

L&I Physical Medicine | Best practices quick reference card



Patient Engagement

Consistent messaging across providers and employers is critical

- Rehabilitation is the worker's job, with a goal of returning to work. Set goals early and share them with all the parties involved in the worker's claim.
- Emphasize the value and responsibility for engaged rehabilitation by the worker.

Input and encouragement leads to positive outcomes

- Positive messaging for recovery should focus on worker engagement and consistent progress toward functional goals with standardized outcome measures.
- Key recovery messages (www.Lni.wa.gov/patient-care/advisory-committees/_docs/2019PDIRResource_Final.pdf) should include staying active, getting better, and taking baby steps.
- If your patient isn't working, a job description or analysis helps guide the treatment plan.



Communications

Communicate with the attending provider, claim manager, and vocational provider

- Send the attending provider your progress report before the worker's next scheduled appointment.
- L&I needs timely documentation to facilitate authorization and coordination of care.
- Contact the claim manager when there is attendance/non-compliance/behavioral issues, and if the injured worker isn't progressing as expected. Leave a best time for a return call.
- Reach out to the vocational provider regularly if one is assigned. They can help address barriers and share the worker's return-to-work plan.
- You can get reimbursed (www.Lni.wa.gov/patient-care/billing-payments/marfsdocs/2019/2019MarfsChapter10.pdf) for calls to discuss treatment and care.

Patient/client information optimizes your care

- Contact the claim manager and request 90-day access to the claim file (www.Lni.wa.gov/ClaimStatus) in the Claim and Account Center (CAC) (www.Lni.wa.gov/Secure).
- Use the center to identify the attending provider, locate the Activity Prescription Form, and determine if a vocational provider is assigned.
- Attending providers want to know what progress is being made and any barriers. This informs their completion of the Activity Prescription Form for return-to-work and modified duty accommodations. The *Physical Medicine Progress Report* (www.Lni.wa.gov/forms-publications/F245-453-000.pdf) can help.

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Outcome Tracking and Documentation

Track and show functional improvement: curative or rehabilitative

WAC 296-20-01002 (apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01002)

- Documentation of visits should include functional activities performed and track functional tolerance improvements toward the return-to-work goal.
- Use valid tools (www.Lni.wa.gov/patient-care/advisory-committees/_docs/2018DocFuncImprovfunctionalscales.pdf) to address biopsychosocial and musculoskeletal/functional factors and functional tolerance improvement. Reflect these in your progress notes.
- Curative care eliminates or lessens the clinical effects of an accepted condition compared to initial functional level.
- Rehabilitative care involves therapeutic interventions to regain functional activity in cases with musculoskeletal dysfunction.

Pain interference is more important than pain level

- Identify return-to-work barriers. It may not be pain itself, but how pain contributes to activity avoidance or other psychosocial issues.
- Use self-reported measures for quantifying pain interference. The Physical Medicine Progress Report (PMPR) integrates one of these measures.

Clinically meaningful change is more important than statistically measurable changes

- Changes are often seen at 30–50% on an outcome measure, but could be related to functional tolerances for identified requirements from a job description, job analysis, or patient report.
- Consider how objective/numerical data translates into increased function.



L&I Resources

Billing or authorization questions for state workers' compensation fund claims?

Contact L&I's Provider Hotline at 1-800-848-0811.

- Option 2 provides therapy visit count.
- Option 3 provides automated claim information.
- Option 5 provides billing information.
- Option 6 provides authorization information.

Other resources

- PT and OT resources: forms, links and information
www.Lni.wa.gov/TherapyResources
- *Options for Documenting Functional Improvement in Conservative Care*
www.Lni.wa.gov/patient-care/advisory-committees/_docs/2018DocFuncImprovfunctionalscales.pdf
- *Reducing Disability: Psychosocial Determinants Influencing Recovery*
www.Lni.wa.gov/patient-care/advisory-committees/_docs/2019PDIRResource_Final.pdf

Upon request, foreign language support and formats for persons with disabilities are available. Call 1-800-547-8367. TDD users, call 711. L&I is an equal opportunity employer.