

Call Center Model Improves Timelines and Outcomes of Integrated Disability Management Program

Fraser Health - Workplace Health

Presented by
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Background:

- In 2004, Fraser Health (FH) took an average of 7.9 days to submit F7's, with 10% submitted on time and complete
- In 2005, Fraser Health's short term disability (STD) duration increased 17% in long term care and 7% in community health

Background:

- In 2007, FH received WorkSafe BC funding for a 2 year Integrated Disability Management Model.

Objectives of the Project:

- Implement a Workplace Incident Reporting Call Centre to increase efficiency in collecting complete injury information and submitting Form 7's to WorkSafeBC
- Facilitate an integrated DM model incorporating internal and external resources

Implementing the Workplace Incident Reporting Call Centre:

- November 2007 - January 2008 Incident Reporting Call Centre opened to FH.
- Workplace Incidents are taken "live" from employees and entered into WHITE data base
- Employees are provided with appropriate information on next steps in claim process
- Employee's manager is notified of incident and requirement for accident investigation

Paper vs. Call Centre Reporting:

Paper Report

DESCRIBE THE INJURY:

"Irritation to eyes, nose, throat. Feeling nauseated and headache".

DESCRIBE HOW AND WHAT YOU WERE DOING

"Paperwork in office".

Call Centre WIRA Report

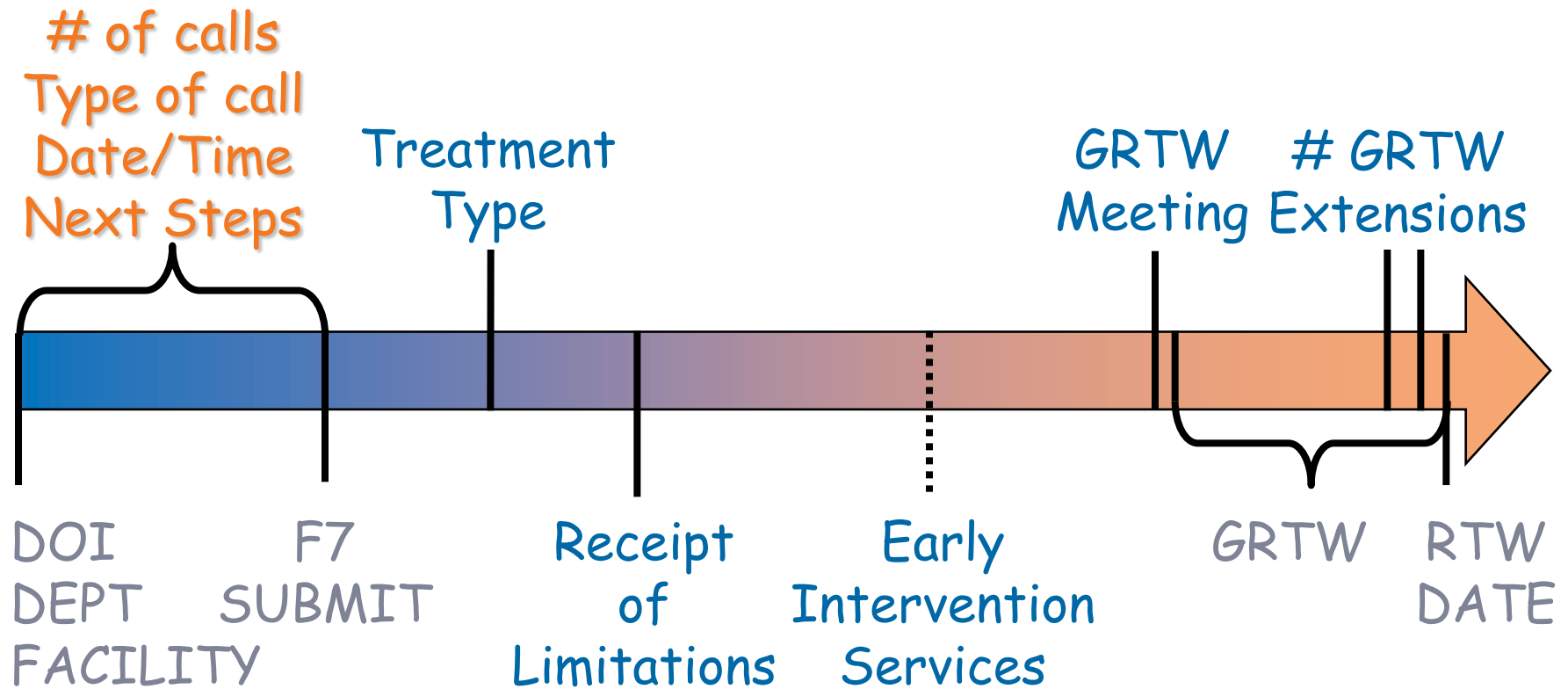
DESCRIPTION OF INJURY:

"Irritation of eyes, nose, throat and voice hoarseness".

REPORT OF ACTIVITY AT THE TIME OF INCIDENT:

"We have a sound booth and there was a vomit smell in there. Cleaners had cleaned the carpet with shampoo and chemicals. A fan was blowing, around 1145 a.m. I went for lunch about 1215, returning at 1250. Walking in there was a strong chemical smell, able to smell it outside the building. Because of the smell I had been working in the supervisor's office, got a headache and my eyes and throat were irritated, as well as my nose. My voice was hoarse. Left the building several times to get fresh air".

