Integration of Care: Patient / Client First

Dr. Arno Smit – WROSC
Hazelmere Golf and Country Club
April 11, 2013
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 $\rightarrow$ 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

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*
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  Surgery proposed

Funding requested
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)
Streamlining of surgical care in cases of unresolved 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.