

Shell Core Contractor Meeting

March 8 2011

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Shell Core Contractor Meeting

- Purpose – introduction of Workman's Compensation Board 'Occupational Injury Service' program
- brief discussion of health information as it pertains to work ability (within and without WCB injuries)
 - concerns – the interface between industry and health care in West Central Alberta

Shell Core Contractor Meeting

- Background – family practice in Hinton since 1993, full spectrum care ('cradle to grave'...and beyond!) including WCB
- long history of clinic association with large industry in Hinton area (Gregg River and Cardinal River (aka Teck) coal mines, West Fraser Pulp, West Fraser Wood Products) and occupation health monitoring for employees

Hillcrest Medical Clinic Presents:
WCB Alberta
Occupational Injury Service (OIS)
To Shell Contractor Meeting
8 March 2011



STAY in the
GAME

Outline

- What is OIS?
- Process Overview
- Benefits
- Provider Specific Overview



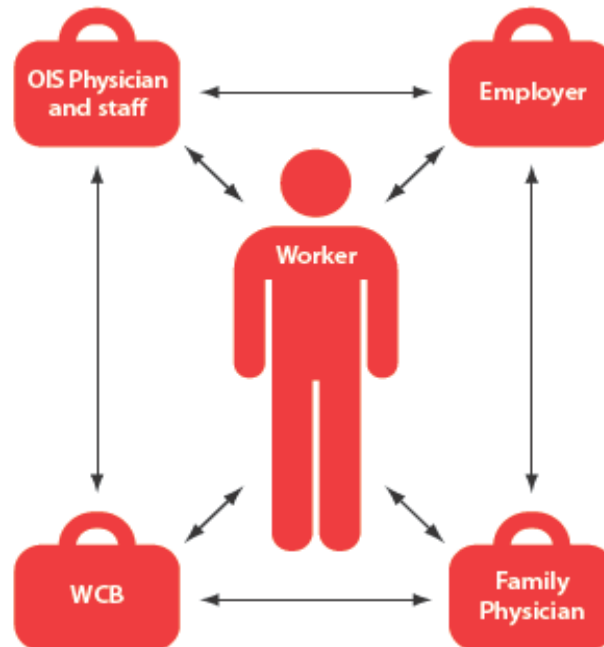
WCB Alberta



- WCB Vision: **Albertans working – a safe, healthy and strong Alberta**, is about reducing the impact a work related injury has on workers, their families, and employers

OIS Goal

- *Getting the right care at the right time with the right result – early, safe, sustainable return to work by fostering communication between key stakeholders*



OIS Goal



- **Why is a focus on early, safe return to work the right thing for injured workers?**
 - Recover sooner (less impact on work and home life)
 - Decreased time away from work
 - Time away from work = loss of physical conditioning, loss of job skills, loss of training/promotion opportunities, loss of interaction with co-workers etc.
 - Increase independence
 - Continue to contribute to your organization's success
 - Interruption in wages or job loss is less likely

What promotes early, safe return to work?



- Disability management knowledge (e.g. the best rehabilitation approach for most sprains and strains is staying active)
- Understanding of work environment
- Early intervention
- Expedited services (e.g. diagnostics, rehabilitation interventions)
- Return to work (RTW) plan development

Stakeholder communication (Worker, Employer, Union Reps, WCB, Health Care Providers etc.) with a team approach

- Enhanced injury management reporting
- RTW plan follow-up and support

Why was OIS developed?

- The factors that promote early, safe return to work did not exist in the public health care system, e.g.:
 - Delays in initial physician access (workers waiting hours/daytime at ER's)
 - Physicians don't know workplace/jobs
 - Physicians don't have time or incentive to communicate
 - Long delays for specialists and tests (months)
 - No monitoring of workers while on modified work

What is OIS?

