



The right care,
at the right time,
for the right outcome



ORGANIZATIONAL SOLUTIONS INC.
SOLUTIONS ORGANISATIONNELLES INC.

Agenda

- > Introductions
- > The right solutions for you
- > Our philosophy
- > Our model
- > Case studies
- > Program implementation and support
- > Pricing
- > Questions and discussion

About OSI



180 full-time, salaried employees



Experienced professionals including MDs, RNs, PTs, kinesiologists, and paralegals



More than 20 years in business



Strong experience in the automotive manufacturing industry



National presence



Over 1,100 clients





Our team



Dr. Liz R Scott
CEO / Principal



Jim Newman
VP, Business Development



Vicky Collette
Recovery Facilitator /
Disability Management Specialist



Theresa Baker-Gagnon
Recovery Facilitator /
Workers' Compensation Specialist
and Licensed Paralegal



Michele Goncalves
Recovery Facilitator /
Workers' Compensation
Coordinator and Licensed Paralegal



Roula Bazi
Recovery Facilitator /
Disability Management Specialist

The right solutions for you



Workplace
accommodation support



Disability management



Legislative leaves of
absence management



Occupational disability
management

Experience in manufacturing

Our multifaceted expertise and experience:



Global automotive experience



Working onsite as part of a team



High profile manufacturers



Our philosophy

**Creative solutions
that reduce the
financial and
emotional impact
of workplace
absence.**



Focus on ability, not disability

Commitment to treatment
and recovery

Match capabilities to job demands

Develop a clear and concise plan

Frequent communication with all
participants

Manage resistance and build
relationships

Return to work is the goal,
staying at work is the measurement



TMMC and OSI working together onsite

Building strong relationships

Your dedicated team will consist of,

- 1 Client Lead
- 7 Recovery Facilitators/STD specialists
- 6 Recovery Facilitators/ Workers' Compensation Specialists
- 2.5 LOA Coordinators



Our model



Claim initiated



Early intervention



Information gathering



RTW planning



Work closely with team members

Case review and strategy – the first 24 hours



You receive confirmation that we've received the claim.



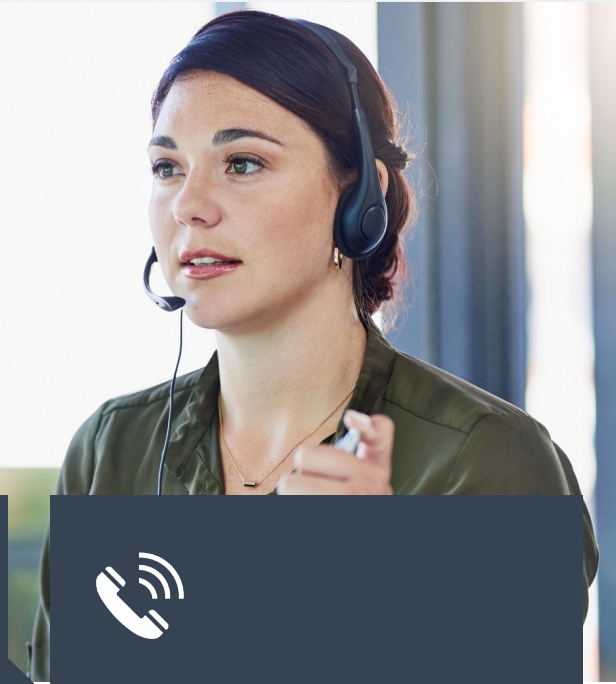
A team member-recovery facilitator meeting is scheduled. This establishes momentum.



The recovery facilitator receives clinical notes and APS.



Connect with team member to communicate decision and next steps.



Five case studies



Chad
Case study #1



Jong
Case study #4



Brittany
Case study #3



Sandeep
Case study #2



Ryan
Case study #5



Case study #1: Chad

Case review and strategy



There's a trend.
This is Chad's fourth claim in two years.

The goal this time is to return to work and stay at work.

Leading-edge mental health care tools and options for advanced treatment.

Cognability™

Pharmacogenetics testing

Team consultations when
managing complex cases

EFAP

Psychological consultations

Substance abuse PNP

Research focused



Strategies to foster change

Meet Roula, Chad's recovery facilitator.

