

May 22, 2008

**EARLY INTERVENTION PROGRAM**

**POLICIES & PROCEDURES**

*Between*

**Health Science  
Professionals Bargaining  
Association**

*and*

**HEABC**

Health Employers  
Association of BC

## Introduction

The Health Employers Association of British Columbia (HEABC) and the Health Science Professionals Bargaining Association (HSPBA) have negotiated an Early Intervention Program (EIP).

The purpose of the EIP is to facilitate pro-active, appropriate and customized return to work (RTW) programs for employees with occupational and non-occupational disabilities. The EIP is currently provided by the Healthcare Benefit Trust (HBT), which also provides the LTD coverage, and is supported by the HSPBA and HEABC.

The benefits of the EIP can be realized by both the Employer and employee, and may:

- prevent feelings of loneliness and abandonment that reduce the employee's motivation to get well;
- assist the employee to obtain appropriate health/rehabilitation services;
- help avoid a "run-around" for the employee from one healthcare professional to another;
- assist the employee and her/his family in re-establishing a sense of control;
- increase the likelihood of a successful rehabilitation outcome; and
- reduce the costs of sick leave and the Long-Term Disability Insurance Plan.

The success of the EIP will ultimately depend on the participation of the employers, unions and employees, and their support of the program. For employees, seeking timely medical treatment, following medical recommendations of the treating physician or healthcare professional and, where appropriate, participating in an early intervention plan (EI Plan) are vital in improving her/his quality of life and successful return to pre-disability health. Any EI Plan will include the involvement of the local steward and management representative as it improves the likelihood of a successful EI Plan.

The National Association of Disability Evaluating Professionals (NADEP) has indicated that the likelihood of an unassisted individual ever returning from an absence due to illness or injury decreases the longer an employee is absent from work. Therefore, the EIP plays a critical role in reducing the costs of disability claims within the Health Care sector.

The EIP may evolve as it is implemented and this document will be updated periodically to reflect those changes.

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## 1.0 Contact Information

### 1.1 EIP Provider

Healthcare Benefit Trust (HBT)  
#530 – 1385 West Broadway  
Vancouver, BC V6H 3X8

Greater Vancouver calls: (604) 630-1456  
Phone Toll Free: 1-888-630-1456  
Fax: (604) 630-1475

- Early Intervention Coordinator (EIC)  
Early Intervention Services
  - For issues regarding specific employees who are participating in the program
- Medical Case Manager (MCM)  
Early Intervention Services
  - For issues regarding specific employees who are participating in the program
- Maria Howard, M.Ed., (Rehab), CCRC  
Program Manager, Early Intervention Services and Clinical Support
  - For issues relating to the program and related services

### 1.2 HEABC Representative

Frances Kerstiens  
Advocate, Occupational Health, Safety & Wellness  
Health Employers Association of British Columbia  
#200 – 1333 West Broadway, Vancouver, BC V6H 4C6

Phone: 604-714-2272  
Fax: 604-736-2715  
Email: [francesk@heabc.bc.ca](mailto:francesk@heabc.bc.ca)

Shirley Devine  
Consultant, Early Intervention Program  
Health Employers Association of British Columbia  
#200 – 1333 West Broadway, Vancouver, BC V6H 4C6

Phone: 604-714-2290  
Fax: 604-736-2715  
Email: [shirleyd@heabc.bc.ca](mailto:shirleyd@heabc.bc.ca)

### 1.3 HSPBA Representative

Alison Hietanen  
Senior Labour Relations Officer  
Health Sciences Association of British Columbia  
Suite 300 – 5118 Joyce Street  
Vancouver, B.C. V5R 4H1

Phone: 604-439-0994  
Toll Free : 1-800-663-2017  
Fax: 604-439-0976  
Email: [alison@hsabc.org](mailto:alison@hsabc.org)

## **2.0 Goals and Objectives**

The goal of the EIP is to complement the existing sick and disability plans by facilitating a proactive and customized service for ill and injured employees to assist them to return to work in a safe and timely manner.

