

# Engaging with the WSIB/Insurance Systems Part 2

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# Faculty/Presenter Disclosure

- **Faculty:** Aaron Thompson MD MPH FRCPC
- **Relationships with financial sponsors:**
  - **Grants/Research Support:** Social Sciences & Humanities Research Council (SSHRC)  
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  - **Patents:** None
  - **Other:** Associate Professor, Temerty Faculty of Medicine, University of Toronto  
Staff Physician, Division of Occupational Medicine, Dept. Medicine, SMH  
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# Disclosure of Financial Support

- This program has received financial support from the Workplace Safety and Insurance Board (WSIB) in the form of an educational grant.
- This program has received in-kind support from – N/A
- Potential for conflict(s) of interest:
  - None

# Mitigating Potential Bias

- The information presented in this program is based on recent information that is explicitly “evidence-based”.
- This Program and its material is peer reviewed and all the recommendations involving clinical medicine are based on evidence that is accepted within the profession; and all scientific research referred to, reported, or used in this CME/CPD activity in support or justification of patient care recommendations conforms to the generally accepted standards

# Feedback from prior sessions – Topics people would like to be further addressed

- “Are there options to refer to specialists for other opinions about treatment? Sometimes patients don't get the treatment they need right away; surgery or specialist “
- “What happens when an employee is injured permanently and can not return to previous role, workplace accommodation lasts years?”

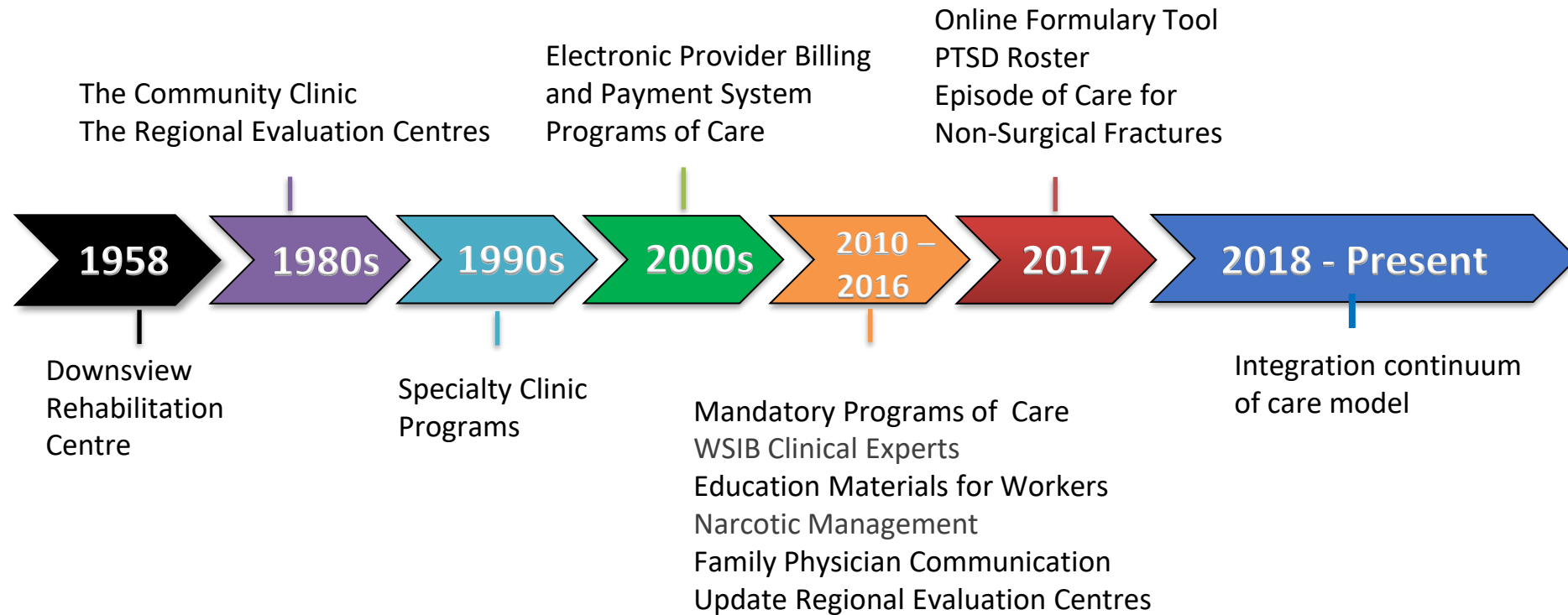
# Learning Objectives

By the end of this session, participants will be able to:

