

Primary Care Provider Review

For practitioners or clinics who fail the PCP, the review has been formalized into a six-step process.

Step 1: The Saskatchewan WCB will develop annually a PCP score for each primary care provider and/or clinic in Saskatchewan.

Step 2: Where a care provider or clinic has not achieved the required benchmark, the WCB Consultant will contact the clinic or care provider with their PCP score. A random sample file review of the Care Provider will be undertaken by the WCB Consultant to determine the complexity of caseload, reporting, and management of WCB cases.

Step 3: If the WCB Consultant, after file review, does not feel there are significant case abnormalities to account for the poor PCP score, then he/she will contact the care provider to discuss the findings of the review.

Components of the review will include:

- Frequency of treatment
- Communication and reporting to WCB
- Appropriate referral to secondary or tertiary assessment
- Appropriate referral to other health care providers

Step 4: The care provider, after communication with the Consultant, will be monitored to see if their practice patterns change. The care provider will be contacted, if necessary, to further discuss practice patterns that are not conducive to a high quality of care and return to work. The WCB Consultant will again go over with the care provider specific improvements to case management and treatment to improve their PCP score.

Step 5: A PCP review will be done each year. If the care provider under review again fails to achieve the required benchmark two years in a row then the practitioner will be required to meet personally with the Manager of Health Care Services and the Chiropractic/Physiotherapy consultant to recommend and discuss the necessary changes to achieve the benchmarks to pass the Primary Care Provider Process.

Step 6: If the Practitioner fails a third year, at any time, WCB has the option of escalating the review process to a Peer Review Committee or informing the practitioner the 6 step process will start from the beginning.

The Peer Review Committee will review the care provider's practice utilizing WCB files, clinic files, the PCP, the file review tool, and if appropriate, may interview the care provider with a view to recommending appropriate action to the WCB.

The Peer Review Committee or Review Committee can make further recommendations to the primary care provider, including:

- Mandated continuing medical education
- Ongoing review and education with WCB Chiropractic Consultant
- Suspension of billing privileges with possible reinstatement
- Ongoing reviews at the discretion of the WCB
- One or more of the above