The objectives are:

- to initiate early contact with the employee;
- to identify and provide appropriate, caring case management of the employee's health issues;
- to convey the message that employees are valued;
- to facilitate rehabilitation of employees and a safe and timely return to work;
- to encourage health promotion and employee wellness;
- to be compliant with legislation and regulations (e.g. Workers' Compensation Act, Human Rights legislation, including duty to accommodate, provincial and/or federal privacy laws, collective agreements);
- to promote open discussion and support for the EIP by the HSPBA and HEABC; and
- to reduce the costs associated with sick leave and the long-term disability.

## **3.0 Roles and Responsibilities**

### **3.1 EIP Steering Committee (SC)**

Refer to Appendix F.

### **3.2 EIP Working Group (WG)**

Refer to Appendix G.

The WG includes the HEABC Representative(s) and the Union Representative(s).

### **3.3 Local Implementation Committee**

Refer to Appendix H.

### **3.4 HBT Program Manager: Disease Management and Disability Prevention**

- participate in the design and implementation of the program under the direction of the Steering Committee;
- provide direction to the EIC and MCM;
- approve individual EI Plans where there will be a direct cost to the EIP, and approve costs (e.g. medical interventions) up to spending limits as defined by HBT management;
- review ongoing effectiveness of HBT's services to the EIP; and
- attend meetings of the Steering Committee and WG, provide input for enhancements or changes to the EIP, and provide periodic reports.

### **3.5 Early Intervention Coordinator (EIC): Disability Management Services**

This is the individual designated by HBT for early intervention services and is responsible for:

- receiving notification from the employer, employee, or union representative;
- making the initial contact by telephone (within one working day) with the employee to determine if the EIP process should be initiated;
- explaining the EIP to the employee, including the roles and responsibilities of both the employee and EIC in the program;
- supplying the name and contact information for the HSPBA Representative on the WG and urging the employee to contact the HSPBA representative if the employee has concerns about the program;
- sending out the Early Notification Package if the EIP process is required;
- receiving and notifying the WG members when the Early Notification Package documentation is received from the employee;
- contacting the Employer Representative and encouraging the early submission of an LTD claim (ideally after 4 months of absence), if the employee is not expected to RTW within the LTD qualification period (currently 5 months); and
- providing weekly status reports to the WG.

### **3.6 Medical Case Manager (MCM)**

- Gathering and reviewing information about the employee's illness/injury and developing an EI Plan, if appropriate;
- following up with the employee to ensure the return to work was successful, if the EIP process was not initiated – e.g. because the employee will soon be returning to work;
- Facilitating the EI Plan by referring the employee to services such as medical examinations or procedures, physiotherapy treatment programs or counselling;
- referring the case to the WG if there are complicating factors such as non-participation or labour relations issues;
- communicating with the employee, Employer Representative, attending physician and WG throughout the employee's absence to monitor progress and to ensure that the EI Plan is followed;

- participating in meetings of the WG; and
- providing the HBT Program Manager with periodic status reports for the Steering Committee.

### **3.7 Employer**

The Employer will:

- notify the EIC when an employee has been absent for 6 scheduled shifts or 10 calendar days whichever comes first;
- provide the EIC with basic information on the employee (name, phone number, address, last date worked, etc.) as required;
- notify the EIC when an employee's WCB claim has been finalized and the employee has not returned to work; and
- be responsible for accommodating the employee's early return to work, transitional accommodations, and the costs associated with that.

### **3.8 Employee**

employees shall participate in the EIP program and cooperate with the parties by:

- completing all required forms;
- speaking with Early Intervention Program coordinators and/or Union representatives to discuss the potential for an EI Plan;
- actively cooperating with and participating in the development of an EI Plan;
- cooperating with and participating in the agreed upon EI Plan, including any recommended medical and rehabilitation intervention plans, if approved by the attending physician.

