

# Information Bulletin

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January 31, 2020

**Attention: Home Care Services Providers**

**Subject: Inaugural Key Performance Indicators (KPIs) for Home Care Services Providers, Advance Referrals & Program Manager Update**

## KPI Reports at WorkSafeBC

WorkSafeBC's main strategic objectives are to support injured workers during their recovery, return them to work safely (wherever possible), and prevent ongoing or future disability. In order to achieve these objectives, we rely on providers like you. We value the professionalism and expertise of Home Care Services Providers and believe you are one of the most important partners in helping us to achieve this goal.

Over the last several years, WorkSafeBC has developed and distributed KPI reports for a number of provider networks including Community Occupational Therapy and Physiotherapy. WorkSafeBC has now developed the first ever KPI Report for Home Care Services Providers (see attached).

## Why KPIs?

The overall purpose of these KPI reports is to visibly track performance against the contract measures/targets as well as to determine where providers are successful and where there are opportunities for improvement in order to ultimately better the service for our injured workers. These reports will also help WorkSafeBC flag where the network may need support.

The attached KPI report includes measures outlined in the Home Care Services Contract (Schedule A, Section 59). It also contains detailed results for each Home Care Services Provider across the network, as well as shows the network averages, which allows you to see how you are performing relative to the other providers in your region and to the overall network.

## What's Next?

Health Care Services will be distributing this report on a quarterly basis and will continue to monitor these metrics for future planning and will provide support to you in order to help you in understanding these metrics and in achieving successful results.

Please feel free to reach out to us if you have any questions or feedback about these KPI reports.

## Reminder - Advance Referrals:

If you receive a referral in advance of the services being required (i.e. the injured worker is awaiting surgery or a hospital discharge) and you are unable to schedule the initial assessment within two business days of the referral date as required, the referral shall be placed on "hold" within the WorkSafeBC Provider Portal (within that initial 48 hour timeline).

You shall work diligently to schedule the initial assessment visit within the earliest availability upon the injured worker's discharge, and must remember to update the provider portal to "schedule" the date/time of this appointment either on the day before, or day of, the injured worker's surgery/discharge.

This is an important step since we have accounted for "holds" within our data metrics so as to ensure that your timelines are not affected by advance referrals which are outside of the contractor's control.

\*Note: It is not appropriate to place a referral on hold for reasons that are within the contractor's control (e.g. staff availability).

Also, please be reminded to:

- Change the referral status from "Acknowledged" to "Accepted" within 24 hours of receiving a new referral.
- Change the status from "Discharged" to "Done" once the final invoice has been submitted for a discharged injured worker.

## Program Manager Update:

We are pleased to introduce Britney Foster as the new Program Manager for Home Care Services. Britney's RN background will be an asset in her oversight of this program. We would like to thank Dana Chmelnitsky for her work on this program for the last few months.

Kimberly Evans (Fitton) will remain as the Quality Assurance Supervisor for Home Care Services.