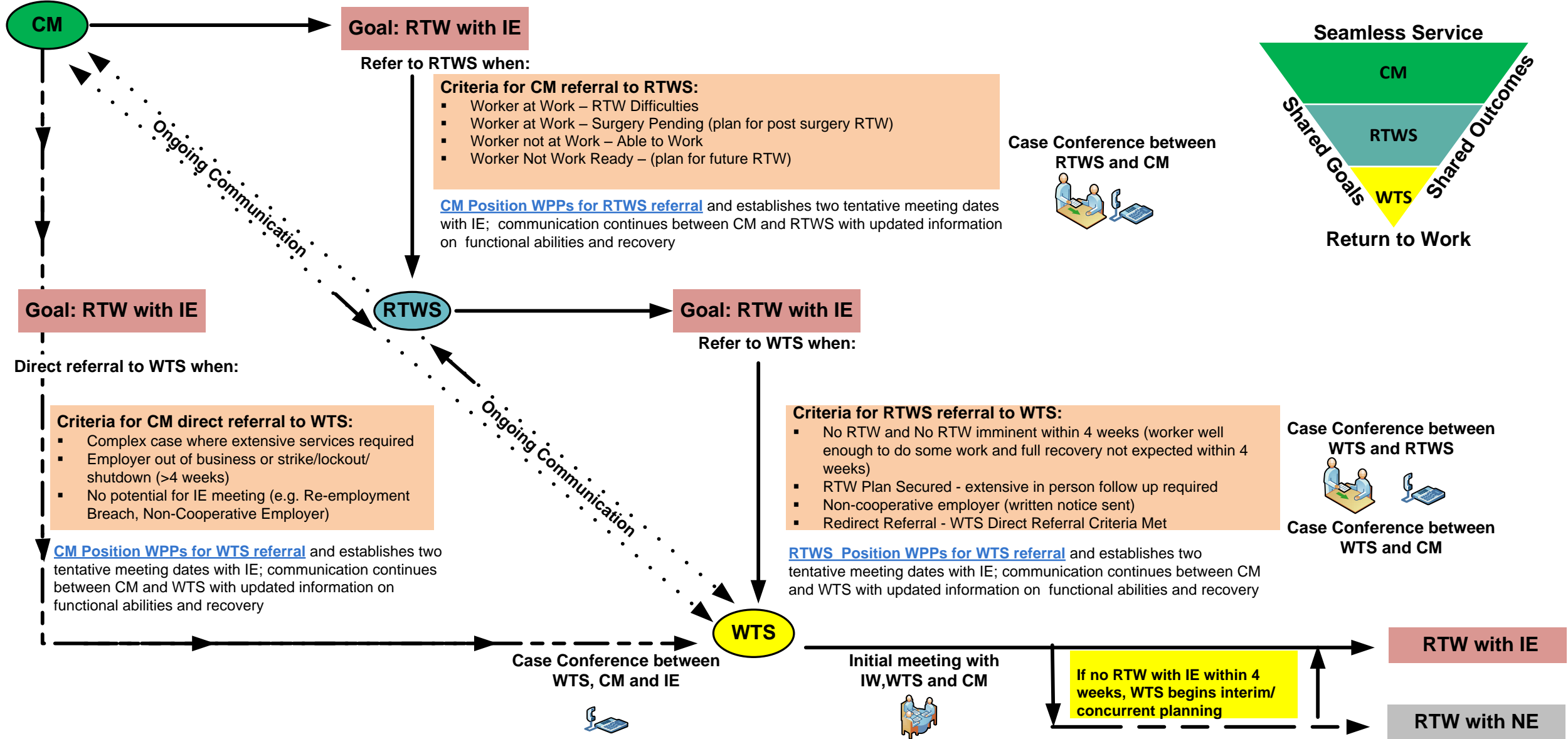


Continuous Return to Work Services – All Cases – New Injury/REO with no prior RTWS or WTS Services

