

Information Bulletin

December 19, 2018

Attention: Physiotherapy Providers

Subject: KPI Report Distribution

With the change in WorkSafeBC contracting only with clinics under the new/current contract, and no longer contracting with individual clinicians, it has taken some time to ensure the KPI data was being captured accurately. We appreciate your patience while we worked through this process, and we are happy to report we are now able to resume distribution of the Key Performance Indicator (KPI) reports and will continue with quarterly distribution of these reports in 2019.

The Physiotherapy KPI report includes the network average, your individual clinic results, as well as results from other clinics within your region. We would like to remind you that the publication or reproduction of these reports in any way is prohibited and we ask that you not distribute these reports to any other clinic, provider or 3rd party. These reports are currently only being sent to the contract signatory of each Agreement; should you wish for these reports to be sent to additional e-mail addresses within your clinic, please contact us.

We want to reassure you that these KPI reports will be used only by Health Care Services at WorkSafeBC, and will not be used for punitive purposes. In Health Care Services we strive to build collaborative relationships with our health care provider partners in the community and we believe there is great value in physiotherapists being aware of the results they are achieving as we work towards our common goal of returning people to work.

What We Measure

One of the main measures captured in the KPI reports, is what we call Durable Return to Work or DRTW. DRTW is a measure of claim status that determines whether, 30 days post-discharge from Physiotherapy, a worker has either returned to work or is no longer on wage-loss. We also look at treatment length, specifically the number of claims that require Extension Blocks and how many Extension Blocks they may require. In order to achieve WorkSafeBC's strategic objectives we look to the support of physiotherapists, to assist us in returning workers to work as soon and safely as possible, which we believe can be observed and measured, to some degree, by looking at DRTW and treatment length.

Improved Durable Return to Work (DRTW) Outcomes

We would like to acknowledge your ongoing dedication to providing quality treatment to the injured workers of British Columbia. The DRTW outcomes have shown steady improvement over the past 4 years. Under the previous physiotherapy model of treatment the DRTW outcomes were

69%, after the transition to the current model DRTW outcomes improved to 75% and are now at an all-time high of 77%. We commend you on this notable result.

Health Care Services will continue to monitor these metrics for future planning, please feel free to reach out to us if you have any questions about these KPI reports.

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>