- **A clinic specifically for people who are hurt at work**
- A medical clinic that has been granted OIS status by the WCB
- Staffed with physicians, and front office staff who understand your working environment
- Follow a contract outlined by the WCB which includes the key factors that promote early, safe return to work

The OIS Process



Employer makes a choice to participate

- Signs up for OIS and agrees to meet participation expectations (e.g. notify workers of their rights)
- Undergoes an orientation and OIS provider comes out to conduct a worksite visit

Worker makes a choice to participate

- If a worker is injured at work, they would notify their supervisor etc. that they would like to attend an OIS clinic

Employer arranges transportation to the closest OIS clinic as appropriate (if requiring ER department - proceed)

OIS Assessment

- Injury examination
- Diagnostic/rehabilitation interventions will be expedited if required
- Worker will have an opportunity to ask questions
- OIS physician will provide education regarding safe return to work
- WCB and OIS reports completed

The OIS Process - continued



RTW Case Conference

- The OIS provider, worker and employer rep/union rep meet to develop a RTW plan including modified work options

RTW Plan Implementation and Follow-up

- The OIS provider will coordinate follow-up visits and support as required (including care to be provided by family or other physician as appropriate, even if not a OIS provider)

OIS Outcomes

- The up front investment in best practice disability management pays off in the long term

	OIS Enrolled Employers	Non Enrolled Employers
% of No time loss claims	71.2%	55.4%
% of all claims with modified work	61.3%	45.7%
Days away from work	18.9	25.0
Average health care costs in first 90 days	\$1,209.24	\$1,430.40
Average compensation costs in first 90 days	\$1,795.02	\$2,248.21

OIS Benefits to Workers/Union



- Provided with a choice of medical provider
- Have more control over the management of their injury
- Expedited access to health care services (physician, diagnostics, rehabilitation etc) and access to return-to-work experts
- OIS keeps everyone in the loop and avoids delays in communication ensuring workers, employers and physicians are on the same page about the workers injury recovery
- Promotes earlier, safe and sustainable return to work
- Injury is less likely to threaten job security or interrupt wages

OIS Benefits to Employers



- Expedited access to best practice medical interventions helps employers help their workers recover quickly and safely
- Communication keeps everyone in the loop
- Additional disability management reporting helps employers identify modified work opportunities – more detailed than standard WCB reporting
- OIS provider knowledge of an employer's worksite/operations ensures development of RTW plans that can be **practically implemented**
- Access to disability management experts to help develop effective return to work plans
- Reduced compensation costs because workers are treated earlier and safe return to work plans are developed
- Skilled productive workers are retained eliminating the need to re-hire or train a replacement

Employers role/responsibilities in



- Role: Actively participate and support workers return to work process as a member of the return to work team
- Responsibilities:
 - Make a commitment to OIS and sign up for OIS (complete a form that is forwarded to the WCB)
 - Attend an OIS orientation
 - Coordinate a worksite visit with the OIS provider
 - Have appropriate modified work available
 - Communicate to workers about their rights (i.e. OIS is a **voluntary option**)
 - Contact the OIS clinic to advise a worker is coming and provide transportation for the worker
 - Complete WCB reports within 72 hours
 - Participate in the OIS case conference (in person, teleconference, etc.)
 - Support all worksite return to work plan interventions
 - Maintain good communication with the RTW team (Worker, Union, WCB, OIS provider)
- Over 1,400 employers across Alberta are currently signed up for OIS

Worker Role and Rights in OIS



- Role: Actively participate in and manage their recovery and return to work process
- Rights:
 - Choose their treating physician/chiropractor (**OIS is a voluntary option**)
 - Actively participate in their injury management and RTW process
 - Be treated with respect and dignity
 - Be informed of all matters relevant to their return to work
 - Be provided with modified work that is safe, suitable, meaningful and productive
 - Refuse the modified work plan if it does not meet the above criteria
 - Expect their personal health information will be kept confidential

Worker Responsibilities in OIS



- Report injury to employer immediately
- Identify if they choose to go to OIS
- Report injury to WCB by completing Worker's Report of Injury
- Actively participate in assessment and RTW case conference to develop their return to work plan
- Actively participate in recommended treatment/rehabilitation plan
- Maintain regular contact with RTW team (Employer, Union, OIS provider, WCB) – 2 week reviews or as suggested

Some Frequently Asked Questions:

- **Who does the OIS Physician work for – are they company doctors?**

OIS physicians are not employed by the employer or WCB. They work for private companies/clinics who have a contract with WCB to provide OIS services.

- **Can workers follow-up with their own family physician?**

Yes. However it is recommended that a worker only see one physician for their work related injury to avoid confusion. If a worker decides to remain with the OIS physician for their entire recovery period, the OIS physician will communicate with the worker's family physician to let them know about the RTW plan.

- **What about a workers confidential health information?**

OIS physicians and staff are obligated to comply with all privacy legislation. The focus of the RTW case conference and any communication with employers is about how the employer can support the return to work plan. No personal medical information is discussed with the employer. The worker is present at the RTW case conference and is therefore aware of any information communicated to the employer.

