

Schedule 2

*Health Services Initiatives Update –
Specialized Care Services*

Objectives for Today's Overview

1. Share updates of the Health Care Strategy and our areas of focus in the development of Specialized Care Services
2. Explain the key updates in the new Specialized Care Services Programs

Optimizing Recovery Management – Health Care Strategy 3.0

WSIB's VISION

Our Vision is to make Ontario the safest and healthiest place to work and set the standard for **outcomes in recovery, return to work, occupational health care** and claims decision-making



OUR CUSTOMERS

- Injured/Ill Persons
- Employers



OUR PARTNERS

- Health Care Community
- Public Hospitals

HEALTH SERVICES STRATEGIC VISION

To be a leader in occupational recovery management through improved integration in the delivery of health and return to work services, focused on **making good better**, delivered through an effective and value-based health care continuum

OUR STRATEGIC VISION 2023 - 2027



Customer Centric Navigation



Connected & Integrated Pathways and Providers



Access to Right Care at the Right Time



Value Based and Accountable Care



Digitally enhanced connections & services

ACHIEVING OUR VISION - The following system priorities will help us in optimizing recovery management over the next few years

RENEWED RELATIONSHIPS WITH PRIMARY CARE

Address challenges and gaps in access to primary care (e.g. family physicians), leveraging technology (e.g. virtual), regional integration and expanded partnerships

RE-THINKING COMMUNITY CARE

Better and more streamlined access to services (e.g. physio) by reducing red tape, increasing accountability and incentivizing outcomes

ENHANCED SPECIALTY CARE

Leverage existing and develop new partnerships to strengthen access to care, research and innovation for those with occupational injuries and illnesses, supported by streamlined procurement and contracting solutions

TRANSPARENT AND COMPETITIVE FEES

Implement fair and competitive fees focused on delivery of the right care at the right time, to optimize the use of stretched resources

RE-ASSESSING THE DIGITAL ROADMAP

Assess the intersection between technology and health care to make the system more efficient, sustainable and drive value based care, inclusive of data integration and communication

HOW WE WILL MEASURE SUCCESS



Meet our customers' needs and expectations

Improve return to work and recovery outcomes

Strengthen partnerships

Provide health care services in a financially responsible and accountable way

- Improve access and quality of care, across the province, including remote regions
- Improve sustainable return-to-work and recovery outcomes
- Improved customer experience in recovery management (injured people and employers)

- Promote a informed health care community
- Ensure right utilization of care, including increased utilization of community care and decreased reliance on specialized care
- Expand and ensure sustainable partnerships, in community and specialized care

Areas of Focus



Barriers for people without a primary health care provider



Report focus and length



Increasing demands on greater health care system and limited health human resources



Mental health service gaps



Varying expertise in integrated pain management



Program gaps for neurological and spinal cord injury, and communicable illnesses

The new Specialized Care Services

- In January 2024, WSIB issued a request for proposal for the new specialized care services program to replace the current Occupational Health Assessment Program and the Specialty Program.
- Effective October 28, 2024 the new specialized care services was implemented with 15 contracted hospital partners.
- These new programs are now called the Occupational Health Hub and Specialized Recovery Services with the program changes focusing on key areas, to make good even better.

New health care continuum highlights

Physician-led assessment and consultation services to support recovery and return-to-work education and planning

Occupational health hub



Community programs



Specialized recovery services



Enhanced specialized care programs

First line programs of care:

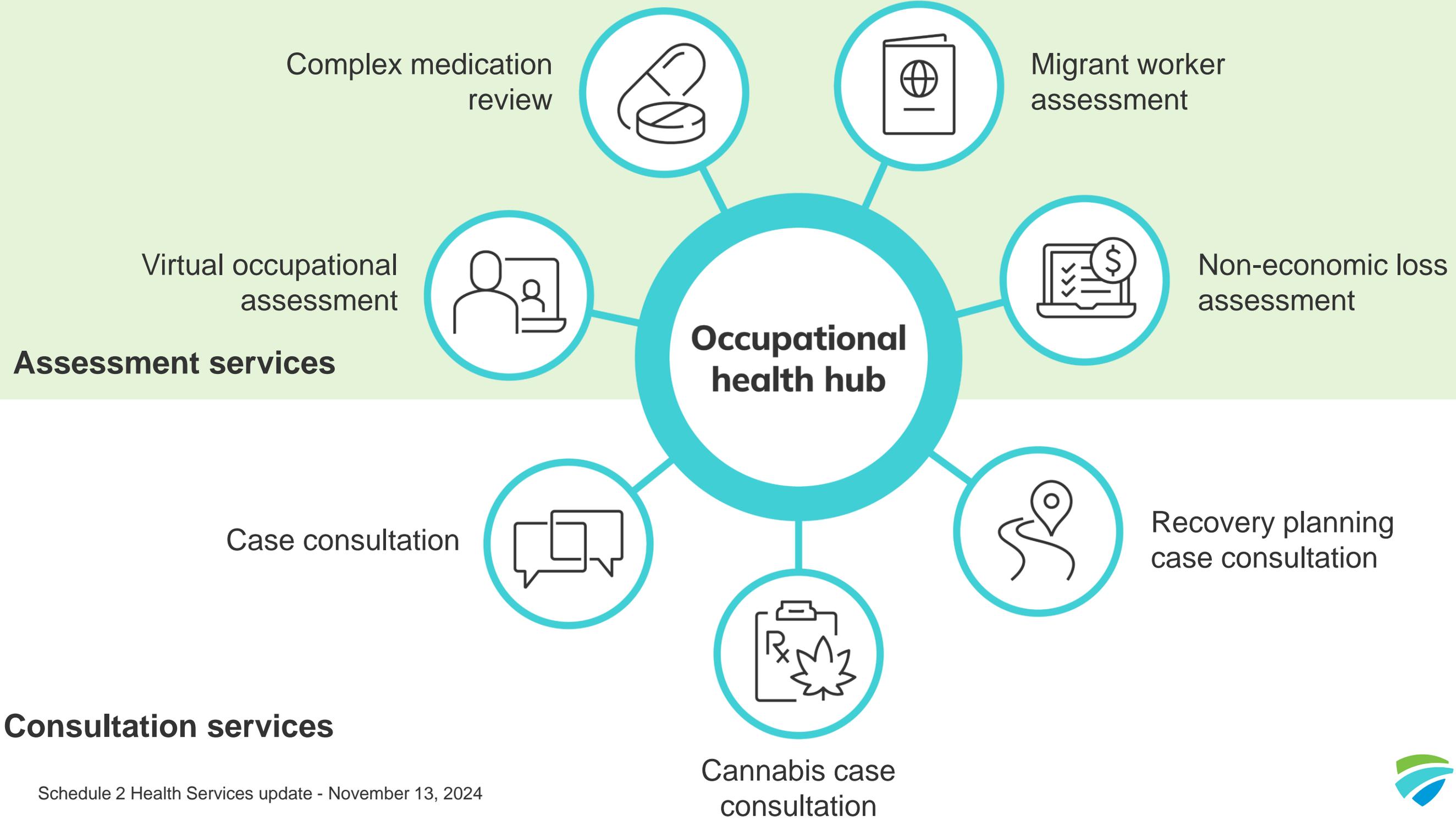
Musculoskeletal, mild traumatic brain injury and interdisciplinary team

Community mental health program

OHUB: Occupational health assessment program re-envisioned

- Physician led, with expertise in occupational rehabilitation, assessment and consultation services to support recovery and return-to-work education and planning
- Better distinction between Occupational Health Hub (OHUB) and Specialized Recovery Services (SRS) assessment services
 - All in-person MSK and mTBI assessment now within SRS, where you will see a range of specialists, to ensure the right level of care at the right time
 - Permanent virtual assessment within OHUB providing early education and triage for next steps
- Assessments are distinct for the purpose of **education**, **triage** or to address a **specific focus** (i.e., migrant worker, non-economic loss, complex med)

Occupational health hub



Specialized Recovery Services: expanded and enhanced specialty programs

- Broad scope of physicians completing assessments to maximize resources and ensure right care at right time
- Functional recovery coordinator embedded in all programs
- Increased access to specialized expertise across the province
 - Mental health providers have expanded
 - New programs introduced
 - Pain
 - Communicable illness
 - Expanded neurological injuries – moderate/severe and spinal cord
 - Expanded access to French language services
- Providers will no longer comment on RTW recommendation. Will focus only on providing holistic functional abilities

Specialized care programs