1. Describe health care programs provided by the WSIB
2. Explain how return to work services function at WSIB

# Health Care Programs Provided by the WSIB

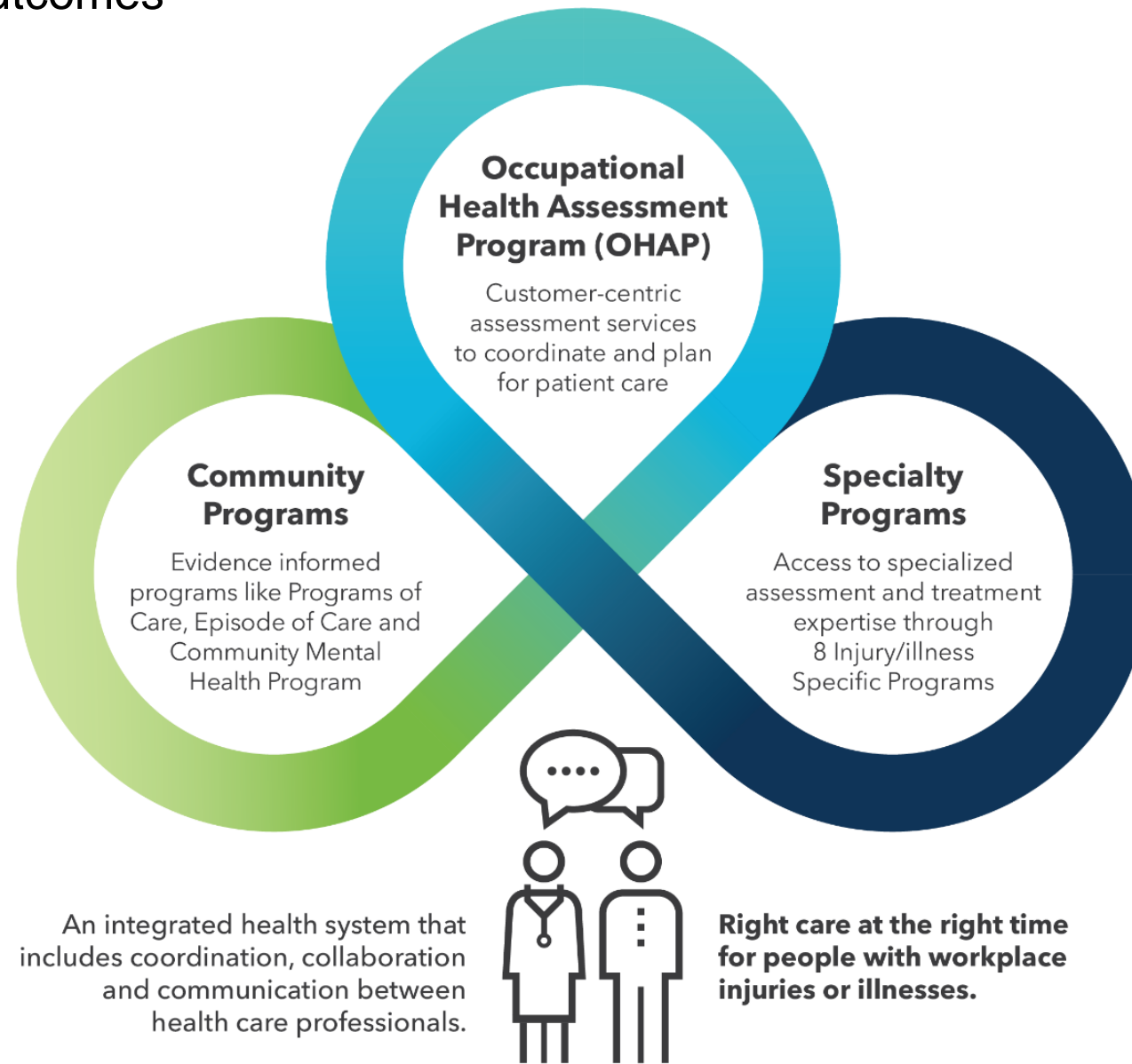
# Evolution of Health Services at WSIB

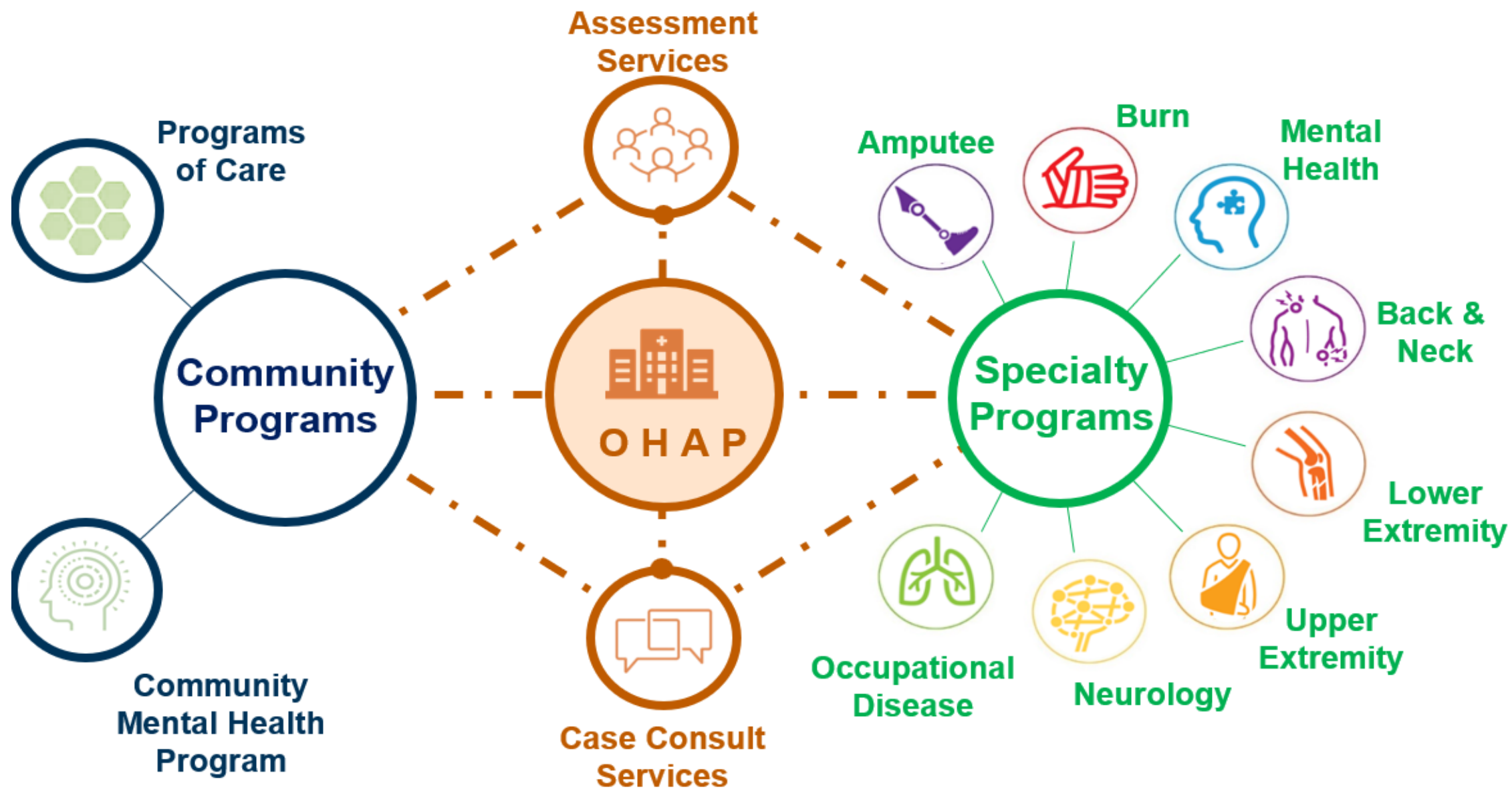


