

Service Delivery Model

1998: Consolidated services (adjudication, Health care (HC), Return to Work (RTW) and outsourced vocational services)

2006-07: Significant challenges emerged:

- increase in claim durations
- consolidated adjudicator
- no direct Return to Work support
- outsourced long term Labour Market Re-Entry training

2008-09: Iterative roll-out of current Service Delivery Model

- Purpose of the SDM is to improve our ability to help injured/ill workers achieve early, safe and sustainable **recovery** and **return to work (RTW)**, and enhance **customer service**.
- Our goal is to reduce the human costs associated with workplace injuries and illnesses while demonstrating sound financial stewardship of our resources and delivering the highest levels of service excellence.

Initial Entitlement:

- Some simple No Lost Time/Lost Time claims may be e-Adjudicated by the system if they meet a strict set of criteria.
- Claims that do not meet the Adjudication criteria and require further enquiries are assigned to an Eligibility Adjudicator

Case Management:

Short Term Case Manager (STCM)

The role of the STCM was created to improve RTW and recovery outcomes
The STCM achieves this through key activities:

- Day One contact with workplace parties
- Case Plan with RTW and recovery goals, activities and milestones

- Integration of RTW and recovery activities in managing Plan activities
- Timely referral to RTW Specialist and/or Nurse Consultant to achieve RTW and recovery goals
- Appropriate referrals to Work Transition (WT) Specialist

Return to Work Specialist (RTWS)

- Works with the workplace parties to develop a plan for return to work
- Identifies, removes or mitigates obstacles to return to work
- Completes job analysis of pre-injury or alternate work
- Identifies possible accommodations to pre-injury or alternate work

Work Transition Specialist

- An expert work reintegration resource is typically engaged when RTWS services have ended, or where it is known the RTWS cannot achieve a return to work outcome, and the worker is able to do some work.
- Focus is on maintaining the employment relationship with the injury employer
- May have short term or long term involvement with the workplace parties
- Becomes involved when additional services are required to maintain the employment relationship with the injury employer.

Nurse Consultant

- To make and communicate Health Care entitlement decisions
- To provide clinical advice, opinion, guidance and interventions at critical points throughout the life cycle of a worker's case
- To assist in resolving recovery obstacles including those affecting work reintegration and early referrals for REC and Specialty Clinics (4-8 weeks)

Long Term Case Manager

- Manage complex and chronic cases, enabling best possible RTW and recovery outcomes and mitigating the long term effects of injuries/illnesses for the worker.

The LTCM achieves this through key activities:

- early contact with WPPs to renew/refresh Case Plan, RTW and recovery goals, activities and milestones
- continued focus on RTW with AE including timely use of WTS
- manage case according to Plan to achieve RTW and recovery goals
- adjust LOE benefits at completion of WR plan
- conduct annual LOE reviews and 72 month lock-in assessments

Specialized Case Manager Roles:

- Implemented specialized adjudication teams to ensure quality and consistency for high leverage issues. (SIEF, recurrences, re-employment, Psych/CPD)
- Created Post Lock In and Post Adjustment Case Teams to remove maintenance type work from active caseloads, allowing case managers to focus on improving case outcomes for workers still in active recovery or RTW Programs