Data Obtained During Claim by Call Centre, WHITE, Spreadsheets



With over 14000 calls to date...

- 97% of our workplace incidents are reported via the call centre.
- Form 7 reports to WorkSafeBC are completed consistently within an hour from the employee report.
- Ease of calling in the report has improved the turnaround time of employee reports

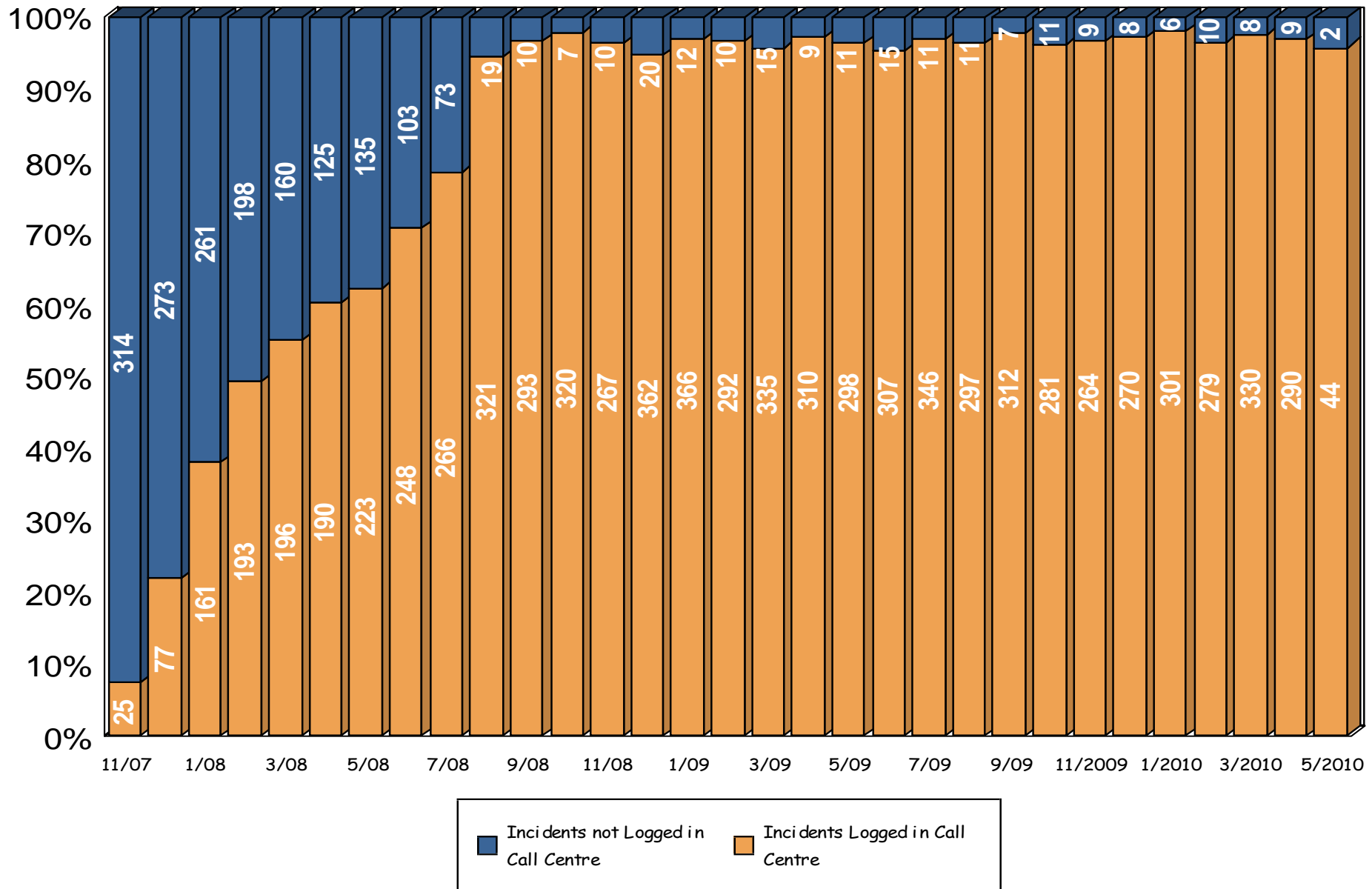
With over 14000 calls to date...

- Claims decision following the receipt of the Form 7, from 35 days to 20 days.
- Overall improvement in manager accident investigations and subsequent development of corrective actions for the incident

Measurements:

- Conducted focus groups to capture the Disability Management experience pre-call centre
- Surveys to measure:
 - Awareness of call centre service, effectiveness and satisfaction, early intervention strategies used, etc.