She'll review the provided medical information and contact him within 24 hours of receiving his claim.



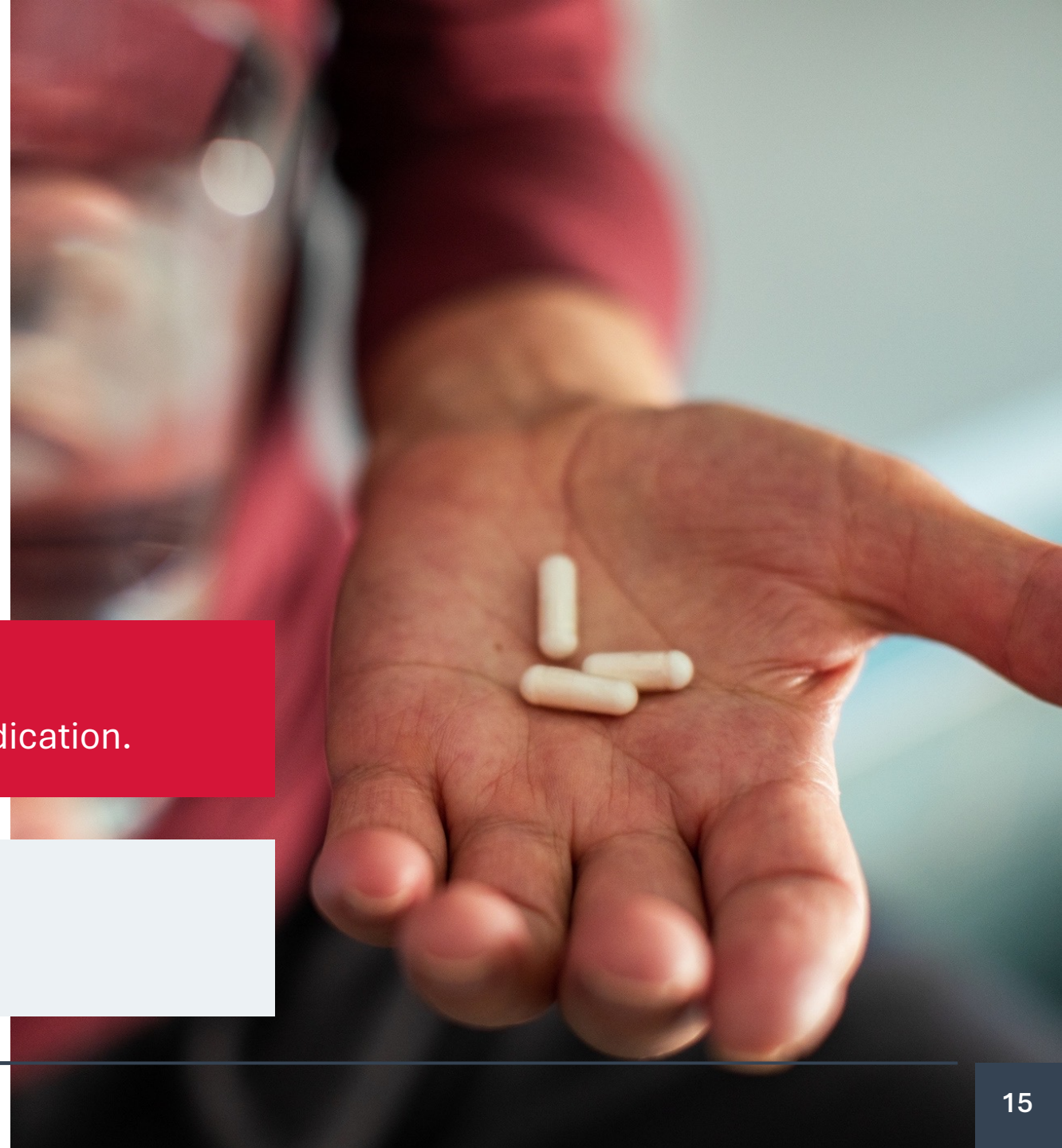
Issue

Roula questions if Chad is on the right medication.



