

**Memorandum**

**To: WCB Physiotherapy Providers**

**Date: 2001/02/19**

**From: Al Kozlowski, Manager, Physiotherapy Network, WCB**

**Re: Sample Scoring of Physiotherapy Plan/Report for Completion**

David Lowe's article in the January 2001 PABC Directions stated that the WCB was randomly sampling Physiotherapy Plan/Reports and scoring them for degree of completion. In November 2000, a standard scorecard was developed to score Physiotherapy Plan/Reports randomly selected from the fax queue. The scoring was arbitrarily weighted to reflect specific criteria required by the Physiotherapy Agreement and described in the Guide to Physiotherapy Plan/Report Completion (available from PABC website or myself). Ten reports were scored independently by three scorers for each week from 2000/11/20 to 2000/12/25. An average score was calculated for each set of ten reports, with a maximum score possible of 100 points. This series of samples provide a baseline for current report completion. The scores are as follows:

<u>Week</u>	<u>11/20</u>	<u>11/27</u>	<u>12/4</u>	<u>12/11</u>	<u>12/18</u>	<u>12/25</u>	<u>All</u>
<u>Score</u>	54.7	58.8	61.7	62.4	60.8	53.5	58.6

This suggests we have a relatively consistent level of completion of reports across the province. The purpose of scoring and reporting this information is to increase the degree of report completion. We have set a target score of 90/100 by 2001/04/30. Samples will be drawn from the fax queue every two weeks. Reports will be scored, and a summary of findings will be reported to PABC for distribution to physiotherapy clinics. In addition, individual reports that have been scored will be sent to the physiotherapist with comments on strengths, weaknesses and suggested improvements. The same information will be provided to the Board Officer managing the worker's claim to promote consistent understanding of the expectations of reporting. The scoring criteria are listed following this memo.

From the samples taken to date, the three areas that are consistently the weakest (and suggestions to improve) are

- Injury Status / Objective Findings: often no objective measure describing the status of the injury is provided. This could be improved by selecting the most descriptive objective parameter of the injury and providing an measure of change over time (i.e. ROM left knee extension has increased from -30° to -10° since initial assessment)
- Functional Abilities: often indicates generally what the worker cannot do. This could be improved by identifying a significant job demand, and describing what the worker *can* do safely (i.e. the worker's job requires lifting from floor to counter height of up to 20 kg for 50 repetitions in a day; he/she is currently capable of safely lifting 10 kg for 20 reps. over a 4 hr period)

## IMPORTANT NOTICE



- **Expected Outcomes (Treatment):** often left blank or have vague statements like 'increase ROM,' 'decrease pain,' 'start strengthening exercise.' This section would be improved by selecting either the impairment finding or the job demand described in either of the previous sections, and stating a measure for the expected result of proposed treatment (i.e. Expect ROM left knee extension to increase from -10° to 0°, or expect worker to be capable of safely lifting 20 kg for 50 reps. over an 8 hr period, by [specify the expected outcome date])

We would also like to encourage use of the attached scoring criteria for self-scoring or peer review of reports. In addition, if you receive an individual letter, feel free to share the recommendations with your peers.

If you have any questions or comments on the scoring exercise or reporting expectations, please contact me by phone at (604) 244-6155 (toll free at 1 800 661-2112, local 6155) or email at [akozlows@wcb.bc.ca](mailto:akozlows@wcb.bc.ca).

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 Workers' Compensation Board of BC

### Scoring Criteria for Physiotherapy Plan/Report

Section	Sub Section	Criteria	Points	
Whole report		Legible	1	
Demographic		All 10 items complete	10 (1/item)	
Clinical Status	Dates/Visits	# visits; injury, initial, reassess dates	8 (2/item)	
	Injury on Claim	Area and Nature of injury match claim	2	
	Injury Status		Describes state of injury on claim	5
			Relevant to injury on claim	5
			Objective measure of change	5
	Functional Abilities		Positive statement ("can do" vs. "can't")	5
			Describes a job demand (i.e. lift)	5
			Measured parameters (i.e. weight, freq)	5
	Recommendations (if extension) *		Only one selection made	12
			specific number of weeks	12
Treatment Plan (if extension) *	Start Date	Specified	2	
	Exp. No. Visits		Specified (no range)	2
			Projects injury state or function	4
	Tx Outcome		Relevant to injury or job	4
			Objective measure of change	4
			Date specified	4
	Short-term Goals		Specific to injury or job	1
			Objective measure of change	1
			Relevant to injury or job	1
			Date specified (i.e. 1/week of extension)	1
		No. visits specified per week	1	
Total Possible			100	

\*If no extension, total is pro-rated out of 63 possible points