### Healthy Worker 2020 Minimum Standards Exercise

<table>
<thead>
<tr>
<th>Health System – Create a culture, organization, and mechanisms that promote safe, high-quality care</th>
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<tbody>
<tr>
<td>• Visibly support improvement at all levels of the organization, beginning with the senior leader</td>
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<td>• Promote effective improvement strategies aimed at comprehensive system change</td>
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<td>• Encourage open and systematic handling of errors and quality problems to improve care</td>
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<td>• Provide incentives based on quality of care</td>
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<td>• Develop agreements that facilitate care coordination within and across organizations</td>
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### Starter Verbiage:

Executive and clinical level champions are visibly engaged and have identified roles and responsibilities

Monitor adherence to workers’ compensation best practices with a plan for identification and resolution of issues (PDCA)

Staff, providers, and executives promote excellent care and support for injured workers

Engage in systematic pre-defined collaboration with the larger health care community (e.g., not expected to provide all services for the patient, but expected to ensure the injured worker receives the care they need)

Promote innovation aimed at comprehensive system change

### New Verbiage:
Delivery System Design – Assure the delivery of effective, efficient clinical care and self-management support

- Define roles and distribute tasks among team members
- Use planned interactions to support evidence-based care
- Provide Clinical case management services for complex patients
- Ensure regular follow-up by the care team
- Give care that patients understand and that fits with their cultural background

Starter Verbiage:
Identify populations receiving services

Define roles for: Attending Provider, Care Coordinator, Specialists (any other direct care provider), Consultant (when applicable) that meet L&I's minimum standards

Define protocols to minimize risk that meet L&I's minimum standards
- The system has defined protocols for interacting / communicating with all parties
- The system has defined protocols that ensure adequate follow-up and identify at-risk workers

There are clear expectations for staff to practice cultural competency

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<table>
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<tr>
<th><strong>Decision Support – Promote clinical care that is consistent with scientific evidence and patient preferences</strong></th>
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<tr>
<td>• Embed evidence-based guidelines into daily clinical practice</td>
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<td>• Share evidence-based guidelines and information with patients to encourage their participation</td>
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<td>• Use proven provider education methods</td>
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<td>• Integrate specialist expertise and primary care</td>
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**Starter Verbiage:**

Provide timely reminders for services and feedback on best practices using OHMS or similar electronic tool

Have appropriate systematic processes and policies (including provider training) to support providers adhering to best practices, including documentation and approved standing orders

Utilize and share best practices, including medical treatment guidelines, as appropriate, to integrate care and inform patients

Develop and deploy a process to utilize the right provider for the right service at the right time

**New Verbiage:**
Clinical Information System – Organize patient and population data to facilitate efficient and effective care
- Provide timely reminders for providers and patients
- Identify relevant subpopulations for proactive care. Facilitate individual patient care planning
- Share information with patients and providers to coordinate care
- Monitor performance of practice team and care system

Starter Verbiage:
Identify population of injured workers in a timely manner using EMR and/or OHMS
Use validated screening tool in your EMR and/or OHMS to proactively identify patients at risk of falling into chronic pain or long-term disability
Systematically administer validated pain and function tools at appropriate intervals. Use results to automatically flag workers who might benefit from additional services
If not using OHMS, system will share data directly with OHMS

New Verbiage:
Self-Management Support – Empower and prepare patients to manage their health and health care
  • Emphasize the patient’s central role in managing their health
  • Use effective self-management support strategies that include assessment, goal-setting, action planning, problem-solving and follow-up
  • Organize internal and community resources to provide ongoing self-management support to patients

Starter Verbiage:
Promote and reinforce expectation of worker self-efficacy
Use tools or processes to identify barriers and support the patient's role central to their care
Identify and document evidence of non-engagement (e.g., didn't attend Activity Coaching) and create a standard process for next steps

New Verbiage:
### Community - Mobilize community resources to meet needs of patients

- Encourage patients to participate in effective community programs
- Form Partnerships with community organizations to support and develop interventions that fill gaps in needed services
- Advocate for policies to improve patient care

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<td>Identify and develop partnerships within the community to support your population of patients and encourage patient engagement</td>
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