### **3.9 EIP Implementation Issue Resolution Process**

#### **1. Local Implementation Committee**

If issues arise out of the implementation of EIP which cannot be resolved at the local level, either party can refer the matter to the Working Group for resolution.

#### **2. Working Group**

On a timely basis, the working group will resolve issues which they encounter in the day to day implementation of EIP or which are referred to them by the local implementation committees. If the working group cannot resolve local or industry wide issues, they will refer these issues to the Steering Committee.

#### **3. Steering Committee**

The Steering committee will resolve any issues that cannot be resolved by the working group. As a last resort when an issue cannot be resolved at the Steering Committee, the issue will be referred to Don Munroe for mediation/arbitration.

#### **4. Mediator/Arbitrator Don Munroe**

Don Munroe shall meet with the parties on a timely basis to try to facilitate mediated resolutions to conflict. If a mediated resolution is not reached, he shall issue a written decision. The mediator will render such decision within 30 calendar days of the referral.

## 4.0 Policies

### 4.1 Confidentiality

HBT is an independent service provider bound by the *BC Personal Information Protection Act* and has strict confidentiality policies and procedures. As such, information that the employee provides to the EIC is **confidential**. However, the diagnosis and prognosis will be shared with the HEABC and HSPBA Representatives on the WG where required for individual EI planning and where authorized in writing by the employee.

The Steering Committee may receive aggregate data in order to measure the effectiveness of the EIP.

All documents for active cases are kept in locked security at HBT.

Medical information may be shared with GWL, when authorized by the employee, as part of an LTD claim submission and to ensure continuity of case management.

### 4.2 Participation

In accordance with the Memorandum of Agreement (Re: New Long Term Disability Plan), participation in the EIP is mandatory for all employees.

Participation by employees includes:

- completing all required forms;
- speaking with Early Intervention Program coordinators and/or Union representatives to discuss the potential for an EI Plan;
- actively cooperating with and participating in the development of an EI Plan;
- cooperating with and participating in the agreed upon EI Plan, including any recommended medical and rehabilitation intervention plans, if approved by the attending physician.

If an employee refuses to participate, the EIC will refer the case to the WG. If the employee still refuses to participate, the EIC will send a letter notifying the employee that non-participation in the EIP may result in complications, delay or denial of LTD Plan claims and/or benefits. The letter will be copied to the Employer Representative and to the HSPBA. HBT will not be involved in labour relations or compliance issues.



## **5.0 Medical Forms**

An employee participating in the EIP will have her/his attending physician complete an Occupational Fitness Assessment (OFA) form that provides general information regarding her/his current injury/illness. The OFA is part of the Early Notification Package, and includes the employee authorization section.

## **6.0 Early Intervention Plan (EI Plan)**

Once the EIC has gathered all necessary information, the MCM will consult with the employee, supervisor, attending physician and/or any other relevant parties to develop and implement an EI Plan.

## **7.0 Integration With Other Programs And Services**

The EIC will work with employers to facilitate the EI Plan and will encourage the participation of available employer or external ancillary services. Ancillary services may include, but are not limited to:

- ergonomic assessments;
- work conditioning – preparing physically;
- working closely with the employee to increase her/his activities of daily living;
- functional capacity evaluations;
- transferable skills analysis;
- job demands analysis;
- graduated RTW planning;
- retraining for transitional work; and
- PEARS.

The healthcare professionals contracted by HBT will be bound by the same confidentiality requirement of provincial and/or federal laws.

The EIC will work collaboratively with other agencies (WCB, ICBC, etc) where applicable to the claim.

## **8.0 Data Collection and Reporting**

The EIC maintains detailed records of each case. These are maintained in a confidential and secure manner. The EIC and the HBT Program Manager will provide reports such as:

- Electronic reports to the WG of all cases referred to HBT to date. Cases that are not accepted into the EIP (e.g. where the employee is soon returning to work) will be reported in a non-identifiable manner because the employee will not have signed an authorization.
- Case-specific reporting to the WG for cases that require further review.