Website

**Additional information is available @
www.wcb.ab.ca/employers/partner_ois.asp**

[home](#) | [careers](#) | [contact us](#) | [site map](#) | [help](#)

WCB Workers' Compensation Board – Alberta



Albertans working –
a **safe, healthy**
and **strong Alberta**

WCB for Workers

Information and
services to help
you return to work.



WCB for Employers

Information and services
to help you manage your
performance and premiums



WCB for Health Care Providers

Information and services to
make it easy to work with us.



WCB Information

Information about
who we are and
what we do.



OIS Contact - Hinton

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Why should you choose OIS?

Because It
helps workers



STAY in the
GAME

Health Information Act and Employers

Health Information Act (2001) defines what constitutes health information, privacy, who owns the information, who has access to health information and what the responsibilities are for those who hold health information

All patients have the right to restrict/limit release of information (unless bound by law)

Health Information Act and Employers



Does the reporting in detail of health information (whether personal illness or workplace injury) make a difference in RTW recommendations?

Physicians tend to be inherently anal retentive about health information (and patient's inappropriately lax about release)

In WCB cases everything on the C 050 is usually what is needed

Box 2415, Edmonton
Alberta T5J 2S5
Fax (780) 427-5863
1-800-661-1993

(Print clearly in black ink - press firmly)

WORK RELATED INJURIES ONLY
PHYSICIAN'S INVOICE AND REPORT

- Select One →
- First Report (C-050)
 - Progress Report (C-151)
(Relevant changes since previous report)
 - Invoice Only (C-252)
No Time Loss / No change Progress Report

WCB Claim Number _____
Personal Health Number _____

I Invoice Information (Always Complete)

Worker Surname		First Name		Initial		Date of Birth (Year / Month / Day)	
Address Apt/Unit		Street		City/Town		Province	
Postal Code		Telephone Number		Job Title/Occupation			
Employer Name (first visit only)						Telephone Number	
Address Apt/Unit		Street		City/Town		Province	
						Postal Code	
Physician's Name		Telephone Number		WCB Billing Number:		Contract ID:	
Date of Injury (Year / Month / Day)		Part of body			Date of Examination (Year / Month / Day)		
Diagnosis				Health Service Code	Modifiers	Calls	Encounters
Diagnostic Code	Diagnostic Code	Diagnostic Code	Location	Skill Code	Health Service Code	Modifiers	Calls

II Report

Describe how this injury occurred and any relevant past history, including Physician and/or facility rendering first treatment (first report only)

Was there evidence of loss or alteration of consciousness, or post-traumatic amnesia Yes No Describe:

Current complaints

Objective findings

Treatment Plan/Medication

Further Investigation: Who/Where What Date (Year / Month / Day)

Consultation _____

Other _____
(e.g. Lab, X-ray, EMG, MRI, etc.)

Request for WCB resources (Mark with an 'X': The WCB will contact you)

Contact with WCB Case Manager Work Assessment Centre Referral Independent Medical Examination Contact with WCB Physician

Is injury preventing patient from performing date of accident work? Yes No Any permanent impairment anticipated? Yes No Estimated date of return to pre-accident level (Year / Month / Day) _____

Can "modified or alternate" work be performed? Yes No Describe work capability: (see over for definitions)

Sedentary Light Medium Heavy Very Heavy

Any work restrictions? Yes No Describe:

Next follow up visit: (Year / Month / Day) _____ Physician's Signature _____ Date (Year / Month / Day) _____



Health Information Act and Employers



Repeating information provided on WCB forms makes for 'testy' physicians – if something specific is needed simply explain why/how this is helpful to employee and employer

Third party forms from external agencies (i.e. Work Comp Tech) – mandatory submission by employees?

Costing – is the form really needed?

Health Information Act and Employers

Quid Pro Quo – your expectations of work readiness/modifications required

Explain nature of work/duties/risks to employee - physician's knowledge base of your industry is often non-existent!

Reasonable expectation of description of suitable duties (as per WCB guidelines as an example) and any 'no fly' zones (i.e. Post concussion, vehicle restrictions, etc.)

Interface Issues

- OIS – office based (increased efficiency)
- employee contact with system – daytime versus 'out of hours', continuity of care
- paperwork – what is needed?
- shortage of providers – flexibility of all parties in meeting health needs of workers required

Thank you!



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