

ORP Network News

September 4, 2002

1. FIRST AND SECOND QUARTER OUTCOMES

You should have recently received your 2nd Quarter KPI Report for 2002 as well as your Pay for Performance for Quarter 1, 2002.

Some of the highlights are as follows:

- The number of treated clients increased from 720 in quarter 4, 2001 to 866 in quarter 1, 2002. This was also a significant increase over the number of referrals in Q1, 2001. There was a slight decrease in quarter 2, 2002 to 824 which was roughly the same number as the same quarter last year.
- There were no significant changes in network averages for discharge status, length of stay, and client satisfaction rates.
- Durable RTW+ (57%) was below 60% in quarter 2 for the first time in over a year.
- Congratulations to Back In Motion for achieving a durable RTW+ outcome of > 70% for 5 consecutive quarters!
- Congratulations to the following programs which met or exceeded **both** client satisfaction targets (8.50 client satisfaction rate and 70% response rate):
 - CBI – Abbotsford
 - Chilliwack ORP
 - Focus on Function
 - Royal Inland Hospital
 - Summit – Victoria
 - Drake Medox (2 consecutive quarters)
 - NEORC (2 consecutive quarters)
 - OT Consulting (2 consecutive quarters)
 - Squamish ORP (2 consecutive quarters)
 - WorkAble – Courtenay (2 consecutive quarters)
 - Summit – Langford (4 consecutive quarters)

2. REFERRAL TO ADMISSION TRENDS

The referral to admission interval for the network has consistently been meeting the target of 5 days or less for clients referred to treatment during the 2nd quarter. Congratulations!

3. IMPACT OF LRP REHAB CENTRE CLOSURE

In consideration of the pending closure of the L.R. Petersen Rehabilitation Centre, the ORP service needs for the Richmond area are currently being reviewed. Based on referral volumes in the Richmond area, Rehabilitation Centre staff interested in assuming ownership of an OR program will be given the opportunity to submit a proposal for transfer of ownership. In the event that this

does not prove to be a viable option, a request for proposal process will be put in place for a program in Richmond. Further information will be provided once a final decision has been made and at the Rehabilitation Provider Education Session on October, 18, 2002.

4. 5TH ANNUAL PROVIDER EDUCATION SESSION

Mark your calendars for October 18, 2002, the date of this year's annual Rehabilitation Provider Education Session. The morning's agenda will address some of the many changes currently underway at the WCB. The afternoon will provide an opportunity for ORP providers to meet to discuss current issues relevant to the ORP network. Please forward any items you would like added to the agenda for the afternoon ORP breakout session as soon as possible. One of the primary items for discussion will be the current contract and any feedback from the network as we prepare to review the contract and the services delivered within ORP. Your input will be appreciated.

5. STANDARDS MANUAL CORRECTIONS

As per the Information Bulletin identified below, the fax number (604-279-7590) provided in Procedure 3.1 of Standard 5.00 (Reports) was incorrect. Please delete this number from your Standards Manual. The correct number for faxing reports and invoices is 1-888-669-9970. If you have submitted reports to the 604-279-7590 number, please contact Janet Brydon to ensure that they have been received.

An error has also been noted in the Procedure section of Standard 4.32, Program Interruptions.

The Standard currently contains the following incorrect information:

3.0 PROCEDURE

3.2 *The program will enter into the database:*

- *the date treatment is interrupted*
- *the date treatment is resumed when the injured worker returns to treatment or the last date of attendance if the injured worker is not returning to treatment*
- *the reason for the interruption*

The Procedure should read as follows:

3.0 PROCEDURE

3.2 *The program will enter into the database:*

- *the date treatment is interrupted*
- *the date treatment is resumed when the injured worker returns to treatment, or the date it is determined that the injured worker is not returning to treatment*
- *the reason for the interruption*

Please make the necessary corrections to your copy of the Standards Manual.

6. EXPORT INFORMATION (Standard 6.00)

For the month of July, 79% of ORP providers had submitted their exports by the deadline. Delays and errors in data submission continue to contribute to delays in completion of the KPI reports. Please ensure that the information provided in the export is confirmed for accuracy and completeness before the deadline. The email sent with the export should also verify the number of discharges captured in the month's export.

7. INFORMATION BULLETINS

Since the last 'Network News' sent in May 2002, you should have received the following Information Bulletins:

- ERCS Export Tips (#2002-07)
- Program Closure – Leslie R. Peterson Centre (#2002-09)
- Designated Authority (#2002-10)
- Correction to Standards (#2002-11)

Please ensure that all of your OR program staff are aware of the information within these bulletins.

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.

For long distance calls please call 1-800-661-2112 local 8895 for Duane or local 8841 for Janet.