- Periodic aggregate reporting to the Steering Committee based on the requirements of the Steering Committee, such as:
  - total number of active claims and breakdown by types of disability;
  - number of new claims received during the month;
  - number of claimants returning to work in the month;
  - number of claims closed due to non-cooperation;
  - summary of costs;
  - summary of estimated savings (e.g. reduction in number and duration of LTD claims);
  - outcomes (e.g. successful RTW; LTD claim submitted but duration anticipated to be reduced; LTD claim submitted without EIP); and
  - any other data agreed upon by the parties.

## **9.0 Communication**

Effective communication is integral to the overall success of the EIP. The Steering Committee will develop a communication strategy, both to initially introduce the program and to promote its ongoing use.

## **10.0 Program Evaluation**

The Steering Committee will evaluate the effectiveness of the EIP on an ongoing basis. This may be accomplished through review of:

- aggregate data that is provided by HBT;
- independent evaluation forms completed by employees who have participated in the EIP;
- feedback provided by HSPBA, HEABC, and Employer representatives as well as Employees;
- reports, and feedback from HBT and/or independent consultant(s);
- HBT's services; and
- other processes, as appropriate.

## Appendix A – Early Notification Package

### A.1 Initial Letter from EIC

Dear (Employee):

**RE: Early Intervention Program**  
**Union Name, (Health Authority, Job Site)**

You have been referred to the Early Intervention Program (EIP) because you have been off work due to an illness or injury. EIP is a confidential program supported jointly by your union and your employer as part of your collective agreement. EIP is provided through the Healthcare Benefit Trust (HBT).

The purpose of the program is to provide proactive and timely service to employees who are ill or injured and to assist them with a safe and sustained return to work. Medical Case Managers who are occupational health nurses or registered nurses work with employees and their physicians to ensure they are receiving the best possible healthcare management which focuses on return to work.

We would ask that you please review the enclosed forms and follow the steps outlined below:

1. Read, sign and fax the completed authorization form to me
2. Book an appointment with your doctor and have the Occupational Fitness Assessment (OFA) form completed
3. Inform you doctor that he/she may invoice HBT for the cost of completing the form, up to \$37.50 in accordance with the BCMA fee schedule
4. Have the forms faxed back to me by (date) at (fax number)

With your authorization, your medical information will only be shared with those who are a part of your EIP team. The other people who may assist you with your recovery include your doctor, other medical professionals and/or rehabilitation specialists, your union representative and the Health Employers Association of British Columbia (HEABC) representative. While your confidential medical information will not be shared with your employer, they will be advised of your fitness to work and will develop &/or monitor your return to work program.

I will be contacting you shortly to provide further information about EIP and answer any questions that you may have. Once your completed forms have been returned, the Medical Case Manager (name) will follow up with you to review your medical information, and develop a plan of action which will provide assistance and support to promote your recovery and return to work.

If you have any questions or concerns about the program, I can be reached at (number) or, you can contact your Health Science Professionals Bargaining Association Representative, Alison Hietanen at 604-439-0994 or 1-800-663-2017 or [alison@hsabc.org](mailto:alison@hsabc.org).

Thank you and we look forward to working with you.

Yours truly,

(Name)  
Early Intervention Coordinator

cc: Alison Hietanen, EIP Representative, Health Science Professionals Bargaining Association  
Frances Kerstiens, Advocate, Occupational Health, Safety & Wellness, HEABC  
Shirley Devine, EIP Consultant, HEABC  
(Name) (Title), Employer Representative

## Appendix B – Other Sample Letters From EIC

### B.1 Non-Participation

Dear (Employee):

**RE: Non Participation in Early Intervention Program (EIP)**  
**Employee Reference #:**  
**Union Name, (Health Authority, Job Site)**

Further to our (reminder letter dated) or (discussion), we understand you will not be participating in the Early Intervention Program (EIP). Therefore, at this time, I will be making your EIP file inactive. (If you have not already done so, we strongly encourage you to contact Alison Hietanen, EIP Representative at the Health Science Professionals Bargaining Association to further discuss your decision.)