# Continuum of Programs to Promote Coordination of Care to Facilitate Recovery and Return to Work Outcomes



Occupational and  
Environmental  
Medicine

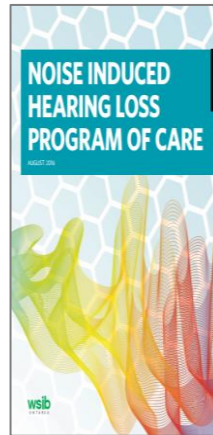
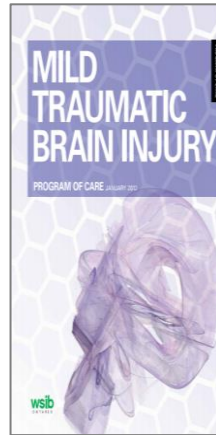
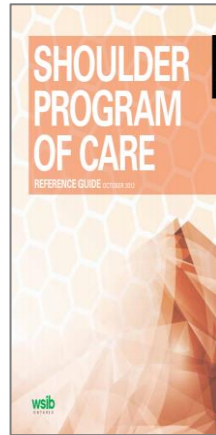
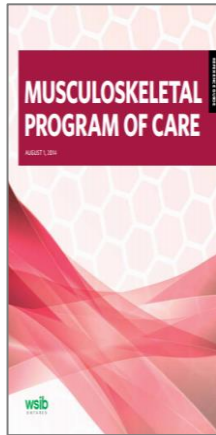
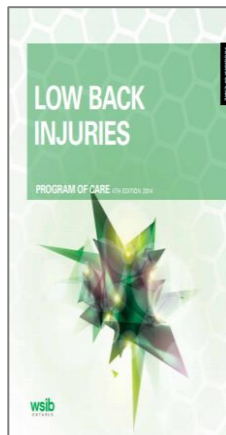




