



# Workers' Compensation REFORMS

## Advisory Committee on Healthcare Innovation and Evaluation (ACHIEV)

## Occupational Health Management System (OHMS) Update

*April 24, 2014*



Stay at Work Program ■ Medical Provider Network ■ COHE Expansion  
Structured Settlement Agreements ■ More Fraud Prevention  
Performance Audit ■ SHIP Grants ■ Rainy Day Fund

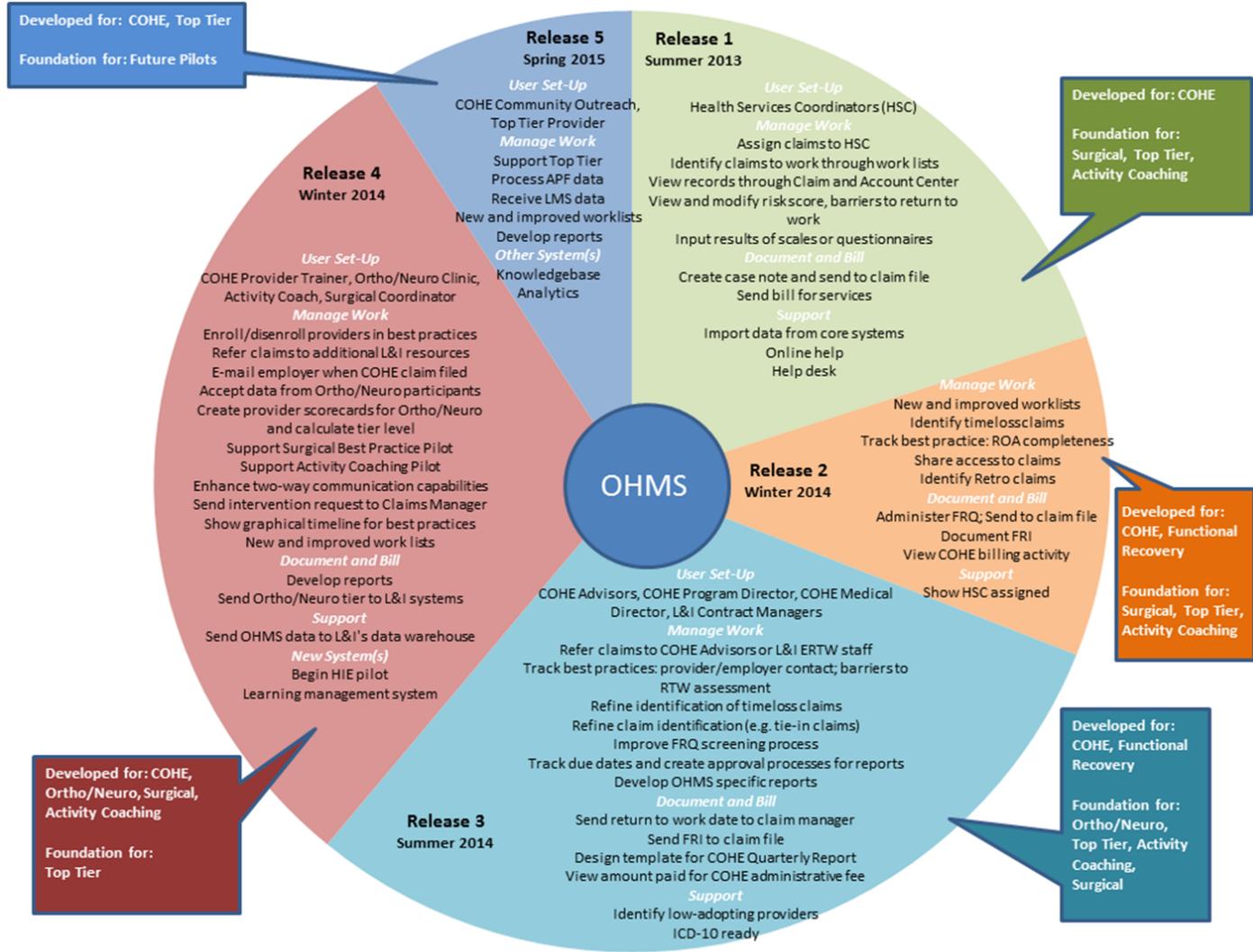
[www.WorkersCompReforms.Lni.wa.gov](http://www.WorkersCompReforms.Lni.wa.gov)



