



Shoulder Injury Management Program Medical Audit

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Audit sample ...

- SW Case Mgmt region pilot project
- 131 claims
 - 61 referred to orthopaedic surgeon
 - 40 early by FP (66%)
 - 21 by Physio (34%) => “in the model”

Psychosocial risk factors

Combined		P&A Score		Amber Flags	
In the model?	N	N	Median	None	A lot
No	40	28	122	53%	32%
Yes	21	18	106	52%	29%

- “Early referral by FP” claims tend to have higher P&A scores => more psychosocial risk factors
- “Early referral by FP” claims tend to have a lot more amber flags

Pilot Objective

- Keep claims with a “predominantly psychosocial pain generator” away from medicalization of non-medical conditions

Referral profile: FP Referral to Specialist

In the model?	Specialist in the model?	N	Lag DoD to referral (wks)	Wait to 1st visit (wks)	1st visit at week
No	No	10	1	1	2
	Yes	29	2	7	9
Yes	Yes	21	5	2	7

DoD = Date of Disablement

Referrals "in the model" paid at expedited rate

Referral profile: Surgery

In the model?	Fraction	Indication	N	Fraction	Lag DoD to book surgery (wks)	Wait to surgery (wks)
No	43%	Firm	2	33%	14	7
		Soft	4	67%	29	17
Yes	57%	Firm	8	100%	12	5