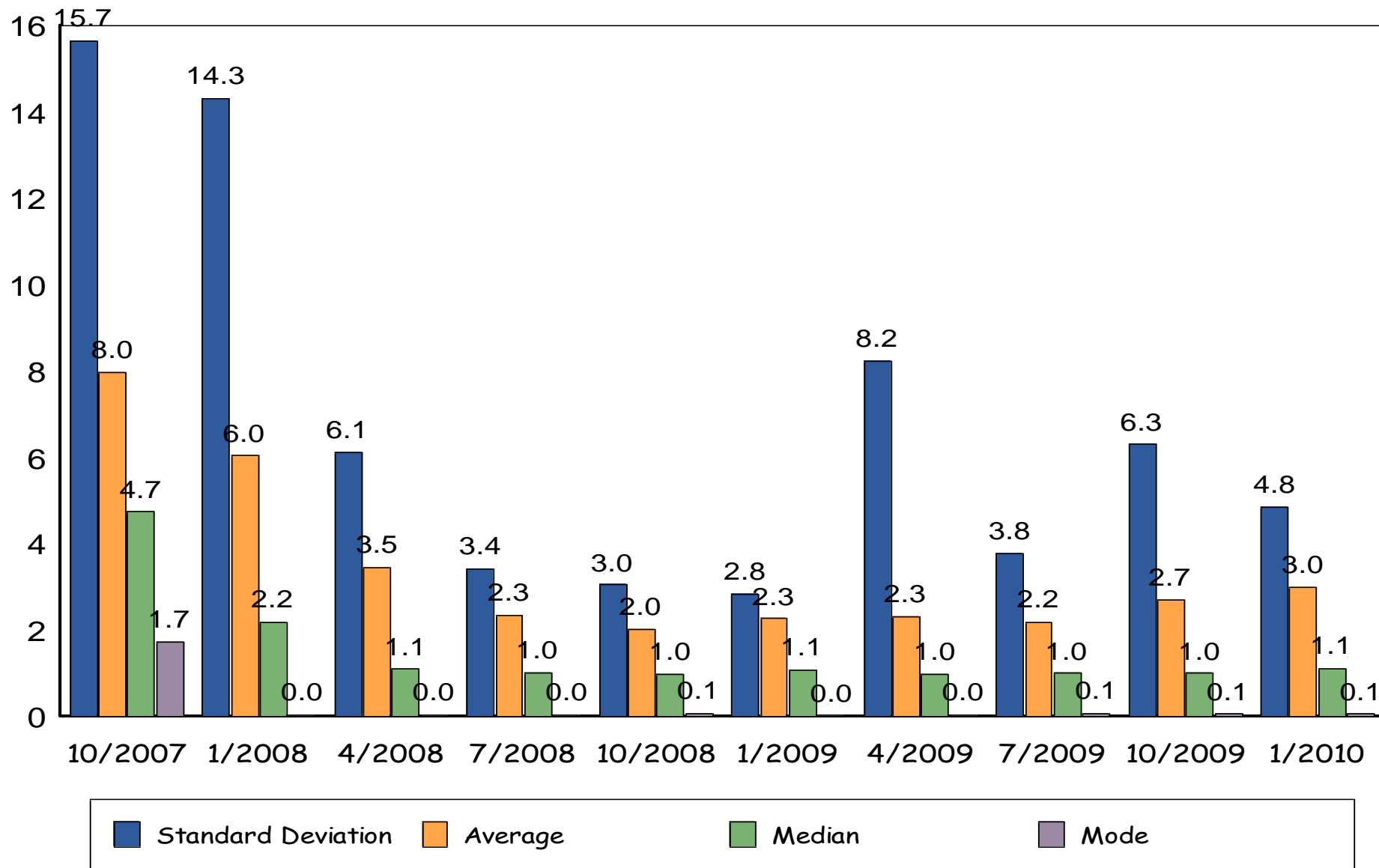
Call Centre Usage



* Over 12367 calls Logged as of May 2010

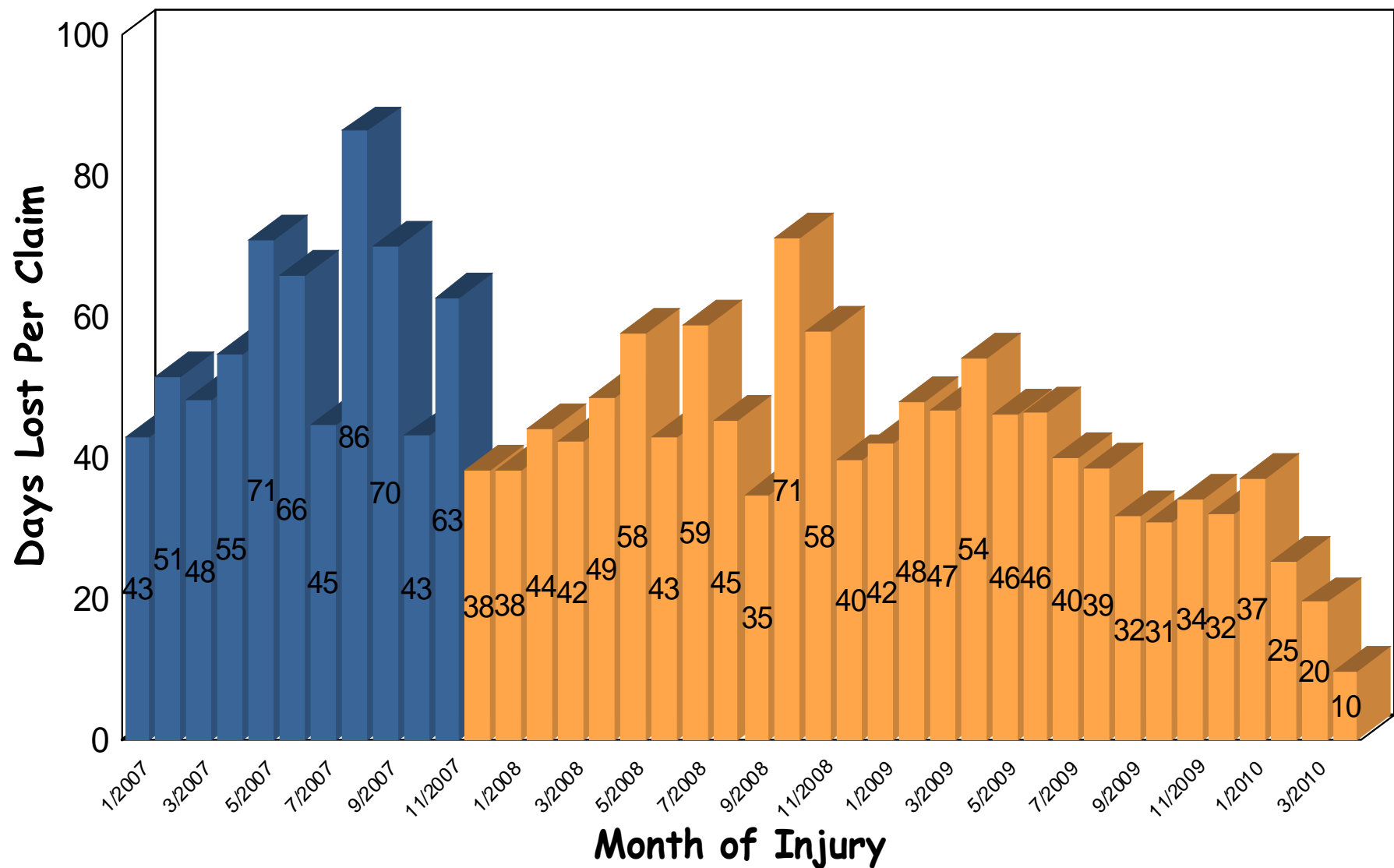
Fraser Health WorkSafeBC Claims

Report to Form 7 Analysis