I would like to take this opportunity to remind you that the EIP is a confidential program supported jointly by your union and your employer as part of your collective agreement. The purpose of the program is to provide proactive and timely services to employees who are ill or injured and to assist them with a safe and sustained return to work.

In the future if you have not returned to work, you may be required to apply for Long Term Disability (LTD) benefits. In order to qualify for LTD you must be able to provide evidence of your medical disability and be under the regular care of a Physician during the period of your disability. Participation in EIP may help to facilitate your access to LTD benefits.

If you change your mind and would like to participate in EIP, I can be reached at (number with extension) or, you can contact your Health Science Professionals Bargaining Association Representative, Alison Hietanen at 604-439-0994 or 1-800-663-2017 or [alison@hsabc.org](mailto:alison@hsabc.org).

Thank you.

Yours truly,

(Name)  
Early Intervention Coordinator

cc: Alison Hietanen, EIP Representative, Health Science Professionals Bargaining Association  
Frances Kerstiens, Advocate, Occupational Health, Safety & Wellness, HEABC  
Shirley Devine, EIP Consultant, HEABC  
(Name )(Title), Employer Representative

**CONFIDENTIAL**

**B.2 EIP Working Group File Referral**

**MEMO TO:** HEABC Representative \_\_\_\_\_  
HSPBA Representative \_\_\_\_\_

**FROM:** HBT MCM \_\_\_\_\_

**DATE:** \_\_\_\_\_

**RE:** [Name of Employee] \_\_\_\_\_

---

We are referring the attached file for discussion at the next meeting of the EIP Working Group (WG).

**File Information:**

\_\_\_\_\_ [Name of Employee]

\_\_\_\_\_ [Employer]

\_\_\_\_\_ [Date of Disability]

\_\_\_\_\_ [Union Affiliation]

**Special Issues for Discussion:**

Early Return To Work Planning

Accommodation

Employee Motivation

Employer Motivation

Labour Relations

Other \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Referral Requested By:**

HSPBA

HEABC

HBT

Other \_\_\_\_\_

To be discussed at meeting on: \_\_\_\_\_

*Attach.*

Appendix C – Authorization & Occupational Fitness Assessment (OFA) Form



#530 – 1285 W. Broadway, Vancouver, BC V6H 3X8

Phone: 604-630-1456 Fax: 604-630-475

Early Intervention Program (EIP)
AUTHORIZATION & OCCUPATIONAL FITNESS ASSESSMENT (OFA) FORM

PURPOSE

This confidential form will assist the EIP Early Intervention Coordinator and Medical Case Manager

- confirm the anticipated duration of your sick leave
determine the type of work suitable to your medical restrictions
determine if other medical or rehabilitation processes would be beneficial

AUTHORIZATION TO ACCESS INFORMATION (To Be Completed By Employee)

Purpose of the Authorization

The purpose of this authorization is to allow the Healthcare Benefit Trust ("HBT") to collect, use and disclose information about me that is necessary for providing "early intervention services" to me. It is also the purpose of this authorization to protect my right to privacy by restricting the collection, use and disclosure of my information about me which is necessary for the effective delivery of early intervention services to me.

Authorization to My Health Care Providers

I authorize my health care providers to disclose to the Healthcare Benefit Trust (HBT) medical information about the illness or injury for which I may receive early intervention services, and other personal information about me that is necessary for the delivery of early intervention services to me in relation to this illness or injury.

Authorization to My Employer

I authorize my employer to disclose to HBT "employment information" that is necessary for the effective delivery of early intervention services to me.