# Community Programs



## WSIB Programs of Care



## WSIB Community Mental Health Program

Network psychologist search

Search the directory by name or location.

Enter search terms Search the directory by name, clinical specialization, location

Map

Click on a region of the map to find WSIB registered/approved psychologists in the area

Filter search

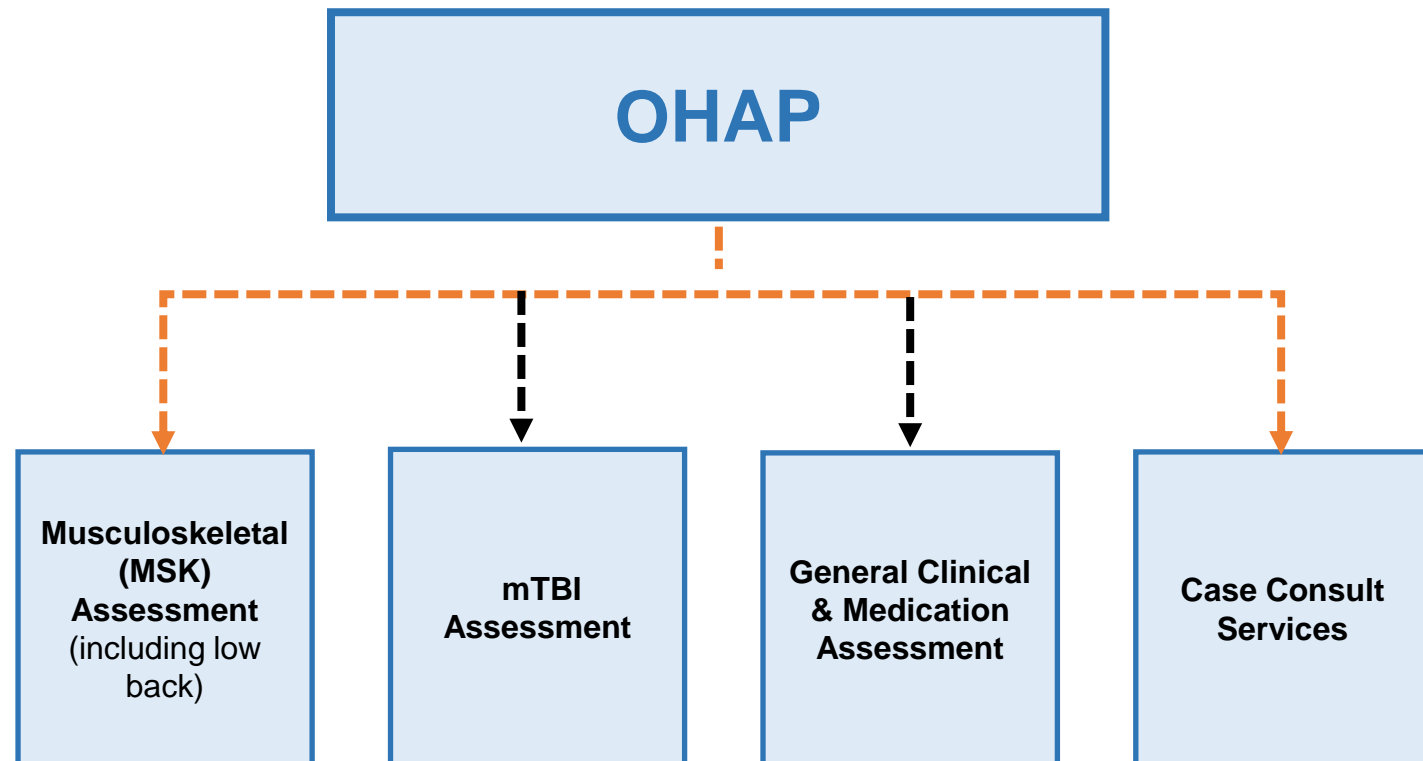
Filter by region  
All regions

Filter by clinical specialization  
All specialties

Filter by language  
All languages

The map shows the outline of the province of Ontario. The city of Toronto is highlighted in a darker green color and labeled with a blue dot and the word "Toronto".