Solution

Pharmacogenetics testing



Strategies to foster change



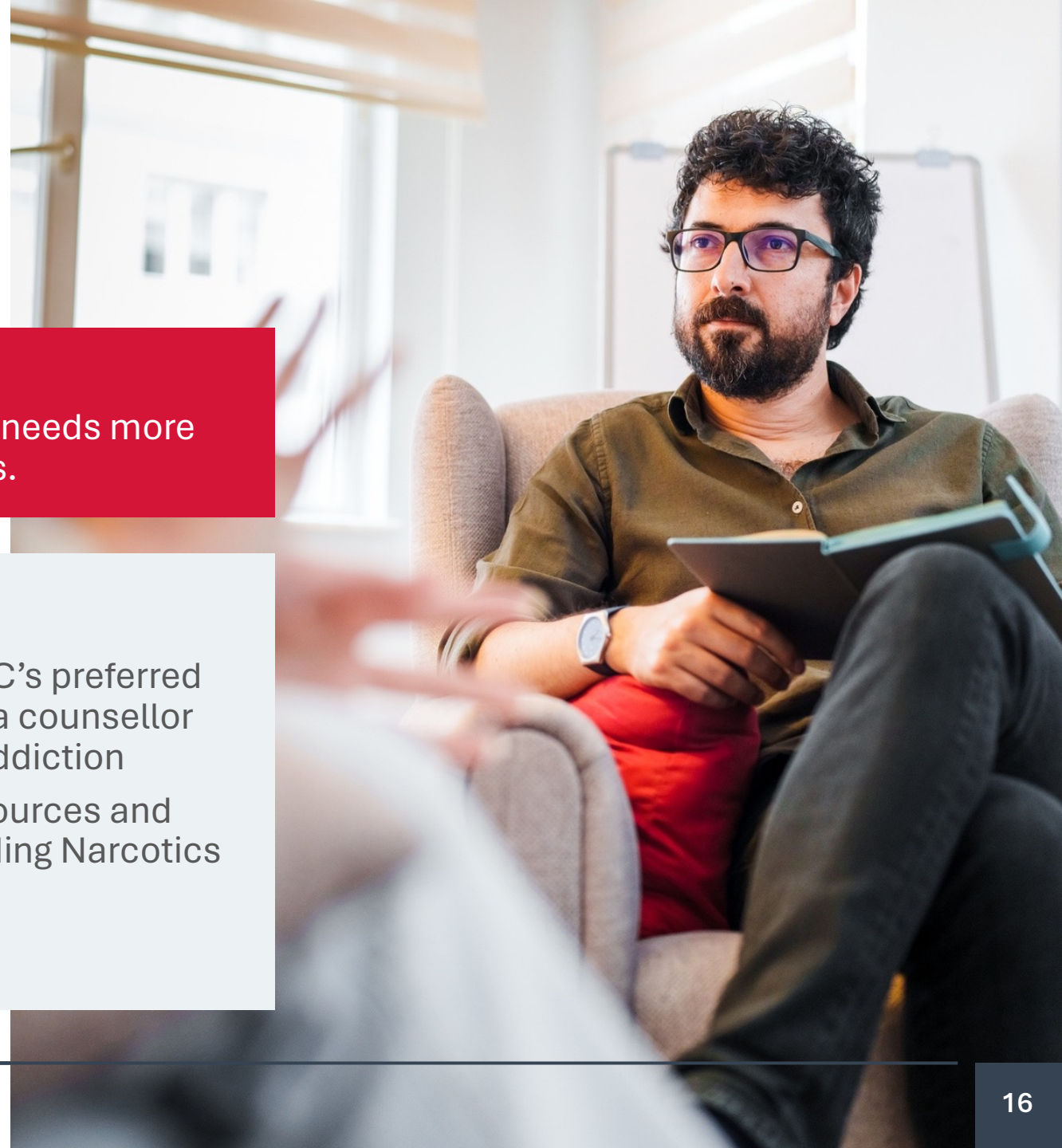
Issue

Chad sees a counsellor once a month. He needs more frequently scheduled counselling sessions.