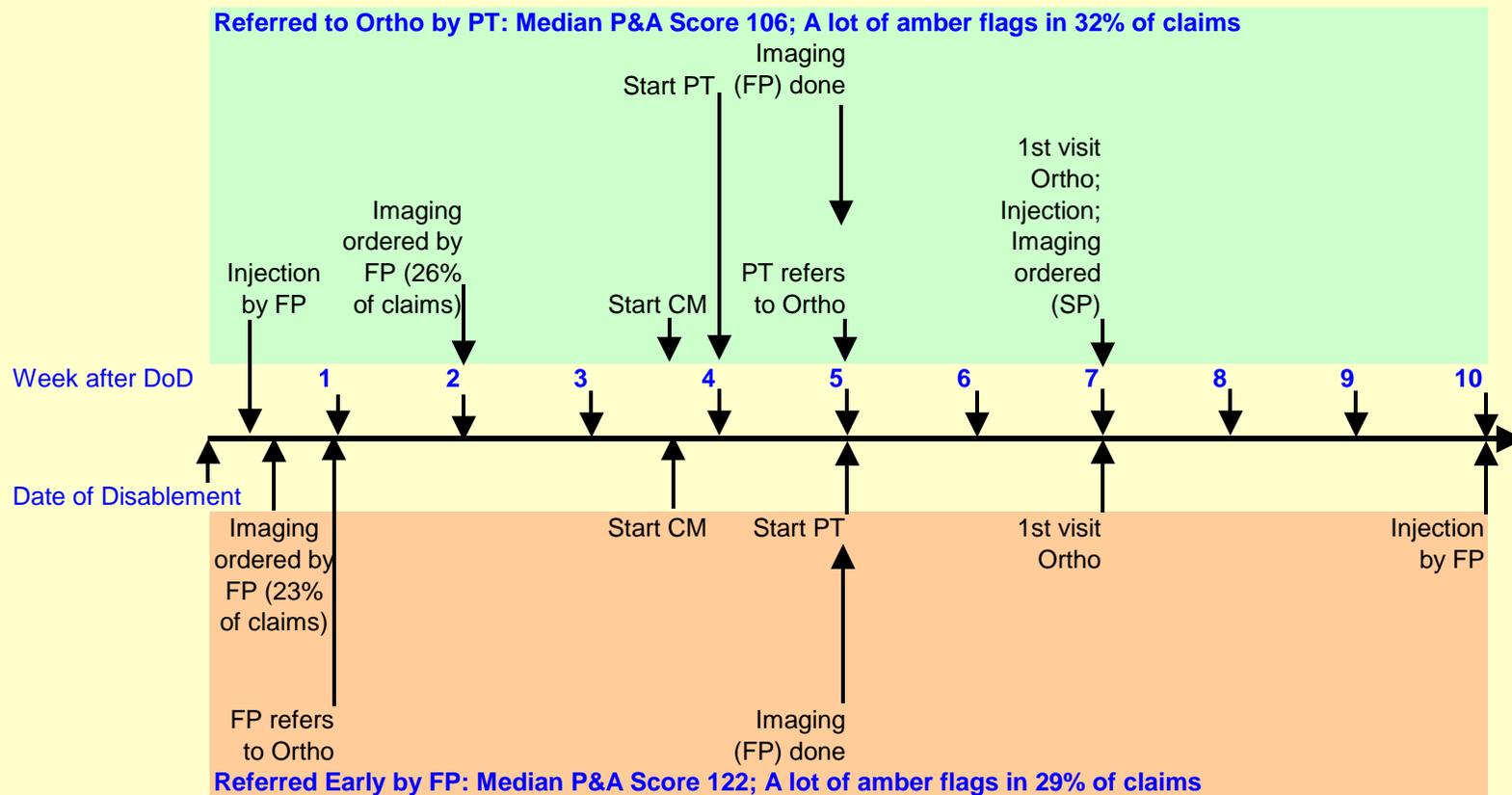
Referral profile: Comparison 2007

Item	2007	Pilot
Referral to Ortho	64%	46%
By PT	0%	16%
By FP	64%	30%
Referral to Ortho: Lag time (wks)	12	5
Referral to Ortho: Wait time (wks)	6	2
Imaging	64%	27%
Surgery	20%	11%
Firm indication	43%	71%