Days Lost Per Claim Per Month Of Injury

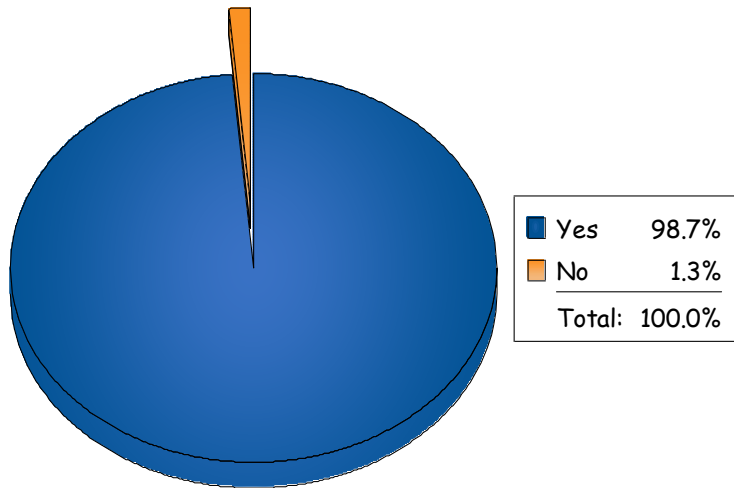
Pre and Post Call Centre Commencement



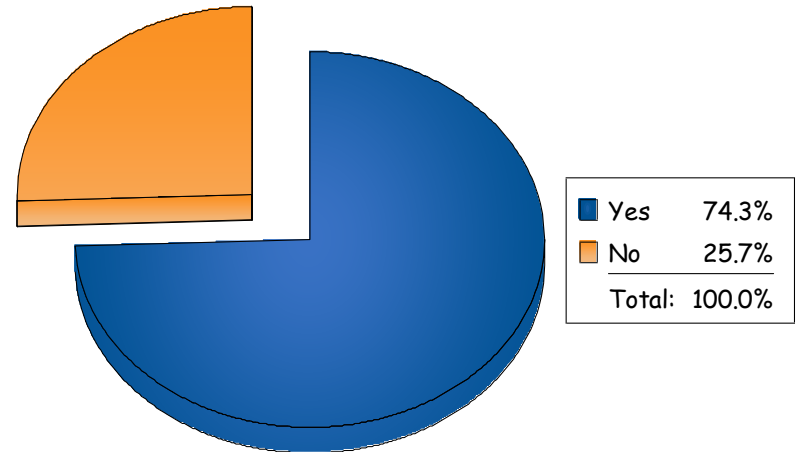
only for claims with greater than 0 days lost