Washington State Department of  
Labor & Industries



# OHMS Functionality

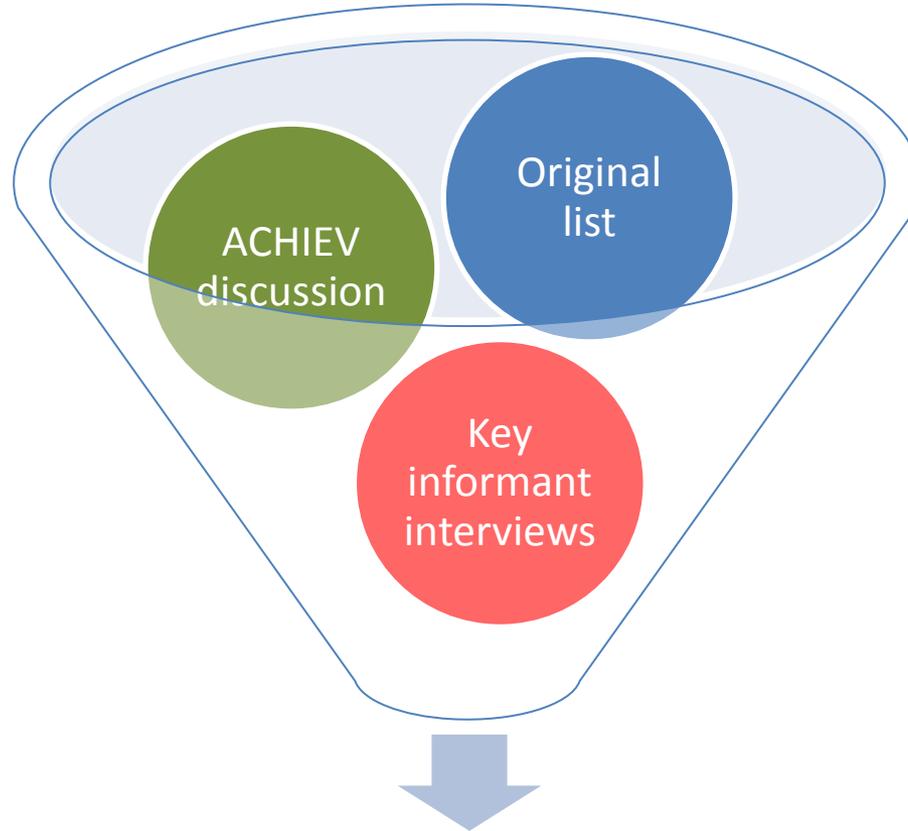




# Provider Functionality



# Provider Requirements



Distilled list of requirements



## Provider Requirement “Buckets”

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Training

Reference

Reporting

Treatment

Best Practice  
Admin



# Provider Requirements by Bucket

- ✓ Available or Planned
- ? Method Needs Review
- ☐ Has Constraints

## Training

- ✓ View and complete online training
  - ✓ Make it easy to find training for people in different roles (provider, patient, etc.)
  - ✓ Deliver training on-demand 24/7
  - ✓ Track training needed for best practices and certifications
  - ✓ Allow provider to save coursework and finish at a later time
  - ✓ Allow provider to test out of courses (without reviewing materials)
  - ✓ Provide simple ways to search courses
  - ✓ Categorize training modules so provider can easily find relevant materials
  - ✓ Support multiple training methods e.g., Classroom, in-office training, on-line, webinar
  - ✓ Support a robust catalog of training opportunities
    - Workers' Compensation (beginner, intermediate, advanced)
    - Best Practices (COHE, Activity Coaching, Top Tier)
- ☐ Support online chat, forums, and other interactive resources
  - ☐ Include links to external training content
  - ☐ Send regular and succinct e-newsletters outlining upcoming training opportunities

Learning  
Mgmt  
System



# Provider Requirements by Bucket

- ✓ Available or Planned
- ? Method Needs Review
- Has Constraints

## Reference

- ✓ Provide easy access to best practice information
- ✓ Supply online practice resources and reference materials
- ✓ HSC/Provider wiki or knowledge management system containing best practice information