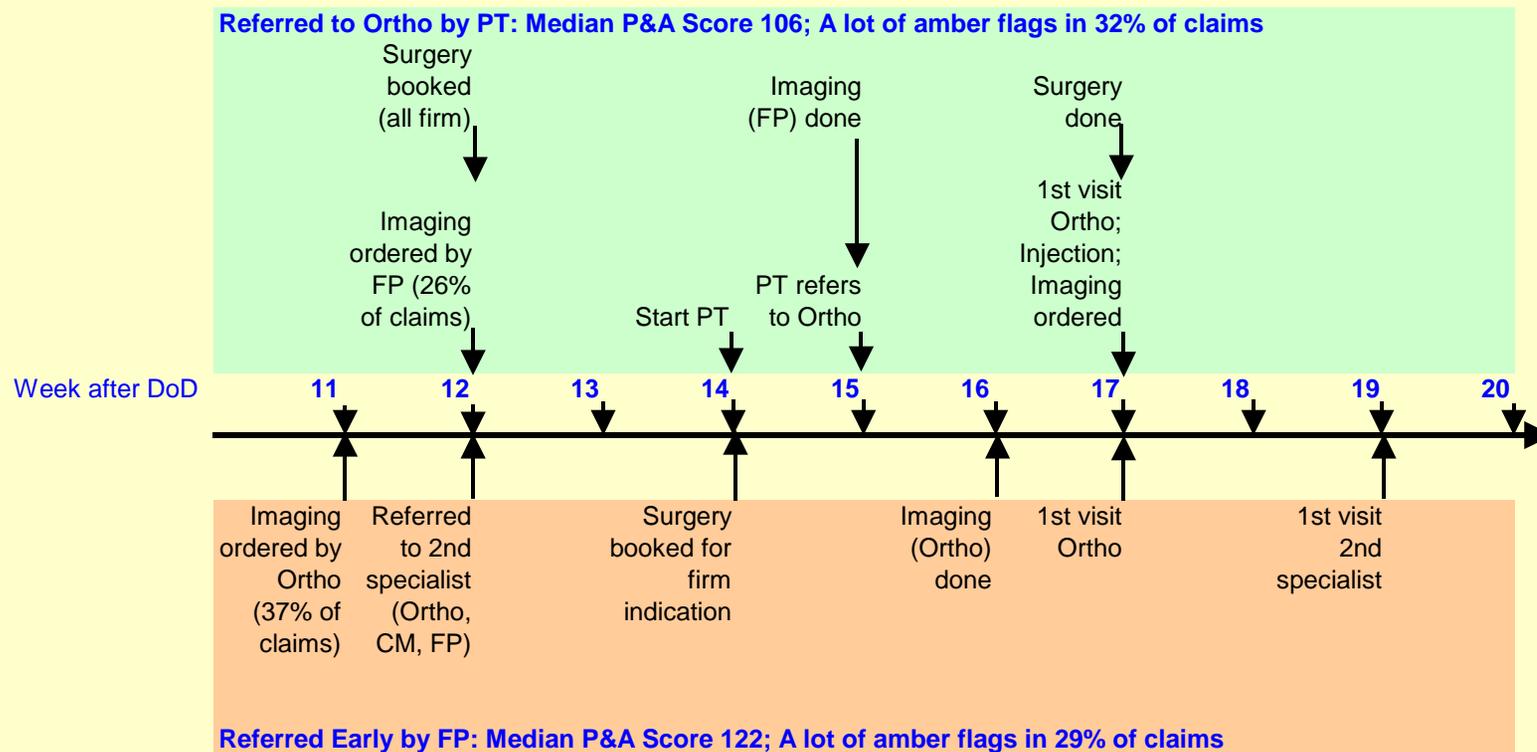
Imaging profile

- 46% of imaging ordered prior to case management
=> 50% are MRIs
- “In the model” imaging => 25% are MRIs
- Gold standard is MRI-Arthrogram

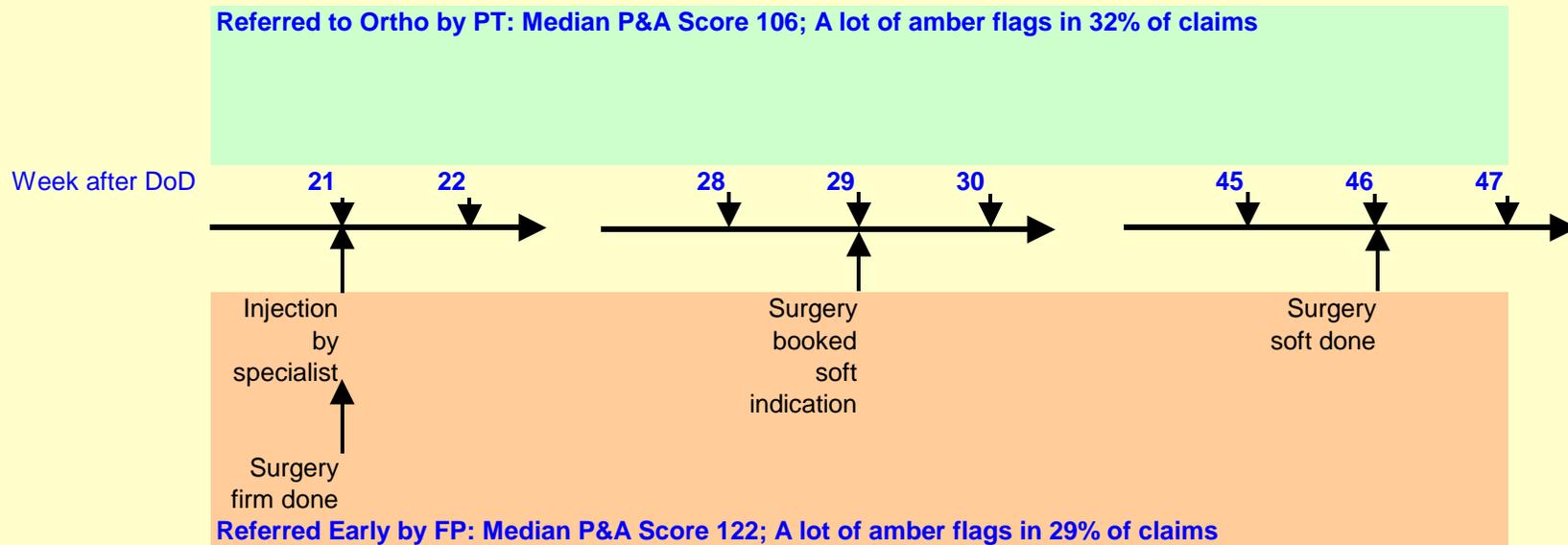
Event Timeline: Week 1-10



Event Timeline: Week 11-20



Event Timeline: Week 21-47



Outcomes: Claim duration comparison 2007

In the model?	Surgery?	N	Lag DoD to referral (wks)	Wait to imaging (wks)	Duration from 1st visit (wks)	Pilot study total claim duration (wks)	2007 study claim duration (wks)
No	No	30	2	7	12	21	32
	Soft indications	3	2	7	30	39	79
	Firm indications	2	2	7	41	50	55
Yes	No	13	5	2	15	22	32
	Soft indications	0	5	2	-	-	-
	Firm indications	7	5	2	41	48	55

Note: analysis excluded open claims