Aware of the Call Centre

For July to September 2009

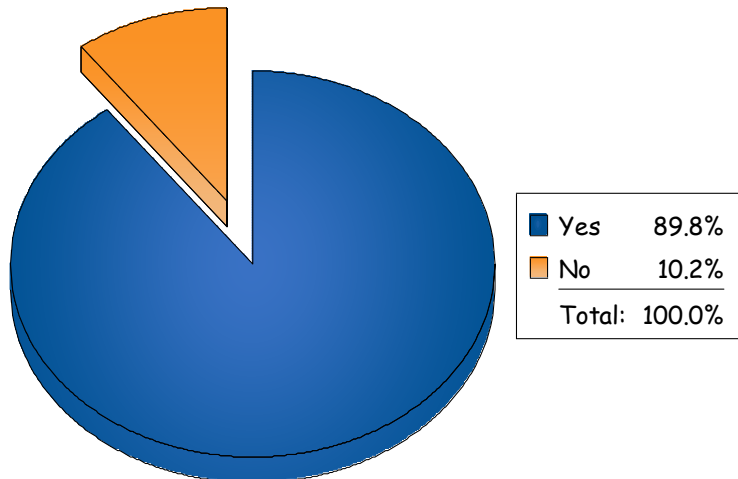


For November to December 2007

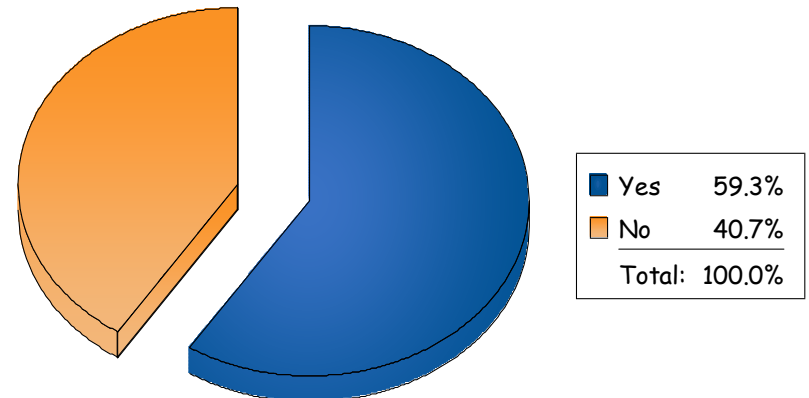


I Participated in the Accident Investigation

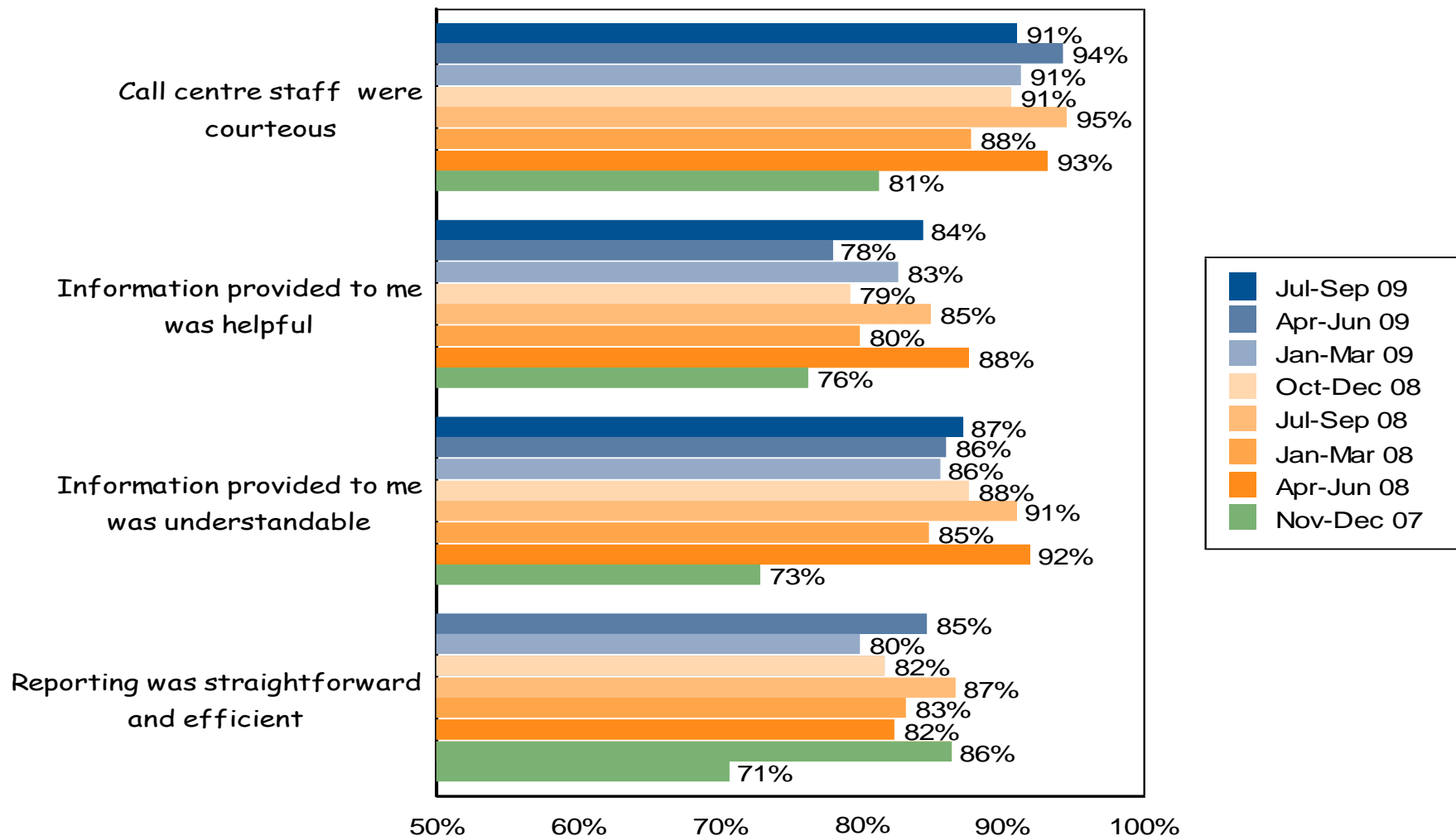
For July to September 2009



For November to December 2007



Percent of Survey Responses that were "Strongly Agree" or "Agree"



Benefits:

- As a direct result of the improved efficiency of the Call Centre, FH is now able to reallocate resources internally improving our ability to focus on the case management of our disability claims.

