

INFORMATION BULLETIN

RTWSS Providers

August 15, 2011

Information updates

#2011 - 50

Client Satisfaction Survey – Buck-slips:

Health Care Services has found historically that the client satisfaction response rates have been quite low, due to the nature of the services (community-based, the worker doesn't come to a facility, and may not see a clinician at the end of services). We have attempted to use the buck-slips for workers to complete an online survey, but this has not changed the response rate.

As such, effective August 15, 2011, RTWSS providers can stop providing Injured Workers with the Client Satisfaction Survey buck-slips. WorkSafeBC will take on surveying workers and will provide more information on that in the future.

Feedback Summaries:

RTWSS providers have recently received Feedback Summaries, which are the newest version of Key Performance Indicators (KPI's). When you receive the Summaries, you will receive two date ranges: the older quarter will be a final version, and the subsequent quarter will be preliminary, or draft data. For example, you will receive final data for quarter 1, 2011, and draft data for quarter 2, 2011.

Please see the following document which contains more information about the Feedback Summaries. Please note that there are a few differences from this sample to the RTWSS Summary Report. The Referral to Admission metric for OR1 is actually a Referral to Discharge metric for RTWSS. The RTWSS Summaries will have a legend describing the metrics.



**Provider
Feedback Summary Co**

As a reminder, the contracted timeframe is that RTWSS services are expected to start within 10 business days following receipt of the referral. From 2011, Quarter 1 preliminary data, the network average timeframes exceed 10 business days:
JDA: 12 days (earliest provided: 4 days, latest provided: 35 days)



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JSV: 16 days (earliest: 4 days, latest: 32 days)
GRTW planning: 11 days (earliest: 1 day, latest: 45 days)

Date of Service:

The last date of service (DOS) that you provide to an injured worker is the date that should appear on the invoice for that service. For JSV and JDA the DOS will be the date you completed the service. The reports for those services are then due three business days later. For GRTW Planning, the DOS is the date you submit the GRTW Plan to WorkSafeBC. The GRTW Plan is due 10 business days after you have confirmed the referral. For GRTW Monitoring, the DOS is the last day of the GRTW Plan. The GRTW Monitoring discharge report is then due three business days later.

Mentoring:

If an RTWSS provider hires new staff, that new clinician must have at least two years of experience working with RTWSS or RTWSS-type services. It is up to the provider to ensure that the clinician meets this contracted requirement. If they do not, the provider must put a plan in place to ensure that the clinician is supervised and mentored while providing the RTWSS services to WorkSafeBC injured workers, until they have reached the two years of experience. WorkSafeBC does not need to be notified of new clinicians (unless that new person is not a PT, OT, or Kinesiologist) or of the mentoring plan, but that information must be available if requested.

Report Reviews:

We are reviewing provider's RTWSS reports and we will provide feedback to Providers as we work through the network. As a result of and during this process, we have tweaked the RTWSS Reporting Guidelines that are listed near the back of the Reference Manual. The revised Reference Manual is attached to this e-mail.

Of note, we have included information regarding Ergonomic Assessments under the JSV section.

Providers are strongly urged to review the reporting guidelines and to share them with your RTWSS clinicians to ensure that all are aware of what is required in the reports.

Please note that these guidelines are the minimum expected in the various RTWSS reports.

Personal Protective Equipment for JSV'S:

Promotion of healthy and safe workplaces is one of our principal focuses and guiding principles at WorkSafeBC.



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Providers shall comply with all applicable Occupational Health and Safety Regulations while conducting Jobsite Visits. Clinicians are responsible for having available the appropriate safety equipment when attending a jobsite, which includes at minimum:

- Steel toed boots
- Reflective vest
- Hard hat
- Safety goggles

Clinicians are responsible for asking the employer what safety equipment is required prior to attending each job site visit. Always ensure clinicians have the minimum Personal Protective Equipment and are aware of the safety risks and hazards at the workplace that they are attending.

For your safety, all Occupational Health and Safety Regulations must be adhered to while conducting any Job Site Visit.

Health Care Portal:

WorkSafeBC is proud to announce that we will be implementing a new Provider Portal in the summer of 2011 and rolling it out to contracted Program providers over a period of approximately 6 months. We will be contacting each of the Program providers who are in scope of the 2011 implementation to let them know the process for Enrolment & Registration as well as the timeframe when you will start using the Provider Portal to conduct business processes with WorkSafeBC. The key processes that are included with this first release of the Provider Portal are: electronic referrals to contracted Programs, ability to electronically submit referral-related clinical reports to WorkSafeBC, and invoicing services (electronic invoice submission and invoice/payment inquiry). If you have any questions, please contact HCSBCU@worksafebc.com or your HCS Program Manager or Q.A. Supervisor.

Interpreter Services:

You recently received information about changes to the Interpretation booking process. We have included this information in the revised Reference Manual.

Electronic Funds Transfer:

Please note that WorkSafeBC can provide payments to Providers by way of electronic funds transfer, rather than by cheque and mail. If you are interested, please complete Form 19D1 available on http://www.worksafebc.com/forms/default.asp#health_care

Please feel free to contact us if you have any questions about this information. We hope you have a great summer!