

Building a workplace musculoskeletal health strategy

Every organization is unique. There's no one-size-fits-all approach to building your workplace musculoskeletal (MSK) health strategy. Not sure where to begin? Here's our template and sample strategy to help you get started.

Background

Include information here about:

- Your organization.
- Why are you doing this now? Any specific influences – legislative, financial, employee driven? For example, your LTD claims related to MSK health are increasing.
- Key stakeholders and their involvement. For example, [business unit] owns the strategy and reports to [senior leadership sponsor name, title]. [Name, title] is the champion and will be leading the strategy development.
- High level overview. What are you trying to achieve? For example, reduce your LTD claims related to MSK health.

Vision/value statement

This is a short (1-2 sentence) statement. It explains the long-term results you're hoping to achieve. For example: *[Organization] empowers and supports employees to achieve optimal physical well-being. We foster a culture that values physical health and total well-being, where every employee feels [Organization] is a physically safe place to work.*



Current state

Add specific data around what you are seeing regarding your employees' MSK health. What is driving this strategy? For example:

- MSK health is the leading driver of both STD and LTD claims
- WCB claims are above the industry average
- Employees aren't accessing or aware of the resources we have for MSK health

Priorities and objectives

What are you hoping to accomplish and how will you get there? Outline 2-3 priorities and 2-3 specific objectives for each. Your priorities and objectives will guide your actions moving forward. You will also want to establish key performance indicators (KPIs) for each objective. The KPIs will be what you use to measure success. Include the following for each priority and objective:

- Action plans
- Key performance indicators (KPIs)
- Timelines
- Resources/people involved

Key priorities	Objectives
1. Increase awareness and use of MSK health resources.	I. Increase manager comfort level and knowledge of MSK health resources and services. II. Increase employee awareness and usage of MSK health resources.
2. XXXXXXXX	XXXXXXX
3. XXXXXXXX	XXXXXXX



Action plan, timing and resources

Priority 1 – Increase awareness and use of MSK health resources

Objective	Action plan	Resources	KPIs	Target date
I. Increase manager comfort level and knowledge of MSK health resources and services.	<ul style="list-style-type: none"> Offer manager education and training on how to access available MSK health resources. Include MSK health training in new manager onboarding process. 	<ul style="list-style-type: none"> Human Resources Benefits & Wellness specialist 	<ul style="list-style-type: none"> 75% of managers receive training by end of 20XX 	<ul style="list-style-type: none"> Launch QX Complete QX
II. Increase employee awareness and usage of MSK health resources.	<ul style="list-style-type: none"> Facilitate employee lunch-and-learns, seminars and email communications on available MSK health resources. Include MSK health resource overview in employee onboarding process. 	<ul style="list-style-type: none"> Human Resources Benefits & Wellness specialist 	<ul style="list-style-type: none"> 100% of employees receive MSK health information 50% engagement with MSK health resources by end of 20XX 	<ul style="list-style-type: none"> Launch QX Complete QX

Priority 2 – XXXXXXXXX

Objective	Action plan	Resources	KPIs	Target date

Priority 3 – XXXXXXXXX

Objective	Action plan	Resources	KPIs	Target date

Key tips

Keep these in mind when building your MSK health strategy:

Resources – when setting your objectives think about the resources (time, money, people) you have available and the degree of effort needed.

- For example: what do you need to roll out organization-wide manager training? Will it be online or in person? How long will each session be? How will you track participation, survey participants etc.?

Policies and processes – make sure you have policies and processes in place to support your strategy.

- For example: a safe workplace policy with clear processes for requesting accommodations and reporting incidents and injuries.
- For more information and templates for developing a workplace accommodation policy, visit the **Canadian Human Rights Commission**.

On-going review – supporting MSK health is an ongoing effort. The needs and strategies of your organization will change over time. This means you'll need a continuous review process that evolves with your organization.

Review frequency – How often you review your progress depends on what works best for your organization. You may want to start with a monthly review, then move to quarterly reviews for reporting on your progress to stakeholders. An annual review is recommended to report on outcomes and where you are relative to your baseline.