

INFORMATION BULLETIN

Occupational Rehabilitation II (OR2) Providers

September 8, 2010

#2010 – 50

Health Care Services (HCS) Contract Update

HCS has secured agreements with OR2 providers across the province that started August 1st 2010 and will last until July 31st 2017. This long term agreement provides stability for the providers while allowing Board Officers to establish ongoing working relationships with their local OR2 clinics.

The focus of the OR2 contracting process was to create a program that meets multiple stakeholders' needs as well as being fair and transparent to the providers. We gathered feedback from workers, providers and surveyed 28 Case Managers representing 10 SDL's asking for feedback about the program. We also polled medical advisors for input and other provincial jurisdictions about their similar rehabilitation programs.

There was an overwhelming response to the public tender with 63 clinics across the province expressing interest in offering the program and 43 clinics subsequently applied for the contract. Of these 43 applications, 24 providers were awarded contracts in their service regions. Congratulations to those successful clinics – Health Care Services is looking forward to continuing our positive dealings as we continue with the new OR2 agreement with the following providers:

City	Provider Name
Abbotsford	CBI Health Centre
Chilliwack	Chilliwack Occupational Rehabilitation Program
Coquitlam	CBI Health Centre
Courtenay	Rehabilitation in Motion
Dawson Creek	Northeastern Occupational Rehabilitation Centre (NEORC)
Kamloops	Drake Medox Active Rehabilitation
Kelowna	Kelowna General Hospital
Kelowna	Lifemark Health
Langley	Lifemark Health
Maple Ridge	Golden Ears Physiotherapy
Nanaimo	Nanaimo Regional General Hospital, Work Ability Program
Nanaimo	CBI Health Centre
Nelson	Kootenay Health Services Inc.
New Westminster	Orion Health
Prince George	CBI Health Centre

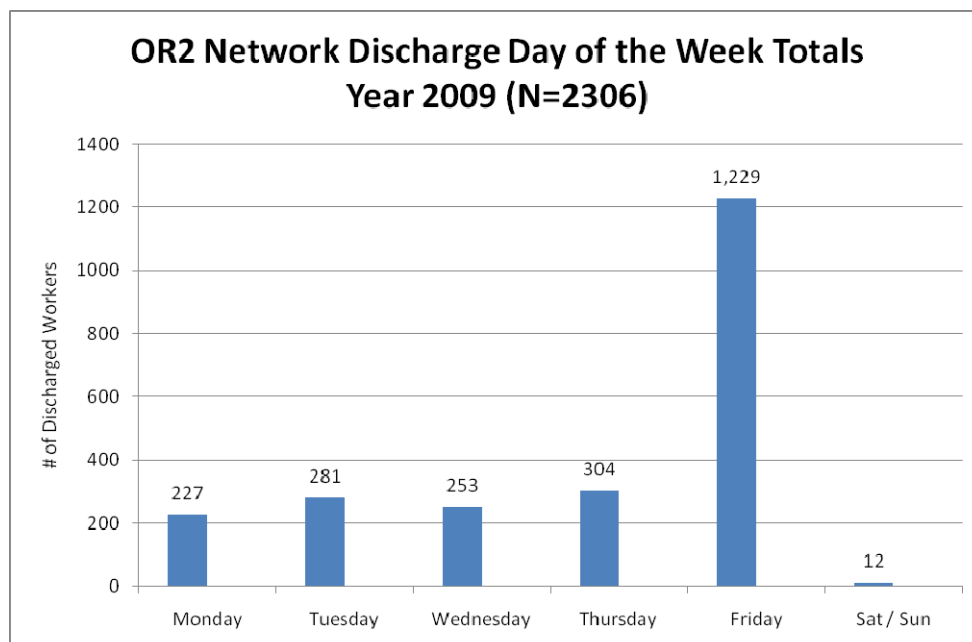
Richmond	Back in Motion
Squamish	Squamish Physio Sports & Spinal Manipulation Centre
Surrey	Back in Motion
Surrey	Orion Health
Vancouver	Lifemark Health
Vancouver	Orion Health
Vancouver	OT Consulting/Treatment Services
Victoria	CBI Health Centre
Victoria - Langford	CBI Health Centre

Note: Due to the historical low volume of “out of province” referrals, the Alberta providers are not included in the current OR2 network. Those Alberta clinics will continue to receive occasional WorkSafeBC referrals for occupational rehabilitation through a different referral process.

Discharge Date Trends

WorkSafeBC sends OR2 referrals to be assessed on any given business day but it is evident that clinics tend to discharge workers at the end of the week. The table and graph below show that 53% of workers in the OR2 network are discharged on a Friday.