Authorization to Healthcare Benefit Trust

I authorize the HBT to disclose my medical, personal and employment information to:

- other health care providers,
representatives of the Health Science Professionals Bargaining Association, as appropriate, authorized to represent the unions in the Early Intervention Program,
representatives of the Health Employers Association of BC authorized to represent the employers in the Early Intervention Program,

to the extent that this disclosure is necessary for my ongoing treatment or the effective delivery of early intervention services to me.

If I make a claim for LTD benefits, I authorize the HBT to disclose to Great-West Life Assurance Co. the medical information collected in the EIP process that is necessary to process my LTD claim.

THIS AUTHORIZATION WILL REMAIN IN EFFECT FOR 5 MONTHS FROM THE DATE OF SIGNATURE

I confirm that a photocopy or electronic copy of this authorization shall be as valid as the original.

Print Name: Signature of Claimant:

Date: Telephone Number: ( )

1 Healthcare Benefit Trust (HBT) – the legal entity of the HBT is the Trustees of the HBT.
2 "early intervention services" are customized services provided to ill or injured employees to facilitate their safe and timely recovery and return to work.
3 "health care provider" means a physician (doctor), therapist, or other medical practitioner who has or will examine, diagnose or treat you with respect to the illness or injury for which early intervention services may be provided before or during your participation in the Early Intervention Program.
4 "medical information" means information in the possession of a health care provider that relates to the diagnosis or treatment for the illness or injury for which early intervention services are to be provided.
5 "personal information" means information about you, other than medical or employment information, that the early intervention service providers need to be able to provide early intervention services to you, including your home address and home telephone number.
6 "employment information" means information in the possession of your employer that relates to your employment and is necessary to process your claim for early intervention services, including your job title, job description, date of disability and other information necessary for the development of a return to work plan.

**CONFIDENTIAL INFORMATION (To Be Completed By Attending Physician)**

Patient's Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Date of Injury/Illness: \_\_\_\_\_

Expected Date of Return to Work: \_\_\_\_\_

Reason for Absence:  Sickness  Injury  Occupational  Non-Occupational

Primary Diagnosis: \_\_\_\_\_

Secondary Diagnosis: \_\_\_\_\_

If Psychiatric Diagnosis, DSM AXIS I: \_\_\_\_\_

Hospitalized:  No  Yes – If "Yes", date admitted: \_\_\_\_\_

Date Discharged: \_\_\_\_\_

Medications: \_\_\_\_\_

\_\_\_\_\_

Treatment: \_\_\_\_\_

\_\_\_\_\_

Date of First Visit: \_\_\_\_\_ Date of Most Recent Visit: \_\_\_\_\_

Date of Next Planned Visit: \_\_\_\_\_ Frequency of Visits: \_\_\_\_\_

When do you expect improvement? \_\_\_\_\_

Names of other treatment physicians: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Functional Limitations:**

Restrictions/limitations of function resulting from medications and/or treatment and approximate duration:

\_\_\_\_\_

\_\_\_\_\_

Are there any medical restrictions that limit your patient's functions or abilities?

No       Yes – please complete below.

**\* PLEASE NOTE THAT TRANSITIONAL WORK IS AVAILABLE**

**Physical Limitations:**

**Duration – Comments**

Walking:     short distances only     medium distances     no restriction    \_\_\_\_\_

Standing:    less than 15 min.     less than 30 min.     no restriction    \_\_\_\_\_

Sitting:      less than 30 min.     less than 1 hr.     no restriction    \_\_\_\_\_

Lifting Floor to Waist:     <10 kg     <25 kg     no restriction    \_\_\_\_\_

Lifting Waist to Shoulder:    <10 kg     <25 kg     no restriction    \_\_\_\_\_

Stair Climbing:     none     2-3 steps     short flight     no restriction    \_\_\_\_\_

Ladder Climbing:    none     2-3 steps     4-6 steps     no restriction    \_\_\_\_\_

