

1. 48 Hour Early Intervention Contact

Policy or Procedure: No

Business Practice: Yes

- Initial Telephone Contact With Worker - Claim note template for Initial Contact
- 48 Hour Intervention – Case Management Best Practice document
- ESRTW - Case Management Best Practice document
- Initial Contact Checklist in Claims Management System

Data Collection

- **Case Manager Monthly Dashboard reports**

- Time to First Contact is a YTD report which identifies the number/percentage of claims which have had initial contact or attempted contact within 48 hours of claim referral. The report also identifies number/percentage of claims which have not had any attempted initial contact on the claim.
- Contact Missed Target Details is a more detailed report which provides a breakdown by claim which have not had an initial contact or the contact was made greater than 48 hours after claim referral.

These Dashboard Reports provide the Managers and Team Leads with data regarding achieved and missed targets with the Initial Contact KPI. However the 48 Hour Early Intervention Contact QA Oversight will allow for a detailed review at the claim level to determine the quality of the Initial contact and whether key elements are being achieved.

- **Data Warehouse**

- Random claims will be sampled for the previous month, based on new claim referrals from the Entitlement Department. The number of claims reviewed will be based on a percentage of the YTD referrals, broken down by unit. The Business Analyst will run a report from the data warehouse and provide a list of random claims to the QA Analyst for claim review.

- **Detailed claim review**

- Detailed review of claim notes on random claims will be completed to determine if critical and non-critical requirements are being met. An excel report outlining individual results for the unit will be provided as well as an overview summary.

Evaluation Criteria

- Critical requirements are based on Act, Policy or Procedure. As there is no specific policy or procedure for this performance indicator a critical requirement would be the completion of the Initial Contact with the worker and completion of the Initial Contact checklist within the recommended 48 hour time frame.
- Non critical requirements are based on the best practices identified above.

Scoring Grid

Each requirement (critical and non-critical) will be assigned a numerical score ranging from a 1 – 3.

3-Met all requirements

2-Met partial Requirements

1-Requirement not met

Outcome

Requirements Met (**RM**) Average of elements scored is ≥ 2.0 AND all critical requirements are met.

Requirements Not Met (**RNM**) Average of elements scored is ≤ 2.0 with no scores of 3 in any critical requirement.