# Occupational Health Assessment Program (OHAP)



# Specialty Programs



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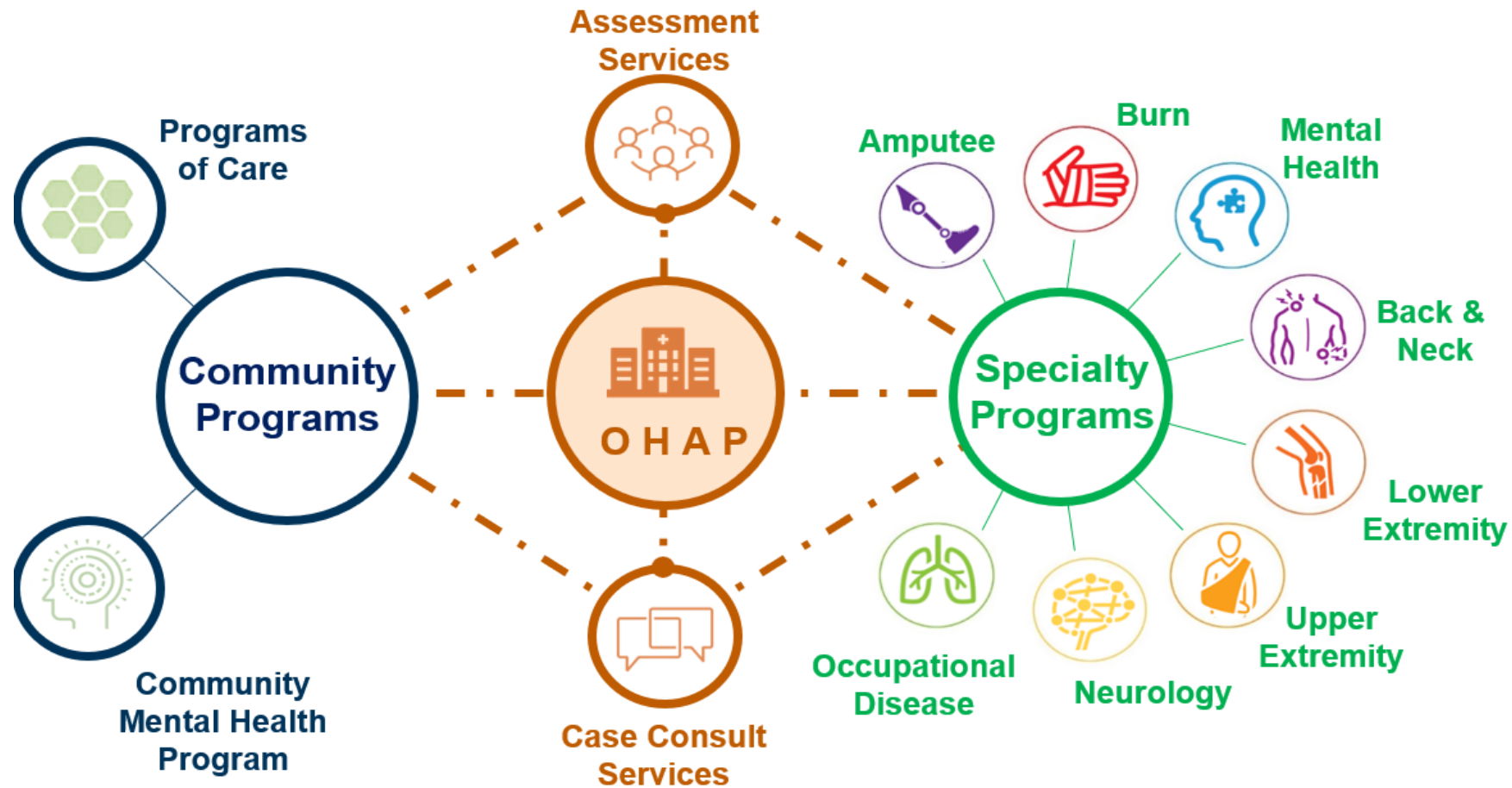