Occupational Health:

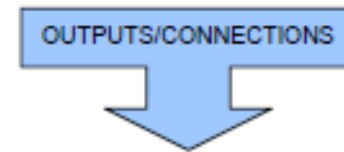
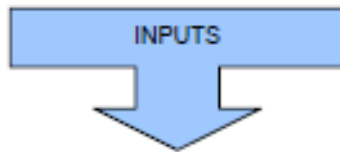
- In 2009, we added Occupational Health as part of the call center menu.
- Opportunity to improve/reduce risk in terms of communicable disease management/BBF exposures.

Occupational Health:

- From site- based individual model to program based population health model
- From paper to electronic charting for data housing / access
- More consistent & efficient use of resources
- One number to call

Fraser Health Call Center Services

Tuesday, February 02, 2010



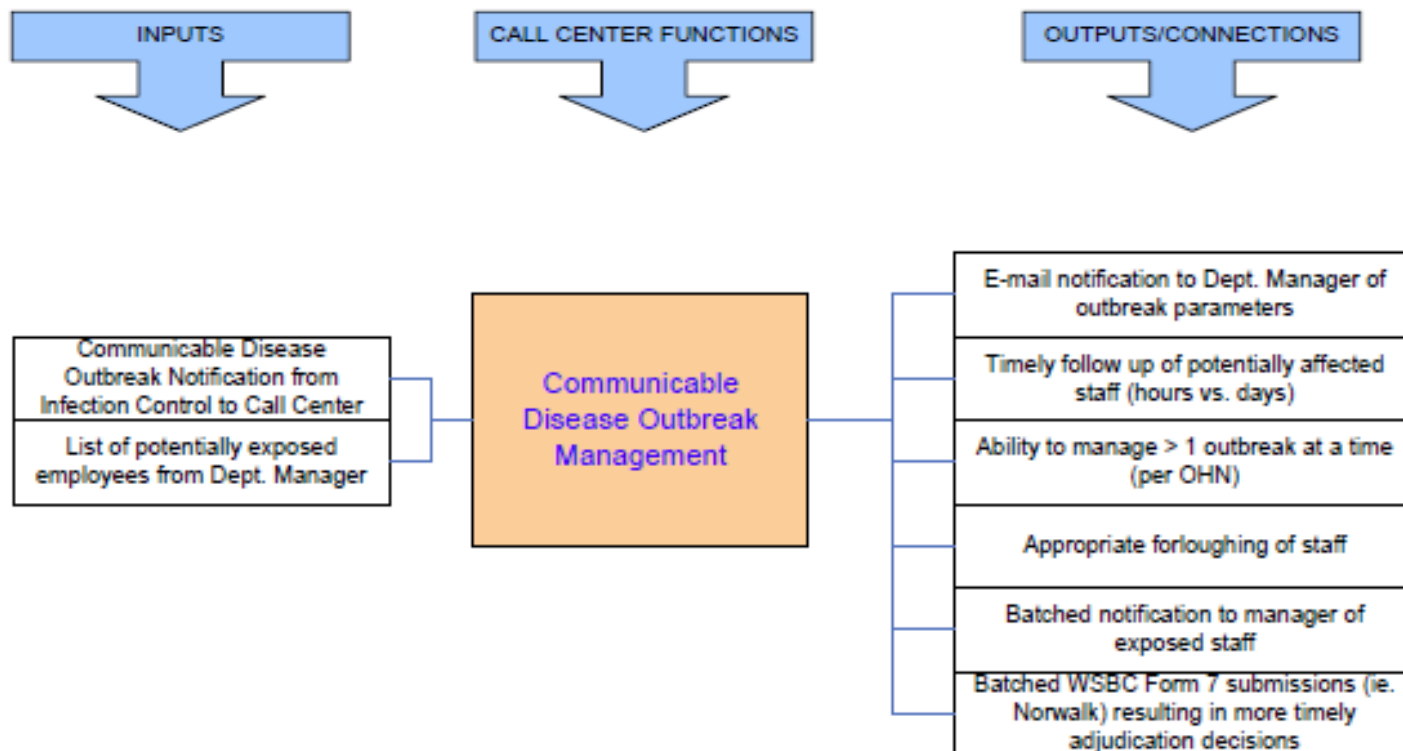
Communicable Disease Policy
Information to new employees outlining process (New Hire Letters/Benefits Package)
Employee Immunity Status Information

