



HBT POLICY:
Comprehensive Rehabilitation Services
File Reviews
Rehabilitation Services B-1.1
Policy Number OC-11-15-v1

Policy Statement:

This policy sets out the process and objectives of comprehensive file reviews to ensure Rehabilitation Services is providing the most effective Rehabilitation for both Employees and employers.

Principles

- Rehabilitation Services has ongoing internal quality control reviews based on a Balanced Score Card approach
- Rehabilitation Services has an external quality control auditor carry out periodic quality control reviews
- Rehabilitation Services files for review are selected at random from files currently open and those closed within the file review period

Guidelines

1. Comprehensive Rehabilitation Services file reviews are carried out to:
 - Give assurance that Employees are provided with consistent, administratively fair and efficient Rehabilitation
 - Ensure that all possible Rehabilitation avenues for reduction of Long Term Disability (LTD) claim costs have been explored
 - Asses the effectiveness of Rehabilitation Services' effectiveness in addressing Employee and employer needs
 - Identify learning and best practice opportunities

Practice

The comprehensive file review process allows Rehabilitation Services to measure their efficiency and progress to ensure that employers and their Employees are receiving the best possible service.

- 1) The comprehensive and quality control file reviews evaluate the following:
 - a) If the Employee has been provided with all appropriate Rehabilitation

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- b) Effectiveness of Rehabilitation provided
- c) Cost-effectiveness of the Rehabilitation provided in terms of outcomes
- d) Identification of learning and best practice opportunities

Definitions

- **Balanced Scorecard** - A performance management tool that monitors performance of an organization towards strategic goals
- **Employee** - Employees of HBT's member employers who are covered by the HBT LTD Plan (plus the HSA LTD Trusts)
- **Gainful Employment** - Occupation for which the Employee has the education, training and/or experience at a rate of pay defined by the Employee's LTD plan (see Collective Agreements: Long Term Disability Insurance Plans in *Relevant Documents/Links*)
- **Rehabilitation**
 1. **Medical Rehabilitation** - Treatment designed to facilitate recovery from injury, illness, or disease and to restore sufficient physical, sensory, and mental functions to enable Gainful Employment. Treatment also includes assisting the Employee to compensate for deficits that cannot be reversed medically.
 2. **Vocational Rehabilitation** - Services offered to enable Employees with mental or physical disabilities to attain skills, resources, attitudes, and expectations needed to achieve Gainful Employment. Services offered may include skills enhancement or retraining.

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