Knowledge-  
Base

- Provide topical videos for a patient to view while in the clinic
- Allow materials to be customized based on audience, geography, provider type, etc.
- Allow providers to receive materials through their Electronic Medical Record system
- Display financial incentives and expectations for participating in L&I best practices



# Provider Requirements by Bucket

- ✓ Available or Planned
- ? Method Needs Review
- Has Constraints

## Reporting

- ✓ Deliver reports through email
- ✓ Reduce time lag between activity and reporting
- ✓ Develop simple, graphical, easy to consume reports

Analytics

- ? Notify HSC when a provider report is available
- ? Allow real-time reporting
- ? Show best practice reports with drill down to claims
- ? Roll-up from provider to clinic level
- ? Develop ad hoc reports with ability to input date range
- Use data to determine which training topics are most relevant to the audience
- Provide notifications related to best practice thresholds and other key performance indicators



# Provider Requirements by Bucket

- ✓ Available or Planned
- ? Method Needs Review
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## Treatment

- ✓ Integrate with EMR
- ✓ Record and view results of scales (e.g., pain and function)
- ✓ Refer claim to HSC

Treatment

- ? Maintain contact information for employer of injury
- ? Provide notifications or alerts
- Allow data entry of Activity Prescription Form (APF)
- Notify provider when APF restrictions are ending
- Create a dashboard for easy access to claim information
- Show a list of claims
- Allow messaging, prompts, and decision-trees to guide patient interaction



# Provider Requirements by Bucket

- ✓ Available or Planned
- ? Method Needs Review
- ☐ Has Constraints

## Best Practices Admin

- ✓ Submit application
- ✓ Determine eligibility
- ✓ Submit data for best practices reporting (Orthopedic and Neurologic Surgeons Quality Pilot)

**Best  
Practice  
Admin**



## Provider Feedback – Outside Scope for OHMS

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- Related to Best Practice Programs and Pilots
  - Customize performance measures based on case mix
  - Increase visibility of and access to care coordinators
  
- Related to L&I
  - Publish specialist scorecards to improve referrals
  - Standardize processes among Self-Insured Employers
  - Provide additional space on L&I forms for provider to add notes (esp. ROA and APF)
  - Provide ability to view IT systems in Spanish



## Provider Feedback – Outside Scope for OHMS

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- Related to Training
  - Provide a robust catalog of training opportunities
    - Workers' Compensation (beginner, intermediate, advanced)
    - Best Practices (COHE, Activity Coaching, Top Tier)
    - L&I forms and requirements
  - Use multiple training methods
    - Classroom (record for on-line viewing)
    - In-office training
    - On-line materials
    - Interactive webinars
  - Develop training specific to role (provider, front office staff, patient, etc.)
  - Offer CME incentives and redeemable rewards