New Employee Communicable Disease Screening

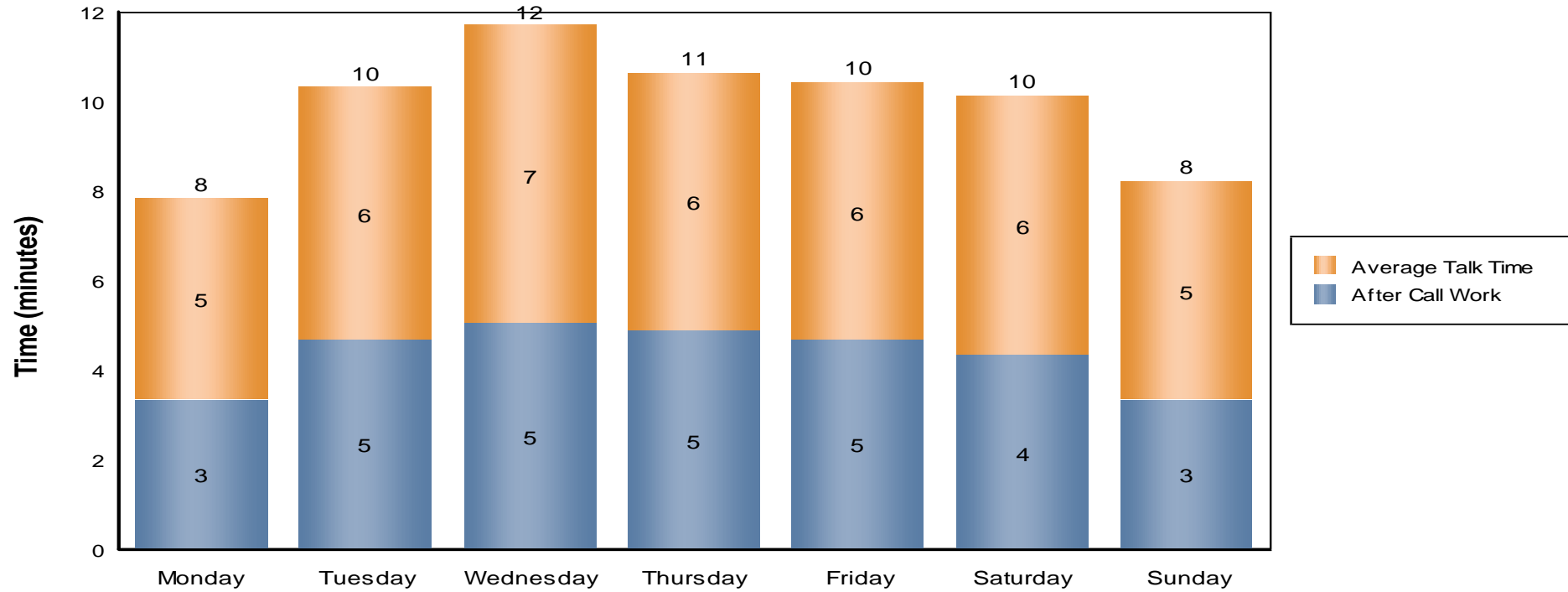
Real-time data entry of staff immunity into WHITE.net (6-8 minutes/staff member)
Follow-up Letter/Lab Requisition to staff member to update immunity
Reduced number of tests ordered generally
Immunity clinic schedule/system efficient method of updating immunity (for both new staff and existing staff)
E-mail notification to manager of delinquent new staff