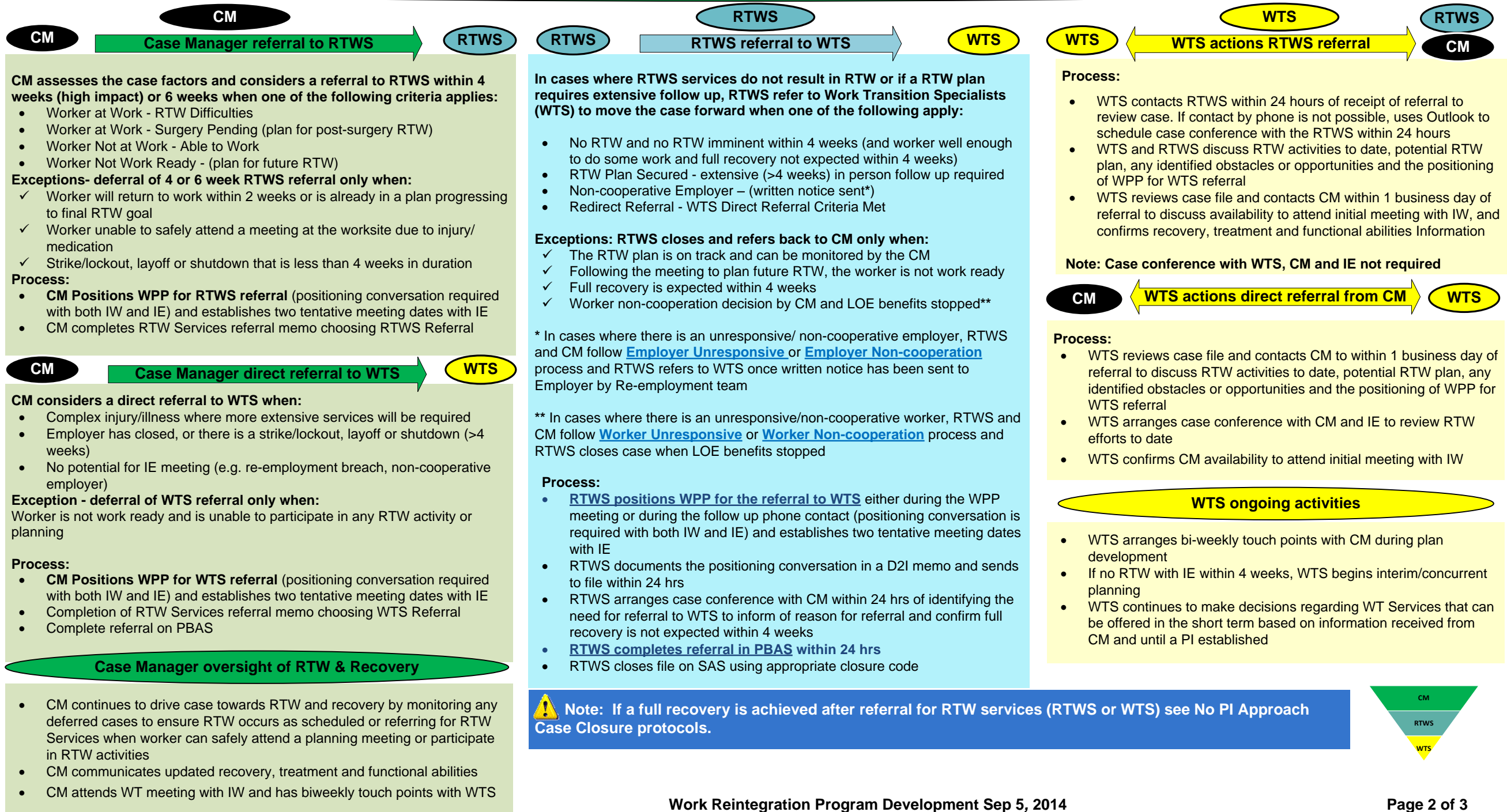
Case Manager oversight of RTW & Recovery

New injury/REO-No prior RTWS/WTS Services



A Day Matters

Case Manager oversight of RTW & Recovery



CM assesses the case factors and considers a referral to RTWS within 4 weeks (high impact) or 6 weeks when one of the following criteria applies:

- Worker at Work - RTW Difficulties
- Worker at Work - Surgery Pending (plan for post-surgery RTW)
- Worker Not at Work - Able to Work
- Worker Not Work Ready - (plan for future RTW)

Exceptions- deferral of 4 or 6 week RTWS referral only when:

- ✓ Worker will return to work within 2 weeks or is already in a plan progressing to final RTW goal
- ✓ Worker unable to safely attend a meeting at the worksite due to injury/ medication
- ✓ Strike/lockout, layoff or shutdown that is less than 4 weeks in duration

Process:

- **CM Positions WPP for RTWS referral** (positioning conversation required with both IW and IE) and establishes two tentative meeting dates with IE
- CM completes RTW Services referral memo choosing RTWS Referral

CM considers a direct referral to WTS when:

- Complex injury/illness where more extensive services will be required
- Employer has closed, or there is a strike/lockout, layoff or shutdown (>4 weeks)
- No potential for IE meeting (e.g. re-employment breach, non-cooperative employer)

Exception - deferral of WTS referral only when:
Worker is not work ready and is unable to participate in any RTW activity or planning

Process:

- **CM Positions WPP for WTS referral** (positioning conversation required with both IW and IE) and establishes two tentative meeting dates with IE
- Completion of RTW Services referral memo choosing WTS Referral
- Complete referral on PBAS

Case Manager oversight of RTW & Recovery

- CM continues to drive case towards RTW and recovery by monitoring any deferred cases to ensure RTW occurs as scheduled or referring for RTW Services when worker can safely attend a planning meeting or participate in RTW activities
- CM communicates updated recovery, treatment and functional abilities
- CM attends WT meeting with IW and has biweekly touch points with WTS

In cases where RTWS services do not result in RTW or if a RTW plan requires extensive follow up, RTWS refer to Work Transition Specialists (WTS) to move the case forward when one of the following apply:

- No RTW and no RTW imminent within 4 weeks (and worker well enough to do some work and full recovery not expected within 4 weeks)
- RTW Plan Secured - extensive (>4 weeks) in person follow up required
- Non-cooperative Employer – (written notice sent*)
- Redirect Referral - WTS Direct Referral Criteria Met

Exceptions: RTWS closes and refers back to CM only when:

- ✓ The RTW plan is on track and can be monitored by the CM
- ✓ Following the meeting to plan future RTW, the worker is not work ready
- ✓ Full recovery is expected within 4 weeks
- ✓ Worker non-cooperation decision by CM and LOE benefits stopped**

* In cases where there is an unresponsive/ non-cooperative employer, RTWS and CM follow [Employer Unresponsive](#) or [Employer Non-cooperation](#) process and RTWS refers to WTS once written notice has been sent to Employer by Re-employment team

** In cases where there is an unresponsive/non-cooperative worker, RTWS and CM follow [Worker Unresponsive](#) or [Worker Non-cooperation](#) process and RTWS closes case when LOE benefits stopped

Process:

- **RTWS positions WPP for the referral to WTS** either during the WPP meeting or during the follow up phone contact (positioning conversation is required with both IW and IE) and establishes two tentative meeting dates with IE
- RTWS documents the positioning conversation in a D2I memo and sends to file within 24 hrs
- RTWS arranges case conference with CM within 24 hrs of identifying the need for referral to WTS to inform of reason for referral and confirm full recovery is not expected within 4 weeks
- **RTWS completes referral in PBAS within 24 hrs**
- RTWS closes file on SAS using appropriate closure code

Note: If a full recovery is achieved after referral for RTW services (RTWS or WTS) see No PI Approach Case Closure protocols.

Process:

- WTS contacts RTWS within 24 hours of receipt of referral to review case. If contact by phone is not possible, uses Outlook to schedule case conference with the RTWS within 24 hours
- WTS and RTWS discuss RTW activities to date, potential RTW plan, any identified obstacles or opportunities and the positioning of WPP for WTS referral
- WTS reviews case file and contacts CM within 1 business day of referral to discuss availability to attend initial meeting with IW, and confirms recovery, treatment and functional abilities Information

Note: Case conference with WTS, CM and IE not required

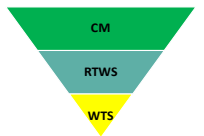
CM → **WTS actions direct referral from CM** → **WTS**

Process:

- WTS reviews case file and contacts CM to within 1 business day of referral to discuss RTW activities to date, potential RTW plan, any identified obstacles or opportunities and the positioning of WPP for WTS referral
- WTS arranges case conference with CM and IE to review RTW efforts to date
- WTS confirms CM availability to attend initial meeting with IW

WTS ongoing activities

- WTS arranges bi-weekly touch points with CM during plan development
- If no RTW with IE within 4 weeks, WTS begins interim/concurrent planning
- WTS continues to make decisions regarding WT Services that can be offered in the short term based on information received from CM and until a PI established



Case Manager oversight of RTW & Recovery

CM

RTWS

WTS

Overarching principles:

