

Integration of Care: Patient / Client First

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Hazelmere Golf and Country Club
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After the Accident

Hyper-acute Phase (24-72h):

1) Life and limb

2) General assessment and early treatment

After the Accident

Hyper-acute Phase (24-72h):

MEDICAL -- **INSURANCE** -- **LAWYER**

After the Accident

Acute Phase (6-8 weeks):

1) Further assessment and diagnosis

2) Early treatment

➤ If severe injury → may be protracted

➤ If less severe → initial aches and pains may (partly) settle in this time frame

After the Accident

Acute Phase (6-8 weeks):

MEDICAL -- INSURANCE -- LAWYER

After the Accident

Sub-acute Phase (2-6 months):

- 1) Potentially long term issues may emerge
- 2) Re-focusing of priorities as appropriate

After the Accident

Sub-acute phase (2-6 months):

MEDICAL --INSURANCE --LAWYER

After the Accident

Chronic Phase (6 months - ...):

- 1) Stable vs progressive (for better or worse)
- 2) Unmodifiable vs treatable

After the Accident

Chronic Phase (6 months - ...):

MEDICAL --INSURANCE-- LAWYER

VS

INSURANCE

After the Accident

And with time

MEDICAL ---INSURANCE---LAWYER

VS

INSURANCE

Lawyer vs Insurance

- Plaintiff vs Defendant(s)
- Plaintiff vs ICBC
- David vs Goliath

Lawyer vs Insurance

- Insurance covers both parties (usually)
- Fairness vs minimizing overall pay-out
- Collaborative vs Confrontational
- ICBC: Resource vs Foe

Lawyer vs Insurance

- *Fair Adjudication:*
 - ✓ Uncertainty vs Timeliness
 - ✓ Minimize avoidable delays
 - ✓ Mitigate fall-out

Lawyer vs Insurance

- *Create foundation*
 - ✓ To understand the injury
 - ✓ To ensure appropriate management
 - ✓ To allow glimpse into future

Independent Medical Opinion

- Relevant expertise
- Independence vs Funding
- “ Sub-rule . . . ”

Independent Medical Opinion

Firmness of opinion

VS

Completeness of assessment / treatment

Independent Medical Opinion

- *Medical expert:*
 - ✓ Family physician
 - ✓ Specialist physician
 - ✓ (Allied professionals)

Independent Medical Opinion

- *Medical expert:*

Treating

VS

Non-treating

Independent Medical Opinion

Single Assessment : “Snap-shot”

- ✓ Data available to date
- ✓ Accept incompleteness
- ✓ May make recommendations

Note: Expert remains non-treating physician

Independent Medical Opinion

- *Serial Assessment: “Motion picture”*
 - ✓ Completion of diagnostic work-up
 - ✓ Provide/recommend treatment
 - ✓ Assess outcome
 - ✓ Provide opinion

Note: Expert may be or become treating physician

Process Optimization

- Delay → Late resolution
 - ✓ Stress of uncertainty
 - ✓ Tx delayed = Tx denied
 - ✓ Failure to mitigate fall-out
 - ✓ Inferior outcome

Process Optimization

1) Lawyer assessment



Medical issues



No



Other



Yes



2) Physician assessment

Process Optimization

2a) Family Physician

- ✓ Multiple issues
- ✓ Diagnosis / treatment / referral
- ✓ Opinion: Early and/or late