LOCATIONS

# Recovery Journey – snapshot of 2022



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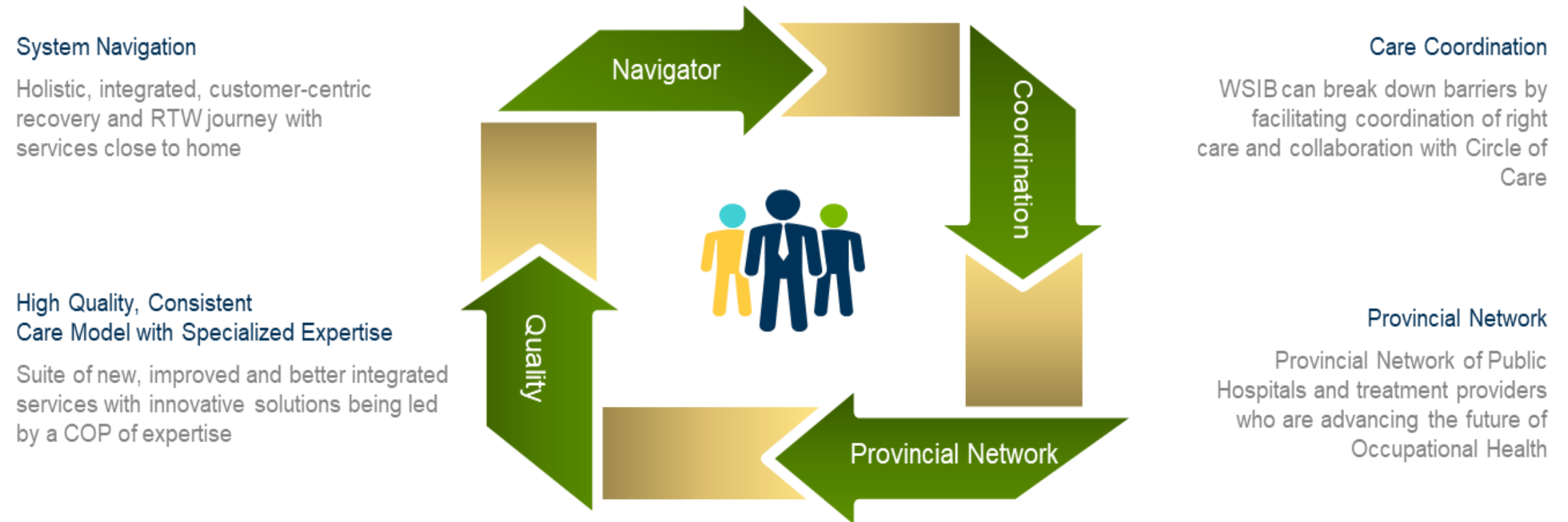


Almost **67,000** claims accessed POC during 2.5 year period, about half are lost time claims

