

Evaluating Pilot Programs

ISCRRR Research Impact Showcase 2023



A joint initiative of WorkSafe Victoria and Monash University

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Pilot overview and evaluation question

OPPORTUNITY

Extensive consultation completed during 2020 identified the need for greater availability of WorkSafe Victoria's (WSV) Clinical Panel members and greater access to The Clinical Panel.

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Clinical Hotline Pilot



Clinical Review Panel Pilot

Methodology

Program Logic

Problem statement: Agents and THPs can't find information to progress IW recovery.

| Inputs | Strategies & Activities | Outputs | Outcomes Short-Term (0-3 months) | Outcomes Medium Term (3-6 months) | Outcomes – Impact: Long Term (6 months+) |
|--|--|--|---|--|--|
| <i>What we invest</i> | <i>What we do</i> | <i>What we create</i> | <i>Results: learnings</i> | <i>Results: changing action</i> | <i>Results: change to the condition</i> |
| WorkSafe staff External stakeholders: <ul style="list-style-type: none"> Primary Health Networks Treating Health Practitioners Agents Technology and communication materials | <u>Develop</u> <ul style="list-style-type: none"> Service Blueprint Communications Hotline <u>Conduct</u> <ul style="list-style-type: none"> Working Group meetings Internal WS meetings Evaluation (ISCR) | Hotline Partnership with Primary Health Networks and Agents | Stakeholders know there is a hotline and the correct usage of the hotline. THPs and Agents: <ul style="list-style-type: none"> Called the hotline Had a positive experience Received answers and acted Have increased capability and confidence WorkSafe: <ul style="list-style-type: none"> Learned who uses the hotline What information is needed What hours are best for operation Clinical panel staffing needs | Calling the hotline has become an embedded practice for THPs and Agents Reduced queries are sent to Medical Advisors Claims decisions from hotline callers have become faster Injured workers supported by hotline callers have received support faster | Improved outcomes for injured workers Hotline callers' perception of WorkSafe Victoria improved WorkSafe Victoria understands the knowledge gaps and learning needs of THPs and Agents |

Assumptions

- Agent and THP lack of information is a mechanism hindering IW recovery
- Hotline operates within existing budget
- Communications about hotline will reach target audiences
- Eligible users will call the hotline
- Internal staffing resources will continue to be available to implement, monitor and report on the pilot
- Hotline clinical advice and tone is appropriate
- Treating Health Practitioners and Agents will take on the advice/recommendations provided, to ensure clients outcomes and experience are improved
- Agents and Treating Health Practitioners have appropriate level of education and experience

External Factors

- Governmental priorities and funding/budgets likely to change
- External stakeholders needs, buy-in and priorities may change
- Market needs likely to change, particularly in response to the pandemic
- Treating Health Practitioner increase/decrease in supply and quality
- Peak body and other agency (current and future) initiatives with Treating Health Practitioner cohorts

Methodology

Rapid Evaluation



Findings:

Barriers and Enablers

Success factors

The experience

Call answered or returned ✓

Question answered ✓

Positive experience ✓



Perceived impacts

Increased confidence 

Promotes collaboration 

Improved decision making 

Capacity building 



Perceived outcomes

Improved Injured Worker treatment ✓

Improved Injured Worker outcomes ✓

Improved perception of WSV ✓

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Iterative process in action



Findings:

Suggestions for next steps

What could business as usual look like?

Support

Considerations

Hotline



Phone call and conversation is the best option.

Improve accessibility e.g. number of hours and specialities (dental).

Email query



Most agreed the more avenues of contact the better.

24 hour response window is critical. Response would likely need to be a returned call.

Chat function



Limited support. Could help increase accessibility and engagement.

Information could get lost in translation. Would require a review process before any response is published.

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Research Impacts

Dissemination & Diffusion

- Website updated - worksafe.vic.gov.au/clinical-support
- A new Stakeholder Pack created
- Undertaking post evaluation workshops with key stakeholders re: ongoing models

Societal change

- Improved perception of WSV & CP support of THP's
- Positive culture shift within the Division. Pilots were a catalyst to improving evaluation
- Initiated an in-house change management plan
- *IW recovery > significant change in treatment pathway (more evidence based), non-value surgery avoided, an increase in IW's capacity & improvement in RTW status*

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Informing Decision Making

- Continuation of support for THP's
- Cessation of agent support
- Rebranding of the Clinical Hotline to the Clinical Support Service
- Expansion to other disciplines
- Increased engagement channels (on-line form submission)
- Creation of a triage role

Other

- Increased understanding of Practice staff as 'Gate Keepers' & now engaging with this group
- Exploring different ways of scheduling case conferences