Process Optimization

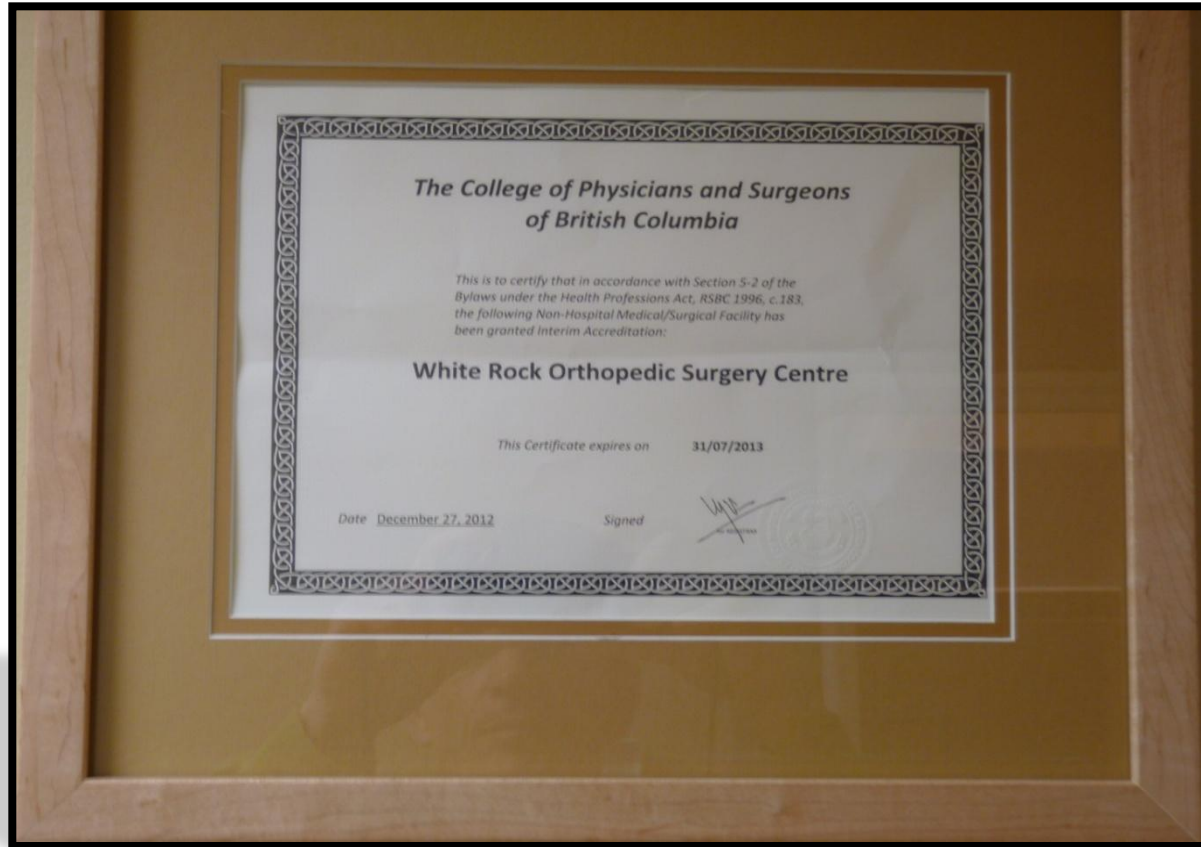
2b) Specialist Physician

- ✓ Focused assessment
- ✓ Diagnosis / treatment / referral
- ✓ Opinion: Early and / or late

White Rock Orthopaedic Surgery Centre

- ✓ Assessment of musculo-skeletal injury
- ✓ Orthopaedic perspective
- ✓ Completion of diagnostic process
- ✓ Refer/treat as appropriate
- ✓ Report as requested

White Rock Orthopaedic Surgery Centre -Fully accredited



White Rock Orthopaedic Surgery Centre

- ✓ Non-hospital surgical facility
- ✓ November 2007
- ✓ Fully accredited
- ✓ Class-1 facility
- ✓ Over 700 cases

White Rock Orthopaedic Surgery Centre -Class 1 facility



White Rock Orthopaedic Surgery Centre

- ✓ Full anesthesia capability
- ✓ In-house x-ray and ultra-sound
- ✓ Emphasis on pain management
- ✓ Continuity of care through entire process

White Rock Orthopaedic Surgery Centre -X-ray



White Rock Orthopaedic Surgery Centre -Ultra-sound



White Rock Orthopaedic Surgery Centre -Full anesthesia



Surgical Programs

- *Knee Arthroscopy*
 - ✓ Assessment: MRI 90-95% accurate
 - ✓ Meniscal tear
 - ✓ Osteochondral injury
 - ✓ Ligament reconstruction (ACL)
 - ✓ Removal loose bodies

Surgical Programs

- *Shoulder Arthroscopy*
 - ✓ Assessment: aMRI 85-90% accurate
 - ✓ Rotator cuff repair
 - ✓ Labral repair (Bankart / SLAP)
 - ✓ Debridement damaged /Degenerative tissue
 - ✓ Decompression / Acromioplasty
 - ✓ Distal clavicle resection
 - ✓ Removal loose bodies

Surgical Programs

- *General:*
 - ✓ Removal of Hardware (plate/IM nail etc)
 - ✓ Carpal tunnel release
 - ✓ Ulnar nerve transposition
 - ✓ Foot and ankle surgery
 - ✓ Hand and wrist surgery
 - ✓ Selected bone grafting

Surgical Programs

- *Hip Arthroscopy - being developed*
 - ✓ Intra-operative X-ray capability
 - ✓ Specialized traction equipment
 - ✓ Overnight stay capability
 - ✓ Specialized arthroscopy equipment
 - ✓ Additional training

Surgical Programs

- *Hip Arthroscopy – once established*
 - ✓ Assessment: aMRI 85-90% accurate
 - ✓ Labral tear
 - ✓ Osteochondral injury
 - ✓ Loose body
 - ✓ Impingement

Expected roll-out : Fall 2013

WROSC / ICBC / Lawyer

- *Once surgical treatment proposed:*
 - ✓ Excessive delay may jeopardize outcome
(initial pain generator vs established pain patterns)
 - ✓ PAH wait times: 18-24 months or longer
 - ✓ WROSC wait times: 4-8 weeks

WROSC / ICBC / Lawyer

- *Physician funding: through Teleplan*
- *Facility funding:*
 - ✓ **Not** recoverable through Teleplan
 - ✓ **Not** recoverable through extended health
 - ✓ **Can** be provided by patient
 - ✓ **Can** be provided by ICBC
 - ✓ **Can** be provided by law firm

WROSC / ICBC / Lawyer

- *2011 – Present:*
 - ✓ Funding approval rate increasing
 - ✓ Satisfaction rate high
 - ✓ Plaintiff's interests well-served
 - ✓ Wide variety of cases

Typical Scenario

1) Initial Request

Work-up complete



Funding requested



Surgery proposed

Typical Scenario

2) Reply from Law Office:

- ✓ Letter re: Rationale for surgery
 - Causation
 - Implications of delay, etc

- ✓ Possibly formal report (less common)

Typical Scenario

3) Funding authorized

- ✓ Surgery performed
- ✓ Recovery and rehab

Typical Scenario

4) Completion

- ✓ Final report
- ✓ Court hearing (rare)

Discussion

- ✓ Streamlining of surgical care in cases of unresolving MSK injury is feasible
- ✓ This is beneficial to the patient
- ✓ Is this beneficial to the client?

Conclusion

- ✓ The concept and process of integrated care were introduced
- ✓ Local resources were identified

Thank you...

*Looking forward to further working
with you.*