
Undergraduate Certificate in Occupational Health Case Management

Health Promotion and Wellness Programs

Absenteeism: Absenteeism refers to the habitual failure to report for work or attend school. In the context of occupational health case management, absenteeism can be a sign of underlying health issues or workplace concerns that need to be addressed. Related terms include presenteeism, disability management, and return-to-work programs.

Active Listening: Active listening is a communication technique that involves fully concentrating, understanding, responding, and then remembering what is being said. In occupational health case management, active listening can help build trust and rapport with employees and facilitate effective communication. Related terms include communication skills, empathy, and rapport building.

ADA (Americans with Disabilities Act): The ADA is a federal law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. In occupational health case management, ADA compliance is essential to ensure equal opportunity and access for all employees. Related terms include disability discrimination, reasonable accommodations, and interactive process.

Bereavement Leave: Bereavement leave is time off from work granted to employees following the death of a loved one. In occupational health case management, bereavement leave can help support employees during a difficult time and promote mental health and well-being. Related terms include compassionate leave, family leave, and medical leave.

Burnout: Burnout is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. In occupational health case management, burnout can be a concern for employees in high-stress jobs, and can lead to decreased productivity, absenteeism, and turnover. Related terms include stress management, work-life balance, and employee well-being.

Case Management: Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's health needs. In occupational health case management, case management can help ensure that employees receive appropriate and timely medical care, support, and resources to facilitate a safe and durable return-to-work. Related terms include disability management, return-to-work programs, and case management services.

CBT (Cognitive Behavioral Therapy): CBT is a type of psychotherapy that helps people learn how to identify and change destructive thought patterns that have a negative influence on behavior and emotions. In occupational health case management, CBT can be a helpful tool for managing stress, anxiety, depression, and other mental health concerns. Related terms include psychotherapy, therapy, and counseling.

Chronic Disease: Chronic diseases are long-term medical conditions that often require ongoing management and care. In occupational health case management, chronic diseases such as diabetes, heart

disease, and asthma can affect employee health, productivity, and absenteeism. Related terms include disease management, wellness programs, and health promotion.

COVID-19: COVID-19 is a highly infectious respiratory disease caused by the SARS-CoV-2 virus. In occupational health case management, COVID-19 has presented new challenges related to infection control, remote work, and employee mental health. Related terms include pandemic, public health, and infection prevention.

Disability Discrimination: Disability discrimination is the unfair treatment of an individual based on their disability. In occupational health case management, disability discrimination can occur when an employer fails to provide reasonable accommodations or engages in other discriminatory practices. Related terms include ADA, reasonable accommodations, and interactive process.

Disability Management: Disability management is a proactive and systematic approach to managing employee disability and absence. In occupational health case management, disability management can help ensure that employees receive appropriate medical care, support, and resources to facilitate a safe and durable return-to-work. Related terms include case management, return-to-work programs, and accommodation.

EAP (Employee Assistance Program): An EAP is a confidential counseling and referral service that provides short-term support to employees dealing with personal or work-related issues. In occupational health case management, EAPs can help address mental health concerns, substance abuse, and other personal issues that may affect employee productivity and well-being. Related terms include counseling, therapy, and mental health.

Ergonomics: Ergonomics is the study of how equipment, products, and systems can be designed to fit the people who use them. In occupational health case management, ergonomics can help prevent work-related injuries, reduce absenteeism, and improve employee productivity and well-being. Related terms include workplace safety, injury prevention, and workstation design.

Empathy: Empathy is the ability to understand and share the feelings of another person. In occupational health case management, empathy can help build trust and rapport with employees, promote effective communication, and facilitate a supportive and inclusive workplace culture. Related terms include active listening, communication skills, and rapport building.

Health Assessment: A health assessment is a comprehensive evaluation of an individual's health status, including medical history, physical examination, and laboratory testing. In occupational health case management, health assessments can help identify health risks, prevent chronic diseases, and promote employee well-being. Related terms include health screening, wellness programs, and health promotion.

Health Literacy: Health literacy is the degree to which individuals have the ability to obtain, process, and understand basic health information and services needed to make appropriate health decisions. In occupational health case management, health literacy is essential to ensure that employees understand their medical care, treatment options, and health benefits. Related terms include patient education, communication skills, and health promotion.

Health Promotion: Health promotion is the process of enabling people to increase control over and improve their health. In occupational health case management, health promotion can include wellness programs, health screenings, and other interventions designed to prevent chronic diseases, promote mental health, and improve employee productivity and well-being. Related terms include disease prevention, health education, and wellness programs.

Injury Prevention: Injury prevention is the process of identifying and addressing potential hazards in the workplace to prevent work-related injuries and illnesses. In occupational health case management, injury prevention can include ergonomics, workplace safety training, and other interventions designed to reduce employee risk. Related terms include workplace safety, ergonomics, and risk management.

Interactive Process: The interactive process is a collaborative dialogue between an employer and an employee to determine reasonable accommodations for a disability. In occupational health case management, the interactive process is a critical component of ADA compliance and can help ensure that employees receive appropriate accommodations and support. Related terms include ADA, reasonable accommodations, and disability discrimination.

Leave Management: Leave management is the process of tracking and managing employee leave, including vacation, sick leave, and other types of leave. In occupational health case management, leave management can help ensure that employees receive appropriate leave benefits and that leave policies are administered consistently and fairly. Related terms include leave policies, leave tracking, and leave administration.

Mental Health: Mental health refers to an individual's emotional, psychological, and social well-being. In occupational health case management, mental health can be a concern for employees dealing with stress, anxiety, depression, or other mental health issues. Related terms include EAP, counseling, and therapy.

Occupational Health: Occupational health is the branch of medicine that deals with the prevention and management of work-related injuries and illnesses. In occupational health case management, occupational health can include medical evaluations, injury management, and other interventions designed to promote employee health and well-being. Related terms include workplace safety, injury prevention, and disability management.

Patient Education: Patient education is the process of providing individuals with the information and resources needed to make informed health decisions. In occupational health case management, patient education can include health assessments, health screenings, and other interventions designed to promote employee health literacy. Related terms include health literacy, communication skills, and health promotion.

Presenteeism: Presenteeism is the practice of attending work while sick or impaired, which can result in decreased productivity and increased health risks. In occupational health case management, presenteeism can be a concern for employees who feel pressured to work despite health concerns, and can lead to decreased employee well-being and increased health care costs. Related terms include absenteeism, disability management, and health promotion.

Reasonable Accommodations: Reasonable accommodations are modifications or adjustments to a job or work environment that enable an individual with a