

# Information Bulletin

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November 27, 2018

## Attention: Physiotherapy Network

### Subject: Strong outcomes reflected with increase to fee schedule

We are pleased to provide an update on how physiotherapists have helped improve return to work outcomes and how that positive impact will be reflected in an increased fee schedule. Effective December 1st, 2018, there will be an overall 5% increase to the fee schedule.

#### Improved return to work outcomes

As you may recall, in 2014, WorkSafeBC and the Physiotherapy Association of British Columbia worked together to launch a new model of physiotherapy treatment for injured workers. The new model represented a significant change to the established process. We know everyone needed time to adapt to the new model, both clinically and administratively, and we appreciate your patience and dedication to supporting injured workers during this period.

We introduced this new treatment model because we believed outcomes would be improved with an increased focus on function and return to work. While we continue to work towards improving processes where we can, we are now seeing the improved outcomes that we had hoped for. Durable Return to Work (DRTW) outcomes for workers attending physiotherapy treatment is currently at **an all-time high of 77%**, which is up from 69% in 2014 (under the previous model). You will be able to see more details regarding individual clinic outcomes when we resume circulation of the Key Performance Indicator (KPI) reports in the coming weeks.

#### Your role in making a difference in the lives of workers

We would like to acknowledge and thank you, the physiotherapists of British Columbia, for your continued hard work and dedication to the care of injured workers in our province. Physiotherapists are one of the key health care team members in assisting workers at restoring their function, and returning them to work and pre-injury quality of life. Your dedication to the care of injured workers is evident in the worker satisfaction results, which have been measured quarterly over the past 3 years:

- 86% of workers rated their overall satisfaction with the services provided by their physiotherapy provider as being Very Good/Good
- 86% of workers rated their overall satisfaction with the physiotherapy program as Very Good/Good

- 87% of workers surveyed were likely to recommend their physiotherapy provider

## **Recognizing your contributions**

As stated above, we are implementing an overall 5% increase to the fee schedule, effective December 1, 2018, to recognize and acknowledge these positive outcomes you helped achieve. We'll also be reducing the CGL insurance requirement back down to \$2M, in response to feedback we've received from you. Specific details of these changes will be provided in the contract amendment you will be receiving from our Purchasing Department in the coming days.

Again, we thank you for the care you provide to injured workers. Your professionalism, hard work and dedication to providing quality service to injured workers around the province is appreciated. You truly make a difference.

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