- Following closure of RTWS or WTS Services, CM is responsible for managing the case to completion to achieve RTW and Recovery goals.
 - In any case where RTW goal not achieved or sustained, CM monitors case and considers additional RTW Services as soon as worker can participate in any RTW planning/activity.
 - CM considers the most appropriate specialist resource for the case by using re-referral/reactivation criteria. Following a RTWS closure, CM generally re-refers to RTWS unless direct referral to WTS criteria are met.
- Note: Time from date of injury/REO has no bearing on which specialist to refer to. Decision should be based on referral criteria.**



Prior RTWS Services

CM consider a re-referral to RTWS when one of the following criteria applies:

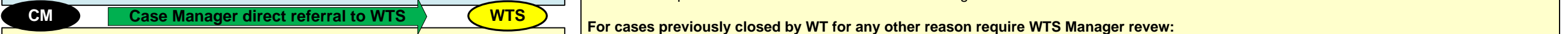
- Improved Recovery
 - Worker previously participated in RTW meeting, but did not have the functional ability to return to work. Worker has improved functional ability and CM was unsuccessful in leveraging the developed RTW Plan to secure a RTW.
- Previous RTW Services
 - Worker has not been able to sustain employment either due to work related impairment/precautions or emerging/re-emerging RTW obstacles (Not due to labour relations issues, non-compensable medical or IW non-cooperation)

Exceptions - deferral of RTWS re-referral only when:

Referral criteria is met but there is a strike/lockout, layoff or shutdown (<4 weeks)

Process:

- **CM Re-positions WPP for RTWS referral** (positioning conversation required with both IW and IE) and establishes two tentative meeting dates with IE
- Complete RTW Services referral memo choosing RTWS Re-referral



CM considers a direct referral to WTS when:

- Complex injury/illness where more extensive services will be required
- Employer has closed, or there is a strike/lockout, layoff or shutdown (>4 weeks)
- No potential for IE meeting (e.g. re-employment breach, non-cooperative employer)

Exception - deferral of WTS referral only when:

Worker is not work ready and is unable to participate in any RTW activity or planning.

Process:

- **CM Positions WPP for WTS referral** (positioning conversation required with both IW and IE) and establishes two tentative meeting dates with IE
- CM completes of RTW Services referral memo choosing WTS Referral
- CM completes PBAS referral

Case conference with CM/RTW/WT manager if unsure of which specialist resource would best meet the needs of the case.

Prior WTS Services

WTS Reactivation Criteria

Reactivations are cases where previous WT (or LMR) services were provided, the case was closed and further WT services are required.

- **Improved Recovery - Previously closed by WT for Compensable Medical Reasons (WT Closure Code 40)**
 - WT services closed for compensable medical reasons (e.g. surgery, change in level of impairment), resulting in inability of worker to participate WT process for more than 60 days. The worker is again able to participate in WT activities.
- **Previously closed by WT as RTW with IE but RTW failed within 3 months (WT Closure Code 43)**
 - Worker has RTW following WTS services, and has not been able to sustain employment either due to work relate impairment/precautions or emerging /re-emerging RTW obstacles (not due to labour relations issues, non-compensable medical or IW non-cooperation)
- **Directed by ARO/WSIAT for additional WT Service**
 - Worker entitled to a specific WT Plan/Program or assessment as directed by ARO/WSIAT decision
- **Previously closed by WT for any other reason (requires manager review)**
 - Workers are generally entitled to only one WT plan. Following WT closure, reactivations for reasons other than those listed above require CM Manager and WT Manager review

Note: In cases where only a vocational opinion is required, refer for a WT Consultation as outlined below.



Process:

- **CM Re-positions WPP for WT reactivation** (positioning conversation required with both IW and IE) and establishes two tentative meeting dates with IE
- CM completes RTW Services referral memo choosing WTS Reactivation and reactivates on PBAS

For cases previously closed by WT for any other reason require WTS Manager review:

- CM discusses case with CM Manager and WT Manager
- Upon agreement that the file should be re-activated, CM worklists the WT Manager that WT services are required and WPP have been positioned, and follows above re-activation process with the WT manager re-activating on PBAS

Case Manager Consultation Referral to WTS

A Case Manager may request a consultation in cases where only a vocational opinion is required with no expectation of ongoing services. i.e. It is not expected that worker will engage in a WT plan.

- **Review of Past Vocational Services**
 - Case manager requires a review of prior vocational services to confirm previous SO suitability, wage and labour market information for the purpose of determining benefits. **No expectation of ongoing service.**
- **Identification of SO and/or earnings potential**
 - Case Manager requires identification of a suitable occupation (SO) and earnings potential (e.g. due to an Appeals/WSIAT decision). **No expectation of ongoing service.**