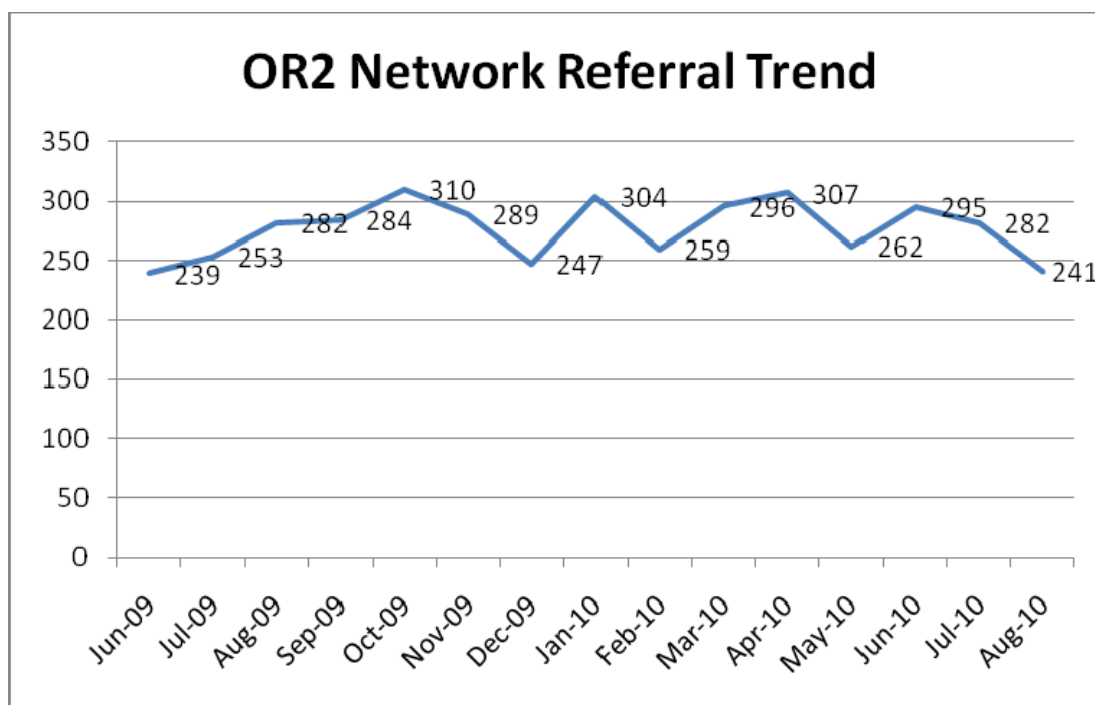
Date of Discharge	Total	% of Total
Monday	227	10%
Tuesday	281	12%
Wednesday	253	11%
Thursday	304	13%
Friday	1229	53%
Saturday	6	0%
Sunday	6	0%
Grand Total	2306	100%



It is often good practice to discharge a worker mid-week in order to allow the worker to benefit from a weekend break following a short trial at work. In the absence of a clinical justification for discharging a significantly higher proportion of workers on a Friday, it is preferable that the discharge dates be distributed more consistently throughout the week. Please contact the OR2 Program Manager if you would like comparable statistics specific to your facility location.

Referral Volumes

The monthly referral trend across the province over the past 14 months has remained very stable at an average of 277 referrals per month.



