

Information Bulletin

January 25, 2018

Attention: OR1 Providers

Subject: OR1 Pilot Program

- **Start date of the OR1 Pilot Program - February 5, 2018.**
- **Who will be participating in the OR1 Pilot Program?**
 - Injured workers whose claims are managed by Return-to-Work (RTW) Specialist Nurses who are located in the following area offices:
 - **Richmond**
 - **Kelowna**
 - **Victoria**
- **What is the OR1 Pilot Program?**
 - It is hypothesized that many injured workers are unclear of what to expect prior to commencing the OR1 program. As a result, workers may be initially frustrated or less engaged in the program. This may delay positive outcomes.
 - The goal of the OR1 Pilot Program is to better inform workers of the purpose, benefits and expectations of the program prior to them initiating an OR1 program. We believe this will enable the worker to better engage and get the most out of the program to focus on their recovery and improve their outcomes.

In order to attempt this goal, the pilot will involve the following:

1. Prior to commencing the OR1 Program, the RTW Specialist Nurse will advise the injured worker of the following (via phone call and follow-up e-mail):

- The **purpose** of the OR1 program
- The **benefits** of the OR1 program
- The **expectations** of the OR1 program

2. Following intake into the program:

- The RTW Specialist Nurse will arrange a 15-30 minute conference call with the worker and their OR1 treatment team within the first 5 days of the program.

Following the conference call, the Worker will be invited to participate in a phone interview in order to share their feedback.

- **How will this affect the OR1 Provider?**

1. RTW Specialist Nurses will be contacting the Provider to arrange a team meeting with the Worker within the first 5 days of the program. Topics to be discussed at this meeting include:

- Results of the assessment
- Treatment plan
- Confirm expectations
- Estimated discharge date and status
- Any concerns or feedback the worker would like to share

2. OR1 Providers, preferentially the clinicians directly involved in the Worker's care, may be contacted to provide their feedback on the pilot.

Please note:

Due to the limited scope of this pilot, you may or may not receive Workers engaged in this initiative.

Please let us know if you choose not to participate.

We thank you in advance for your assistance with this and welcome any questions you may have.

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