**7%** accessed OHAP

**12%** accessed **Specialized Care** delivered across the over 40 partner hospitals

# Integrated Care Partnership Model

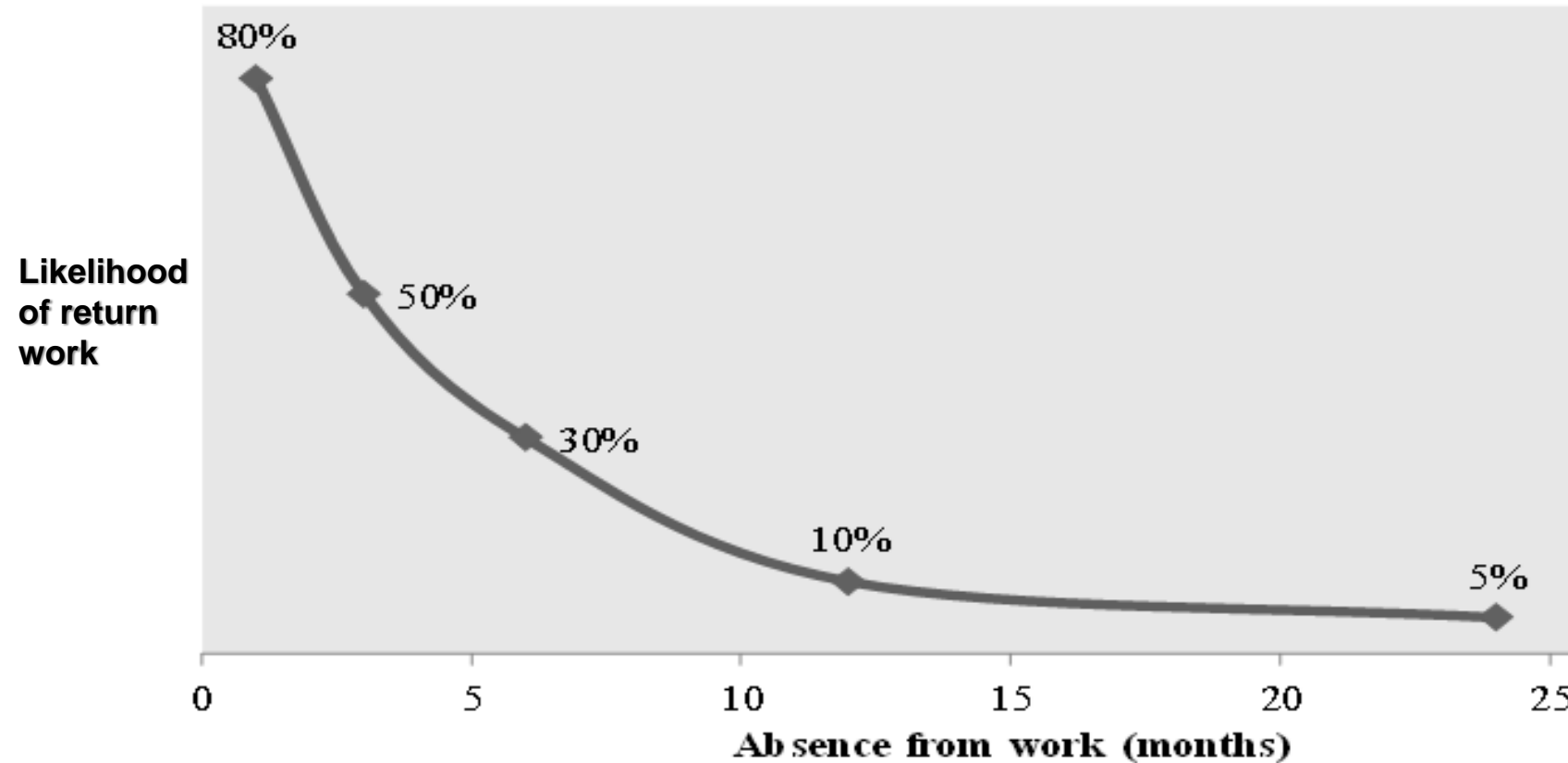


# Return to Work Services at WSIB

# Likelihood of RTW with increasing duration of time off work



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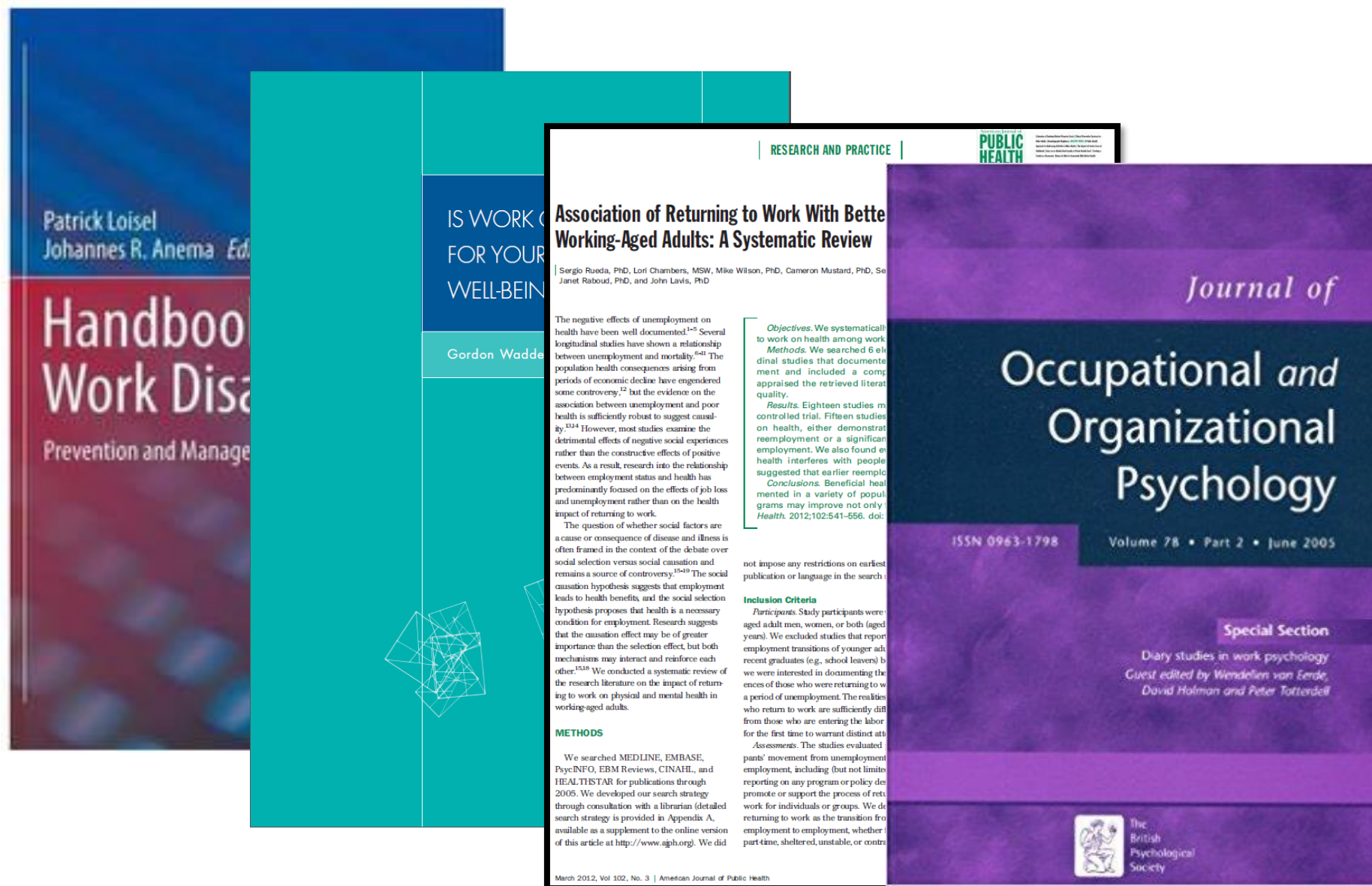
## References:

1. Texas Dept. of Insurance, Workers' Compensation Research and Evaluation Group; "Return to work outcomes for Texas injured workers"; 2007.
2. Infante-Rivard; "Prognostic factors for return to work after a first compensated episode of back pain"; Occup Environ Med 1996.
3. Waddell G, Burton AK, Main CJ. 2003. Screening to identify people at risk of long-term incapacity for work. Royal Society of Medicine Press, London.
4. Waddell G, Burton AK. Is work good for your health and well-being? London (UK): The Stationery Office; 2006.

# Foundational Concept: Therapeutic Value of RTW



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# Integrated RTW and Health Care at WSIB

## Rationale:

1. RTW is an essential component of the rehabilitation process
2. Early intervention is key to prevent long term disability
3. RTW and recovery must be integrated through well-defined programs
4. The employment relationship must be maintained between the employer and worker

RTW is a component of the treatment plan, but to be successful it requires a structured approach because:

- Beneficial effects depend on the nature of the work
- Jobs must be safe and accommodating
- Medical and non-medical barriers to RTW must be identified and addressed

# WSIB RTW Services



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The WSIB operates in **14 different** locations across the province



The **RTW Program** within the WSIB currently employs some **300 staff**



**17,000** referrals were sent to the program per year



## RTW Specialists:

- Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC) designations.
- Facilitate worksite meetings between workers and employers to discuss and plan for appropriate RTW
- Provide expert advice, direction, vocational rehabilitation counselling and support workers and employers to coordinate the work transition process
- Identify appropriate and realistic work transition options for workers, such as direct job entry or skills training, part-time employment, self-employment, training on the job or direct job placement assistance

# Teams and Processes

## Early RTWSs

- Referrals come directly from Case Manager
- Have on-site meetings within 10 days

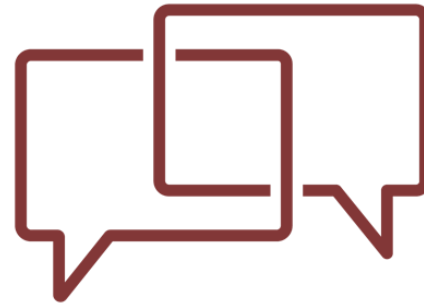
## Long term RTWSs

- Referrals come directly from Case Manager or Return to Work Specialist (RTWS)
- RTWS and Case Manager initial interview with worker within 10 days of work transition (WT) referral and transferrable skills inventory completed
- On-site employer meeting(s) within 15 days of referral
- Vocational/Functional Assessment within 4 weeks of referral if no RTW
- Identify opportunities / develop plan for long term solution
- Consider re-employment obligations, accommodation
- Plan development (if required)

## Specialty RTWSs

- Manage Traumatic Mental Stress, Occupational Disease, Serious Injuries and Survivor cases

# Discussion



More information:

<https://www.wsib.ca>

<https://www.wsib.ca/en/health-care-providers/resources/physician-learning-modules>