Key Performance Indicators (KPIs) Scorecard

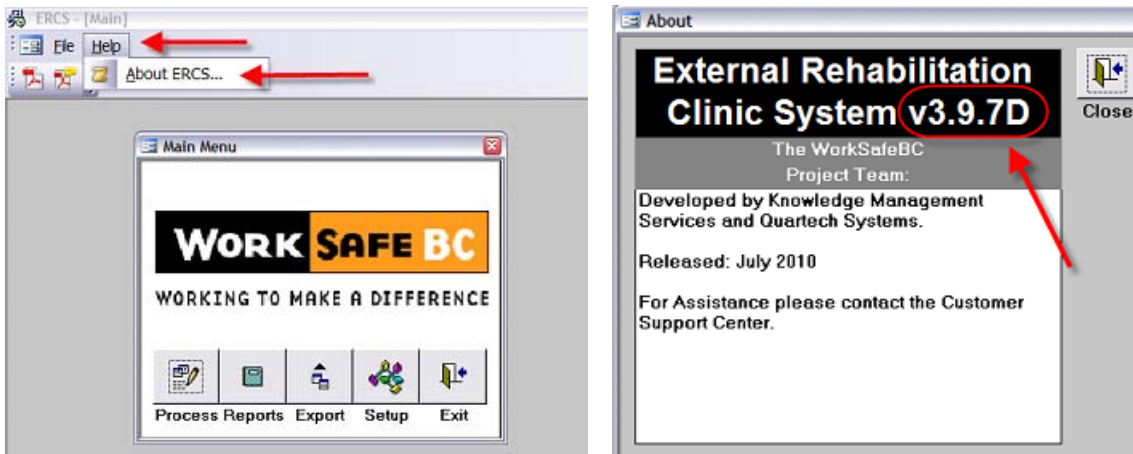
With the ability of CMS to capture real time data we are changing how we present the KPIs. Going forward we will be distributing a quarterly 'KPI scorecard' that will have most of the old KPIs plus a few new ones. You will receive a detailed communication regarding the new scorecards in early Fall and we anticipate the new scorecards will be ready for distribution in late Fall 2010. The first scorecards will cover the first two quarters of 2010.

ERCS updates

The ERCS update for OR2 providers was completed during the week of July 26 – 30th. You should have received an email at that time and have updated your ERCS program. If any providers have not received the update, please let contact HCS and provide your clinic name and the email address so that an update can be emailed to you.

The version you should be using now is - v3.9.7D

To verify you have the current version open ERCS to the Main Menu -> Click Help -> About ERCS...



General Information

Communication between providers and case managers continues to be strong, though occasionally Case Managers complain to Health Care Services that they have been caught off guard regarding the discharge status / discharge date, an incident on the program or not being aware of modified attendance hours. Please ensure the case manager is apprised of any incident or change to the treatment plan, duration or outcome immediately that it occurs.

When possible we encourage you to invite case managers to team meetings; even if they can't attend they may be able to partake in a conference call. The complete team approach usually pays dividends for all parties.

Worker having access to their file

The injured worker now has access to their claim file online. Please be mindful of this as there is the potential that a worker reads the ERCS report before the case manager has read it.

Threat Codes

Threat codes used to be indicated on the referral form though we no longer follow this practice. To alert the provider that there is a threat or some other unusual scenario, we have included a check box on the referral form that states: "Please call the Claim Owner for additional information." If this box is checked please ensure you call the Case Manager **prior** to the worker attending the intake assessment.

Duration

WorkSafeBC continues to be concerned with claims duration and our network providers can often influence duration. A few reminders:

- Perform JSVs as soon as possible. Please note: to encourage a JSV within the first 10 program days there is a 'timely JSV fee' of \$55 plus the initial JSV can be performed without case manager approval.
- GRTWs: keep them as short as possible and avoid defaulting to a six week plan.
- Consider discharging as soon as the worker meets their critical job demands.

Client Satisfaction

During the final quarter of 2010, Health Care Services will be going **GREEN** by having client satisfaction captured via an iPad. There are many benefits to using this new technology and currently a few providers are piloting the iPad. The initial feedback from both providers and injured workers is positive. In mid September you will receive a formal communication bulletin regards this exciting new development.

Bulletins online

Please note that we have posted bulletins from June 2009 onwards online at:
http://www.worksafebc.com/health_care_providers/programs_and_services/occupational_rehabilitation_2/Default.asp#bulletins

Mentorship

Please see the attached communication regarding mentorship planning in the OR2 program.

Physician's Reference Guide

WorkSafeBC Health Care Services has created a guide for physicians called "WorkSafeBC Reference Guide for Physicians in the Provider Network." Although this guide provides an overview of WorkSafeBC for physicians working in the external provider network it will also be of interest to all OR2 team members. Please see the attached communication regarding the physician reference guide.

Fax Cover Sheet

It is imperative to correctly complete the fax cover sheet; if erroneously completed there will be a delay of payment. A critical section of the cover sheet is the 'Date of Service' box as CMS uses this date for determining whether the report is eligible for the timely report fee.

Other common errors are using a single fax cover sheet for multiple submissions (i.e. a discharge report and a JSV report). This is incorrect. Also the invoice must be sent separately with a separate fax cover sheet.

Invoicing Reminders

Please ensure:

- You use the correct date format (yyyy/mm/dd) on all invoices and forms.
- Those items which are marked with an asterisk (*) must be fully completed, e.g. invoice date, last name, first name, DOB, referral date, DOI, payee number, postal code.

Thank you for your continued services and support in providing quality rehabilitation to our Injured Workers. We look forward to continuing our successful relationship in 2010.