

# ORP Network News

## July 18, 2003

### 1. 1st QUARTER OUTCOMES

You should have recently received your 1st Quarter KPI Report for 2003 as well as your Pay for Performance for Quarter 4, 2002.

Of note:

- The number of treated clients in ORP was 757, an increase of 116 over Q4 2002.
- The average Client Satisfaction Rate of 8.44 was an all-time high with a 74% response rate.
- For quarter 4, 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 for quarter 4 was 64%.
- Congratulations to Summit in Victoria for achieving a Durable RTW+ outcome of  $\geq 70\%$  for 4 consecutive quarters! CBI – Coquitlam, Northeastern Occupational Rehabilitation Centre in Dawson Creek and CBI – Prince George have achieved Durable RTW+ of  $\geq 70\%$  for 3 consecutive quarters.
- The following programs also met or exceeded **both** client satisfaction targets (8.50 client satisfaction rate and 70% response rate) in quarter 4:
  - Kelowna General Hospital (2 consecutive quarters)
  - Summit – Langford (2 consecutive quarters)
  - Summit – Nanaimo (2 consecutive quarters)
  - Canmore Pain Clinic
  - Chilliwack ORP
  - Columbia – Langley
  - Columbia - Squamish
  - Orion Health

### 2. PROPOSED SERVICE DELIVERY MODEL

On June 23<sup>rd</sup> there was a focus group consisting of 12 providers that were representative of all Board Sponsored Rehabilitation Programs. The reason for the meeting was to present a rough draft of a new model for management of soft tissue injuries and to receive input from the providers. We thank all the providers who attended and we have recently sent out an overview of this meeting to all providers (Information Bulletin #2003-20 dated July 16, 2003).

On July 17<sup>th</sup> there was a multidisciplinary treatment program discussion group regarding the proposed service delivery model and fees. Fifteen representatives from providers participated in the discussion and we thank all of them for their feedback and suggestions. An overview of that session will also be sent to providers once completed.

### 3. POLICY CHANGES AND THEIR IMPACT ON PROVIDERS EDUCATION SESSION

The June 23rd education session was well attended and we thank all those who took time from their practices to attend. For those unable to attend, there will be a communication to the network that summarizes the pertinent points.

### 4. ONLINE CLAIMS STATUS

There is an enhanced version of the online Claim Status application on [WorkSafeBC.com](http://www.worksafebc.com) <<http://www.worksafebc.com/>>. Workers, employers and health care providers can view benefits approved on a claim. As well, workers can view a longer history of past wage loss, income loss and reimbursement cheques. If you go to [Claim Status](https://online.worksafebc.com/anonymous/claimstatus/claim-check.asp) <<https://online.worksafebc.com/anonymous/claimstatus/claim-check.asp>> and enter a valid claim number, you will be able to view information such as date of injury, area of injury and side of body if applicable, nature of injury and whether a claim decision has been made.

### 5. INFORMATION BULLETINS

The following information bulletins relevant to the ORP network have been distributed since the last 'Network News' (April 29, 2003):

- ERCS Exporting Update (#2003-11)
- Announcement (#2003-15)
- Claims Management Restructuring (#2003-16)
- Policy Changes and their Impact on Providers Education Services (#2003-17)
- Discussion Group: Proposed Service Delivery Model and Fee Review (#2003-19a)
- Proposed Health Care Service Delivery Model Provider Meeting Summary for June 23, 2003 (#2003-20)

Please ensure that all of your program staff is aware of the information in these Bulletins. If you have not received any of these bulletins, please contact Duane at the phone number below.

Janet and Duane will both be on vacation from July 21 to August 1, 2003. (Janet will be back August 6/03). If you require any assistance during that time please call Health Care Provider Services at 604-232-7787:

Thor Butler, Quality Assurance Supervisor, local 8643  
Anna Lam, Program Manager, local 7705  
Michele Stoneburgh, Secretary, local 8478

Wishing you a safe and relaxing summer holiday season.

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