

The activity coaching pilot uses a technique developed in Canada called the Progressive Goal Attainment Program (PGAP™), a 10 week standardized, community-based intervention using trained coaches to encourage and track structured activities for injured workers.

Activity Coaching

Goals and Objectives of PGAP™

- Identify life roles that have been disrupted by illness or injury, and assist the individual in resuming his or her participation in the life-role activities.
- PGAP™ aims to assist individuals in resuming their occupational involvement.
- Symptom reduction is not an objective of PGAP™.

Treatment process

- Workers complete five one-page assessment questionnaires
- Worker and Activity Coach meet weekly for about one hour, for a maximum of 10 sessions
- Initial stages focus on structured activity to help the worker resume activities
- Final stages focus on re-integration into the workplace

Pilot Status

- L&I will continue PGAP and incorporate it into L&I processes through a phased integration.
- Two work groups at L&I are working on what Activity Coaching should look like in the future.
- This phased integration will take about a year.

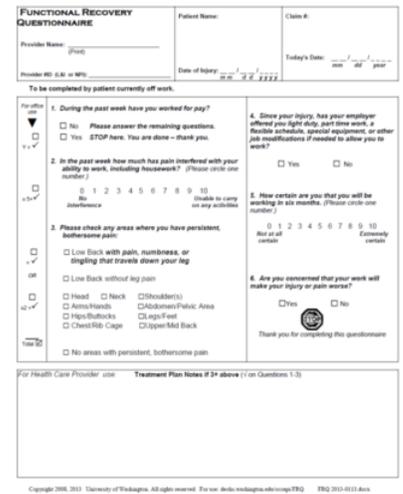


The functional recovery pilot is intended to:

1. Identify workers at risk for long term disability using a six question questionnaire (FRQ).
2. Help providers identify and implement interventions to reduce likelihood of disability (FRI).

Administering the FRQ

- Transitioning to Health Services Coordinators (HSCs) in the COHE Community of Eastern Washington
 - Health Services Coordinators can administer the FRQ to injured workers identified during:
 - HSC standard work, or
 - Work list review in the Occupational Health Management System (OHMS)



Next Steps

- Develop processes for COHE Community HSCs to administer the FRQ
- Develop project measures and evaluate QI project
- If successful, consider how to make the FRQ more broadly available

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What are the interventions?

Active Self-Care + Exercise + Earliest Possible Safe Return to Work = **Best Outcome**

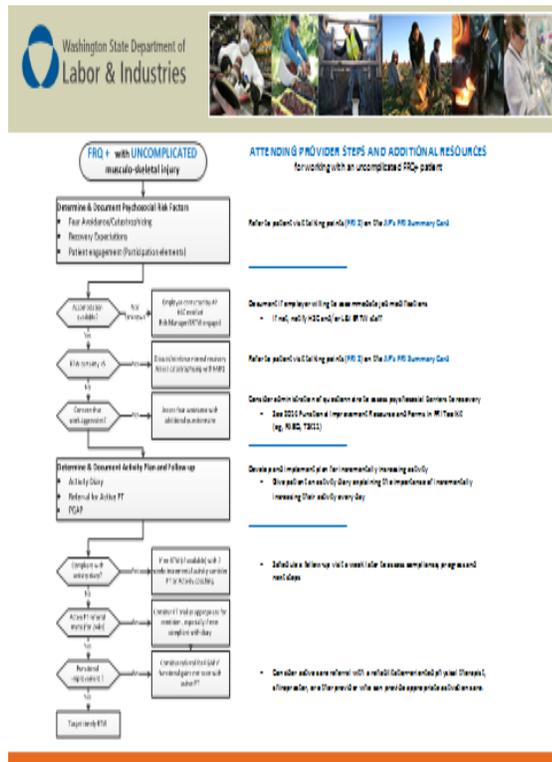
- ✓ Explain recovery expectations – including return to work
- ✓ Reinforce important recovery habits
- ✓ Talk about fear (of pain or re-injury) and avoidance (of physical activity)
- ✓ Encourage physical activity progress at home
- ✓ Prescribe active PT and discuss functional gains from PT
- ✓ Identify return to work barriers quickly
- ✓ Case conference for effective treatment plan

FRI Improvement

- L&I collected feedback from prior pilot participants.
- Developed new protocol for uncomplicated musculo-skeletal injuries.
- Four COHE Advisors reviewed new FRI protocol.

Next Steps

- Recruit additional COHE Providers as FRI Advisors.
- Develop additional FRI protocols.
- Continue tailoring the interventions based on:
 - FRQ responses, provider specialty or experience level, complex cases.



Emerging Best Practices Update

April 2015

L&I's new Surgical Best Practices Pilot began on October 1, 2014. The pilot adds four new best practices in addition to the Orthopedic and Neurological Surgeons Quality Project requirements. The best practices were selected in order to improve transition of care and return to work planning.

What are the best practices?

1. Timely and appropriate transition to surgical care.
2. Pre-op documentation of return to work plans and goals.
3. Post-op intervention on return to work goals, if needed.
4. Timely transfer after surgical care concludes.

What support will participants receive?

A Surgical Health Services Coordinator (SHSC) will make sure referring providers know when and how to request assistance from surgeons and will take the lead on return to work planning and communication. When the patient is ready to move on to the next step of care, the coordinator will assist with transition to the next provider.

The Pilot Medical Director will help surgeons integrate best practices in the clinic; oversee the work of the SHSC; and provide support on complex cases.

Referring providers will receive training, so they will make the right referral at the right time.

Current Status

- All pilot sites are now providing services state fund injured workers.
 - The Everett Clinic Orthopedics Department
 - COHE Community of Eastern Washington
 - Inland Neurosurgery and Spine, Spokane
 - Proliance Tri-City Surgery Center, Richland
- Proliance Orthopedic Associates, Renton

Next Steps

- Continue refining processes and procedures at all sites
- Mentor surgeons in best practices
- Develop measures

<http://www.lni.wa.gov/ClaimsIns/Providers/Reforms/EmergingBP/#4>