# Health Information Exchange



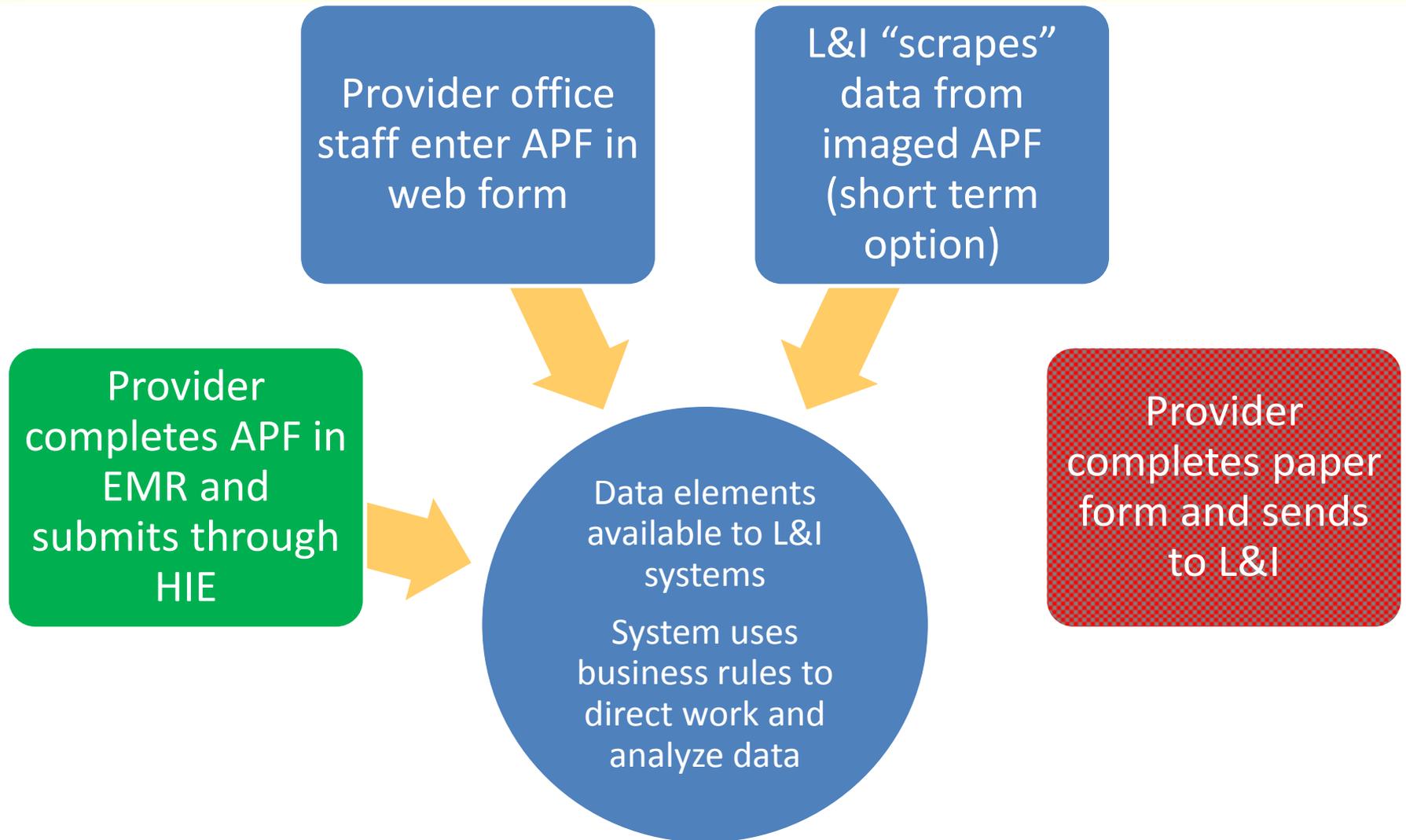
## OHMS and HIE-First Steps

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Improve injured worker health outcomes through automated exchange of patient data by receiving at least 85% of Activity Prescription Form (APFs) electronically from best practice providers by June 2017.



## APF as Data...What are the options?





## OHMS and HIE

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- What do we want to learn about HIE and data exchange?
  - Can we...
    - Provide a positive experience for providers and their staff?
    - Identify injured workers needing assistance?
    - Receive a higher percent of timely and complete APFs?
    - Reduce days to claim resolution or claim determination?



## HIE Goals

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- HIE Pilot
  - Develop and publish schema for APF data, using HIE standard
  - Perform data exchange with partners (OHP and External Source).
  - Ensure there is no data loss end-to-end (data integrity test).
- L&I Enterprise
  - Test that the message received via HIE is stored correctly in the target database, and no information is lost (data integrity test).
  - Test that the services built for providing data to consuming processes and applications perform as specified. (In this pilot the consuming application is OHMS.)
- OHMS
  - Use APF data (Details being specified in business analysis process)



## HIE Milestones & Risks

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### ■ MILESTONES

- HIE Pilot Partner to be identified by June 30, 2014
- HIE Pilot development completion by December 31, 2014
- Documentations of HIE pilot experience start by December 31, 2014
- HIE Pilot testing complete by March 31, 2015

### ■ RISKS

- No Trading Partner identified by June 30 -
  - Could delay OHMS consumption of APF data via HIE
- OHMS modifications not completed in Release 4 -
  - Prevents testing flow of production data in the for December – March timeframe.
  - Prevents beginning of data use to promote Business goals.



# Medical Provider Network | COHE Expansion

Workers' Compensation

## REFORMS

