

# ORP Network News

## December 16, 2002

### 1. SECOND AND THIRD QUARTER OUTCOMES

You should have recently received your 3rd Quarter KPI Report for 2002 as well as your Pay for Performance for Quarter 2, 2002.

Of note:

- The number of treated clients decreased from 824 in quarter 2 to 698 in quarter 3, 2002. After 2 consecutive quarters of the highest number of treated clients ever for the ORP network, this was a significant decrease and is similar to the number of treated clients in quarter 4, 2000 and quarter 1, 2001.
- There were no significant changes in network averages for discharge status, the 'injury to admit' interval and length of stay.
- The 'referral to admit' interval was only 6 days in quarter 3. It has decreased from 10 days in quarter 1.
- The average 'Assess Only' rate was the lowest ever at 13%.
- The average Client Satisfaction Rate (7.98) was below 8.00 for the first time in over a year. On the upside, the average client satisfaction response rate of 74% was an all-time high.
- For quarter 2, durable RTW figures were not available from the external survey company. We used the internal mainframe database to determine who was not receiving wage loss benefits. The network average of 69% is the highest ever.
- Congratulations to Back In Motion, Surrey for achieving a durable RTW+ outcome of > 70% for 6 consecutive quarters!
- Congratulations to the following programs which met or exceeded **both** client satisfaction targets (8.50 client satisfaction rate and 70% response rate):
  - Work Ability Centre at George Pearson Centre
  - Chilliwack ORP (2 consecutive quarters)
  - IMS
  - WorkAble - Terrace
  - Summit – Victoria (2 consecutive quarters)
  - NEORC (3 consecutive quarters)

### 2. NEW CONTACT INFORMATION

**Effective immediately, Duane and Janet's new fax number is (604) 231-8424. Please update your records.**

Also, due to the decreased usage of the toll-free number (1-800-661-2112), the Board has announced that it will be phased out in January 2003. If you call this number beginning on January 13, you will be intercepted by a message directing you to call other unrelated numbers.

### **3. CONTRACT DISCUSSION GROUP**

Thanks to the providers who participated in December 12<sup>th</sup>'s very thought provoking contract discussion group. Over the holidays we will be summarizing the information and distributing it to the participants for review prior to distribution to the network as a whole.

### **4. BILLING DAYS, TREATMENT DAYS AND OTHER CONFUSING INFORMATION**

We have been asked to clarify the “treatment day”, “invoice day” confusion, so here goes.....

- For the purposes of counting program participation for Length of Stay as reported in the quarterly KPI reports, ‘Treatment Days’ represents the number of days in the clinic and ‘Admit-Discharge’ are the days at the clinic as well as those days where the worker attends the worksite or any combination of the two.
- For the purpose of invoicing, the “Invoice Days Charged” should reflect the number of days that the client attended the clinic, including the first two assessment days. Days where the worker attended only the worksite should not be counted as “Invoice Days”.

### **5. INFORMATION BULLETINS**

Since the last 'Network News' dated November 29, 2002 there were no information bulletins.

As we come to the close of a year full of many changes, we would like to take this opportunity to thank you all for your efforts and feedback throughout the year. We wish you the best for a happy holiday season and a happy, healthy 2003.

Please feel free to contact Duane Endo, Quality Assurance Supervisor (604-231-8895) or Janet Brydon, Program Manager (604-231-8841) should you have any questions or comments.