Hand / Wrist:     grip     type     write     no restriction    \_\_\_\_\_

Above Shoulder Activity: \_\_\_\_\_

Below Shoulder Activity: \_\_\_\_\_

Vision:    acuity \_\_\_\_\_     depth \_\_\_\_\_     perception \_\_\_\_\_    \_\_\_\_\_

Pushing / Pulling: \_\_\_\_\_

Other: \_\_\_\_\_

**Cognitive/Mental Limitations:**

**Duration – Comments**

Attention & Concentration:     mild     moderate     severe    \_\_\_\_\_

Learning & Memory:     mild     moderate     severe    \_\_\_\_\_

Decision-Making:     mild     moderate     severe    \_\_\_\_\_

Judgment:     mild     moderate     severe    \_\_\_\_\_

Organization & Planning:     mild     moderate     severe    \_\_\_\_\_

Social Interaction:     mild     moderate     severe    \_\_\_\_\_

Communication:     mild     moderate     severe    \_\_\_\_\_

Adaptation:     mild     moderate     severe    \_\_\_\_\_

Other: \_\_\_\_\_



PATIENT: \_\_\_\_\_

**PHYSICIAN INFORMATION**

\_\_\_\_\_  
Name of Attending Physician *(please print)*

\_\_\_\_\_  
Specialty *(if applicable)*

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, Province, Postal Code

( )  
\_\_\_\_\_  
Phone Number

( )  
\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Physician's Signature

\_\_\_\_\_  
Date: (month, day, year)

\* Please fax or mail this form by: \_\_\_\_\_



*\* In accordance with the BCMA fee schedule A00032, Healthcare Benefit Trust will pay a form completion fee of \$37.50 for your assistance in this regard. Please mail your invoice to the address listed below. **Please note we require original form fee invoices (not faxes).***

\*\*\*\*\*

**Fax to: Early Intervention Coordinator  
Early Intervention Services**

**Fax: 604-630-1475**

**HEALTHCARE BENEFIT TRUST  
#530 - 1285 West Broadway  
Vancouver, BC V6H 3X8**

**Telephone: 604-630-1456  
Toll Free: 1-888-630-1456**

\*\*\*\*\*

## Appendix D – Reminder Letter

Dear (Employee):

**RE:    Reminder Letter**  
**Employee Reference #:**  
**Union Name, (Health Authority, Job Site)**

I am writing to let you know that we have not yet received your Authorization and Occupational Fitness Assessment forms. This information is required in order to participate in the Early Intervention Program (EIP). Therefore, I am enclosing duplicate copies in the event you have misplaced the originals.

EIP is a confidential program supported jointly by your union and your employer as part of your collective agreement. The purpose of the program is to provide proactive and timely services to employees who are ill or injured and to assist them with a safe and sustained return to work. Your participation in the program is strongly encouraged.

If you have not already done so, please make an appointment with your Physician in order to have the Authorization and Occupational Fitness Assessment form completed. We would ask that you return this confidential information to my attention via fax at (number) by (date). Your Physician may invoice the Healthcare Benefit Trust for the cost of completing the form, up to \$37.50 in accordance with the BCMA fee schedule.

In the future if you have not returned to work, you may be required to apply for Long Term Disability (LTD) benefits. In order to qualify for LTD you must be able to provide evidence of your medical disability and be under the regular care of a Physician during the period of your disability. Participation in EIP may help to facilitate your access to LTD benefits.

If you have any questions or concerns about the program I can be reached at (number) or, you can contact your Health Science Professionals Bargaining Association Representative, Alison Hietanen at 604-439-0994 or 1-800-663-2017 or [alison@hsabc.org](mailto:alison@hsabc.org). You also may be contacted by Alison Hietanen from the Health Science Professionals Bargaining Association as well.

Thank you and we look forward to working with you.

