely. Occupational health case managers assess the functional capacity of employees with work-related injuries or illnesses to determine their readiness to

return to work, identify any limitations or restrictions, and develop individualized care plans that support their recovery and successful return to work.

Vocational Rehabilitation: Vocational rehabilitation is a multidisciplinary approach to helping individuals with disabilities or health conditions gain or regain the skills, knowledge, and abilities needed to return to work, perform job duties, and participate in meaningful work activities. Occupational health case managers collaborate with vocational rehabilitation professionals, such as vocational counselors, job coaches, and career development specialists, to coordinate the delivery of vocational rehabilitation services that support the return to work of employees with work-related injuries or illnesses.

Workplace Health and Safety: Workplace health and safety refers to the collective efforts, policies, and practices implemented by employers, employees, and regulatory agencies to protect the health, safety, and well-being of workers in the workplace. Workplace health and safety programs aim to identify and control occupational hazards, prevent work-related injuries and illnesses, promote safe work practices, and ensure compliance with health and safety regulations. Occupational health case managers play a critical role in promoting workplace health and safety, conducting risk assessments, and implementing strategies to minimize occupational risks and hazards.

Occupational Health Assessment: Occupational health assessment is a structured evaluation conducted by occupational health professionals to assess the health status, work abilities, and risks of employees in the workplace. Occupational health case managers perform occupational health assessments to identify work-related hazards, assess the functional abilities of employees, determine fitness for work, and develop strategies to prevent work-related injuries and illnesses. Occupational health assessments may include medical examinations, health screenings, ergonomic evaluations, and psychosocial assessments.

Workplace Disability Management: Workplace disability management is a comprehensive approach to addressing the needs of employees who have disabilities or health conditions that affect their ability to work. Occupational health case managers collaborate with employers, healthcare providers, and insurance carriers to develop and implement workplace disability management programs that support employees in maximizing their functional abilities, participating in work activities, and achieving successful return-to-work outcomes.

Occupational Health Promotion: Occupational health promotion is the process of creating a healthy workplace environment that supports the physical, mental, and social well-being of employees and enhances their productivity, engagement, and satisfaction. Occupational health case managers collaborate with employers to develop and implement occupational health promotion initiatives, such as wellness programs, health screenings, ergonomic assessments, and safety training, to prevent work-related injuries and illnesses, promote healthy behaviors, and support the overall health and well-being of employees in the workplace.

Return-to-Work Planning: Return-to-work planning is a structured process of developing and implementing individualized plans to facilitate the safe and timely return of employees who have been injured or become ill in the workplace back to work duties that are suitable for their medical condition and abilities.

Occupational health case managers work with healthcare providers, employers, and employees to develop

return-to-work plans that outline the goals, interventions, timelines, and responsibilities involved in supporting the recovery and return to work of employees, and may include medical treatment, rehabilitation services, workplace accommodations, and vocational support.

Workplace Health Promotion: Workplace health promotion is the process of creating a healthy work environment that supports the physical, mental, and social well-being of employees through the implementation of policies, programs, and practices that promote healthy behaviors, prevent work-related injuries and illnesses, and enhance overall employee health and wellness. Occupational health case managers collaborate with employers to design and implement workplace health promotion strategies that support the health, safety, and productivity of employees in the workplace.

Occupational Health Surveillance: Occupational health surveillance is the systematic collection, analysis, and interpretation of health data related to work-related injuries, illnesses, exposures, and hazards in the workplace. Occupational health case managers use occupational health surveillance data to identify trends, patterns, and risk factors, assess the health status of employees, and develop strategies to prevent work-related injuries and illnesses. Occupational health surveillance may involve monitoring health outcomes, conducting health screenings, and evaluating workplace hazards to protect the health and safety of employees in the workplace.

Occupational Health and Safety Management: Occupational health and safety management is the process of identifying, assessing, controlling, and monitoring occupational hazards and risks in the workplace to prevent work-related injuries and illnesses, promote a safe work environment, and ensure compliance with health and safety regulations. Occupational health case managers collaborate with employers to implement occupational health and safety management systems, policies, and programs that support the health and well-being of employees, minimize occupational risks and hazards, and promote a culture of safety in the workplace.

Return-to-Work Coordination: Return-to-work coordination is the process of overseeing and facilitating the return-to-work process of employees who have been injured or become ill in the workplace to ensure they receive appropriate medical care, rehabilitation services, and workplace accommodations that support their recovery and successful return to work. Occupational health case managers serve as return-to-work coordinators, working closely with employers, healthcare providers, and employees to develop and implement return-to-work plans, monitor progress, address barriers, and promote positive return-to-work outcomes.

Occupational Health Consultation: Occupational health consultation is a collaborative process in which occupational health professionals provide expert advice, guidance, and recommendations to employers, employees, and other stakeholders on occupational health and safety issues in the workplace. Occupational health case managers offer occupational health consultation services to assess workplace hazards, develop prevention strategies, implement health promotion initiatives, and support the rehabilitation and return to work of employees with work-related injuries or illnesses to promote a safe and healthy work environment.

Return-to-Work Support: Return-to-work support is the provision of assistance, resources, and services to employees who have been injured or become ill in the workplace to facilitate their recovery and successful

return to work. Occupational health case managers offer return-to-work support by coordinating medical care, rehabilitation services, workplace accommodations, and vocational assistance that address the individual needs, abilities, and limitations of employees, and promote their reintegration into the workforce in a safe and sustainable manner.

Occupational Health Risk Assessment: Occupational health risk assessment is the process of identifying, evaluating, and controlling occupational hazards, exposures, and risks in the workplace to protect the health and safety of employees. Occupational health case managers conduct occupational health risk assessments to assess the likelihood and severity of work-related injuries and illnesses, identify high-risk job tasks and work environments, and develop strategies to eliminate or minimize occupational risks and hazards to prevent occupational injuries and illnesses.

Workplace Health Promotion Program: A workplace health promotion program is a structured initiative implemented by employers to promote the health, safety, and well-being of employees in the workplace through the provision of health education, wellness activities, health screenings, and support services. Occupational health case managers collaborate with employers to design and implement workplace health promotion programs that address the unique health needs, challenges, and priorities of employees, and promote a culture of health and wellness in the workplace to enhance employee satisfaction, engagement, and productivity.

Occupational Health Education: Occupational health education is the process of providing information, training, and resources to employees, employers, and other stakeholders about occupational health and safety issues, regulations, practices, and policies in the workplace. Occupational health case managers deliver occupational health education programs to raise awareness, build knowledge, and promote healthy behaviors and practices that prevent work-related injuries and illnesses, support employee health and well-being, and foster a culture of safety in the workplace.

Workplace Injury Prevention: Workplace injury prevention is the systematic approach to identifying, assessing, and controlling occupational hazards, risks, and factors that contribute to work-related injuries and illnesses