Fraser Health Call Center Services

Tuesday, February 02, 2010

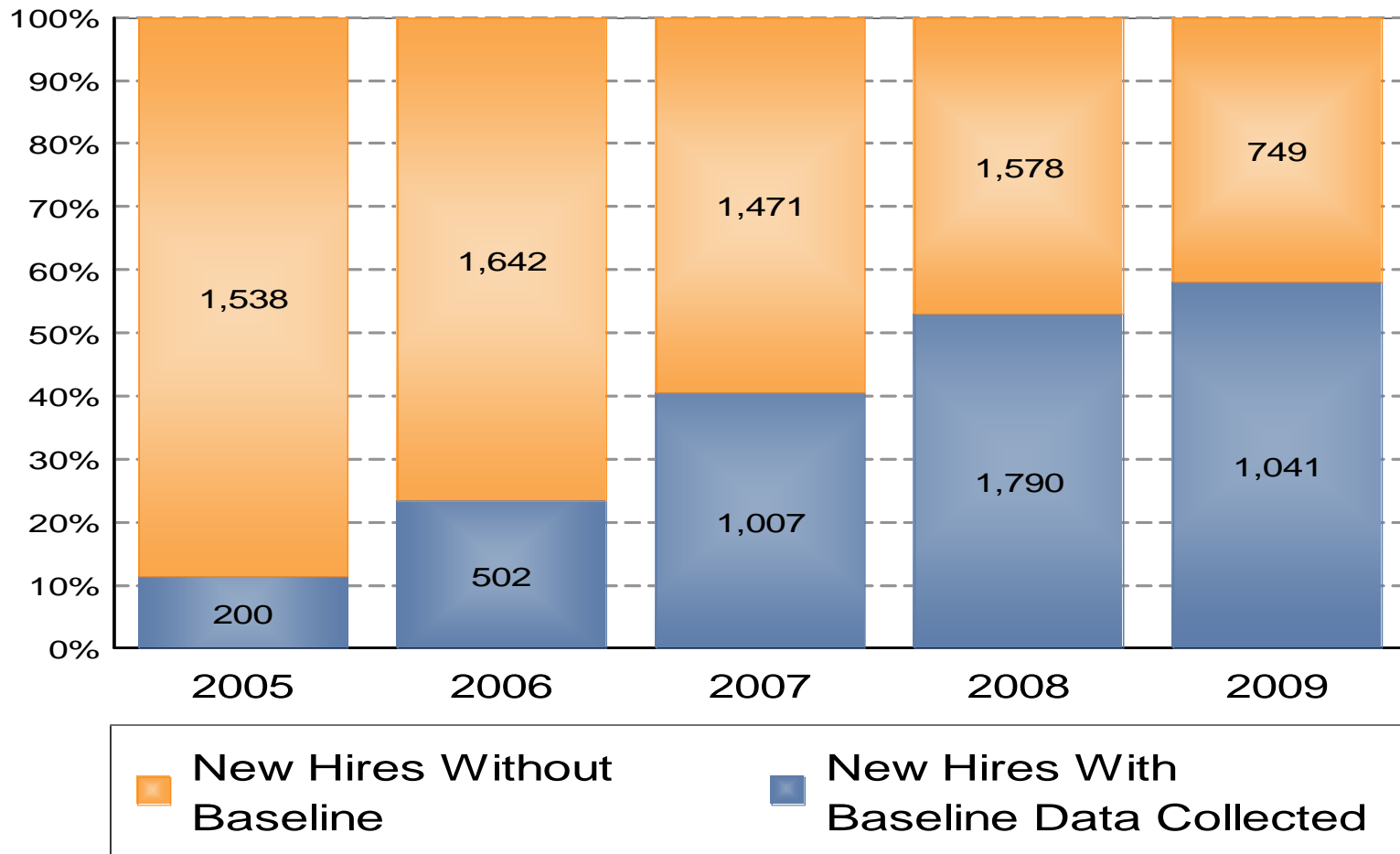


Average Talk Time and After Call Work per Day of Week



Health Histories:

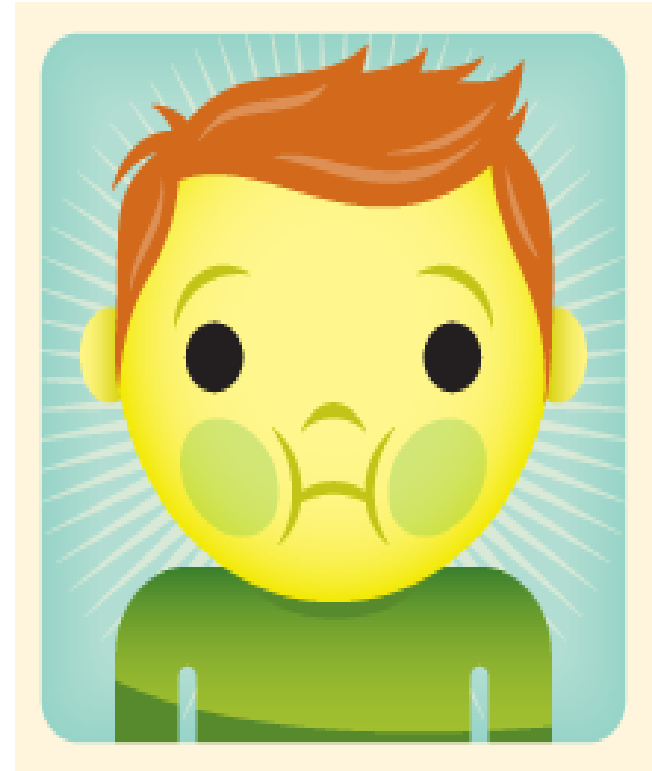
Baseline Health Data Obtained For New Hires



Mumps vs. Measles: What a difference!!

MUMPS (2008)

- If immunization status was unknown, Employees had to have blood work sent to provincial lab.
- Wait required for results
- Opportunities for improvements.



Mumps vs. Measles:

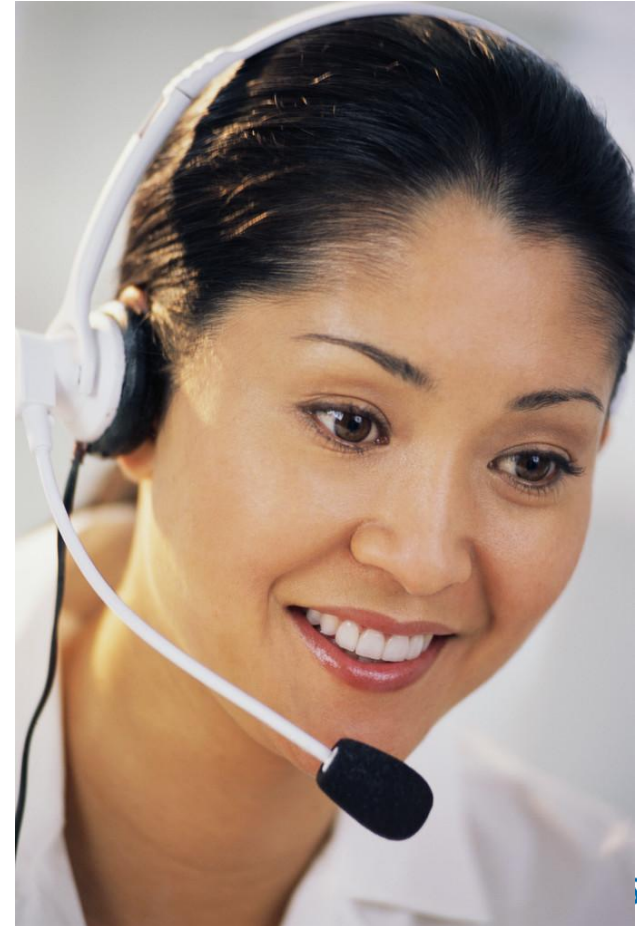


Measles (2010)

- Known immunity status led to less staff being furloughed.
- Greater opportunity to focus immunization clinics.

Communicable Disease Management:

- One point of contact
 - Dedicated resources
 - Consistent messaging
 - Timely facilitation of contact tracing
 - Easier tracking of exposures, use of PPE, Hot Spots
 - Immunization Clinics
- E.G. H1N1, Measles, Tuberculosis



serhealth

Benefits:

- Standardized, centralized process
- One number to call
- Consistent messaging
- Focus on Best Practices
- Collaborative partnerships with stakeholders
- Electronic data collection
- Streamlining of Resources

Questions?

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