Yours truly,

(Name)  
Early Intervention Coordinator

cc:    Alison Hietanen, EIP Representative, Health Science Professionals Bargaining Association  
      Frances Kerstiens, Advocate, Occupational Health, Safety & Wellness, HEABC  
      Shirley Devine, EIP Consultant, HEABC  
      (Name) (Title), Employer Representative

## Appendix E – Glossary

SC	–	EIP Steering Committee
HEABC	–	Health Employers Association of British Columbia
EIP	–	Early Intervention Program
WG	–	EIP Working Group
EIC	–	Early Intervention Coordinator (HBT)
MCM	–	Medical Case Manager
EI Plan	–	Early Intervention Plan
EWHS	–	Employee & Workplace Health Services (HBT)
GWL	–	Great West Life
HBT	–	Healthcare Benefit Trust
LTD	–	Long Term Disability
NADEP	–	National Association of Disability Evaluating Professionals
OFA	–	Occupational Fitness Assessment
RC	–	Rehabilitation Consultant
RTW	–	Return to Work
HSPBA	–	Health Sciences Professionals Bargaining Association

## **Appendix F – Steering Committee’s (SC) Terms of Reference**

1. The SC reports to the HEABC and the HSPBA.
2. The SC is made up of 2 or 3 representatives of HEABC and its members, and 2 or 3 representatives of the HSPBA.
3. The SC meets as required. The SC will need to meet monthly at the inception of the program to develop the education and communication plans. Following development of the plans, the SC will meet, at a minimum, at least quarterly.
4. The SC is responsible for:
  - a. Implementing the EIP.
  - b. Contracting with an EIP provider [currently the Healthcare Benefit Trust (HBT)] and giving ongoing direction to the provider.
  - c. Promoting the EIP to HEABC members, unions and employees.
  - d. Designating the members of the EIP Working Group (WG) from representatives of HEABC and the HSPBA.
  - e. Developing an education program which will include:
    - i) coordination of EIP and collective agreement requirements for medical certificates to minimize duplication of processes;
    - ii) integration of EIP with existing attendance management programs
  - f. Developing a communication plan and participating in the communication of the EIP.
  - g. Approving policies and procedures as established by the WG.
  - h. Receiving and analyzing data reports to evaluate the effectiveness of the EIP and its impact on the LTD plan.
  - i. Implementing changes to the EIP based on the recommendations of the WG or as a result of collective bargaining.

## **Appendix G – Roles of EIP Working Group (WG)**

1. The WG reports to the Steering Committee (SC).
2. The WG is made up of 1 or 2 representatives of HEABC and 1 or 2 representatives of the HSPBA.
3. The WG meets as required.
4. Representatives of the Healthcare Benefit Trust (HBT) will attend the meetings, in their current capacity as the provider of the EIP.
5. The WG is responsible for:
  - a. Implementing the EIP.
  - b. Establishing policies and procedures.
  - c. Communicating and promoting the EIP to HEABC members, unions, and employees.
  - d. Resolving industry-wide issues and concerns as they arise or referring them to the SC.
  - e. Receiving and reviewing regular updates from HBT on the status of claims.
  - f. Reviewing certain claims on a regular basis that are identified by the WG, the EIC and/or MCM.
  - g. Receiving and analyzing reports to identify trends and issues, and to evaluate the effectiveness of the EIP.
  - h. Making recommendations to the SC for improvements to the EIP.
  - i. Reviewing the impact of the EIP on the LTD plan.
  - j. Reviewing employee feedback on the effectiveness of the EIP.

## **Appendix H – Roles of the Local Implementation Committee (LIC)**

A local implementation committee will be established at each Health Authority with a mandate to:

1. Implement the EIP developed by the Steering Committee;
2. Promote the EIP to employees, Unions, and Employers;
3. Develop and implement a communications plan for the EIP;
4. Receive and analyze data reports to evaluate the effectiveness of the EIP and its impact on the LTD plan; and
5. Discuss issues arising from the implementation of the EIP