

# Information Bulletin

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June 9, 2017

## Attention: Physiotherapy Providers

### Subject: Feedback on the Physiotherapy Agreement

We want to thank those Physical Therapists who recently provided us with feedback, both in person as well as via online survey, on the Physiotherapy Agreement. Provided below is a high-level summary of what we heard:

#### General Information:

- 91 people completed the survey online and approximately 75 people in total attended the in-person sessions in Burnaby, Victoria and Kelowna.
- Of the 91 responses completed online, we had representation from each of the following regions:
  - Lower Mainland (36 responses)
  - Fraser Valley (7)
  - Vancouver Island (14)
  - Thompson-Okanagan (15)
  - Kootenay (11)
  - Sea-to-Sky/Sunshine Coast (3)
  - Northern BC (5)
- When asked what percentage of their clinical caseload is comprised of WorkSafeBC workers:
  - 32% of respondents stated 0-10%
  - 48% stated 11-30%
  - 15% stated 30-50%
  - 5% stated > 50%

## Feedback specific to the model:

- When asked what is working well with the current Agreement, and what could be improved we heard the following:
  - The Initial Assessment block being pre-approved and paid was seen as a positive. Similarly there were comments on appreciating the approval of the 6 week Treatment Block as well as the approval process of the first Extension Block.
  - The involvement of the physiotherapist in contacting the employer: the majority of PTs viewed this as positive while others didn't see the value in making the phone call.
  - The report templates and specifically their focus on function and return to work were viewed in a positive light; however there were comments about unnecessary redundancy in certain sections/on certain reports.
  - Block-funding versus fee-for-service:
    - While the majority of respondents stated that they prefer the block-funding model, more commented that the change in model required increased administrative resources.
    - Remuneration: When considering the model as a whole, PTs stated that the rate of pay was fair and close to market rates however there were isolated comments that related to compensation for Extension Blocks, on specific claims.
  - Communication:
    - Feedback identified that the biggest opportunity for improvement was communication with Claim Owners, specifically as it related to phone calls and reporting.
  - Education:
    - When asked if the PTs would be interested in WorkSafeBC hosted education sessions, they stated the following:
      - 52% would be interested; 48% would not be
      - Of those interested, 57% would prefer webinar format; 43% would prefer in person

- We will consider this feedback when planning future education sessions.
- Additional resources:
  - When asked what additional tools would assist you, the general themes included:
    - Improving online functionality for reporting, invoicing and communication. Suggestions of using the Provider Portal were made as well as the use of e-mail to communicate with Claim Owners
    - Assistance with understanding invoicing rules
  - We have recently produced a Physiotherapy Handbook, which you should have received in the mail, as well as the link to an infographic in a separate bulletin. We hope, along with the Physiotherapy Agreement, Reference Manual and online invoicing webinar, this assists both PTs and administrators. Further, we will look at hosting invoicing webinars in the upcoming months.

Again we want to thank you for your time and effort in providing your feedback to us.

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