Solution

- Expedite treatment using OSI and TMMC's preferred provider networks to connect him with a counsellor who specializes in mental health and addiction
- Connect him with local community resources and encourage use of public services including Narcotics Anonymous



Strategies to foster change



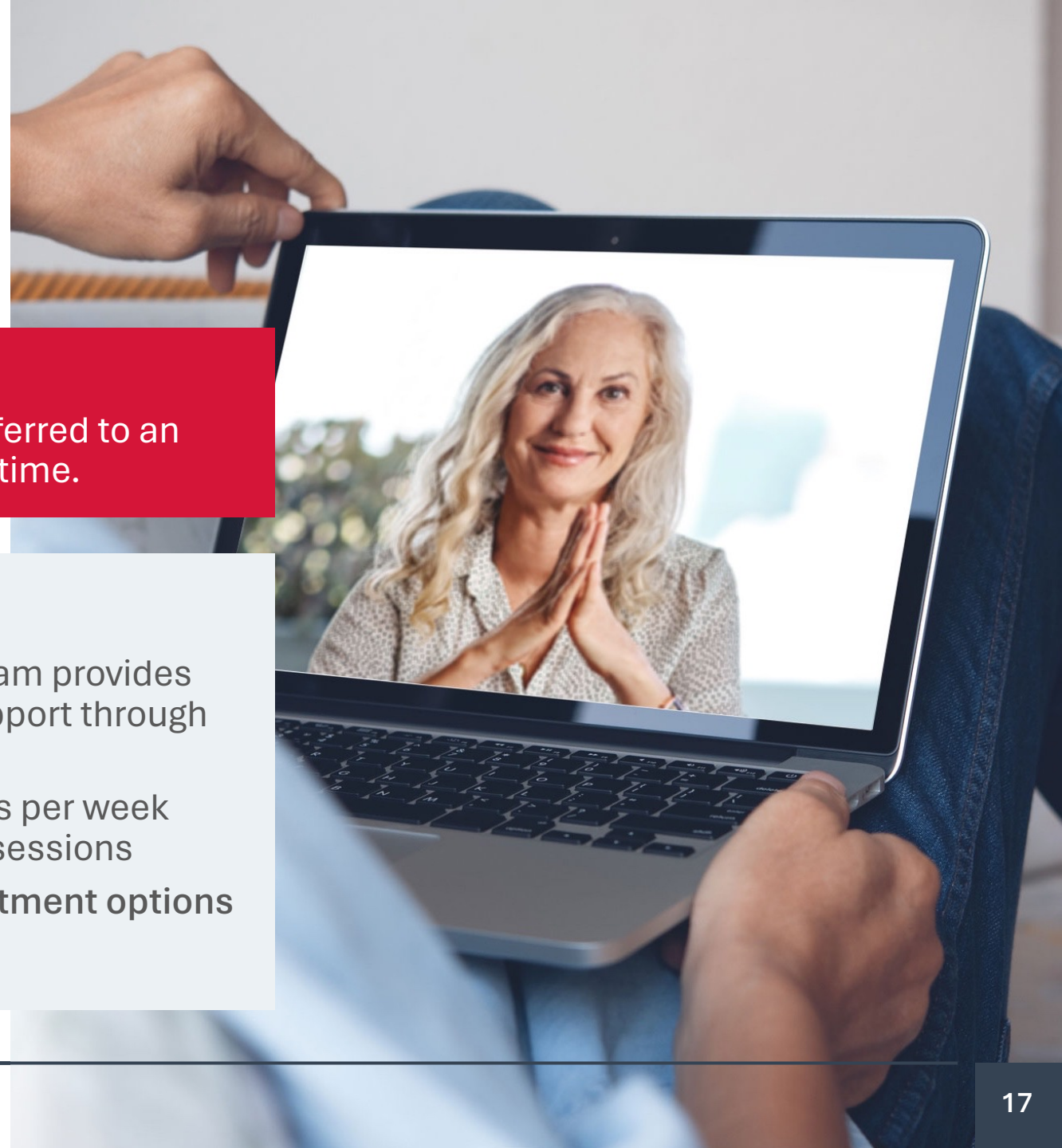
Issue

Chad needs immediate help. Chad was referred to an in-patient program, but there's a long wait time.



Solution

- **Cognability** - OSI's mental health program provides immediate access to mental health support through cognitive behaviour therapy
- Individuals get two counselling sessions per week with no more than three days between sessions
- We'll explore alternative in-patient treatment options





Strategies to foster change

Robust platforms make accessing information easy

- AMP
- Care management reports

Chad's return to work



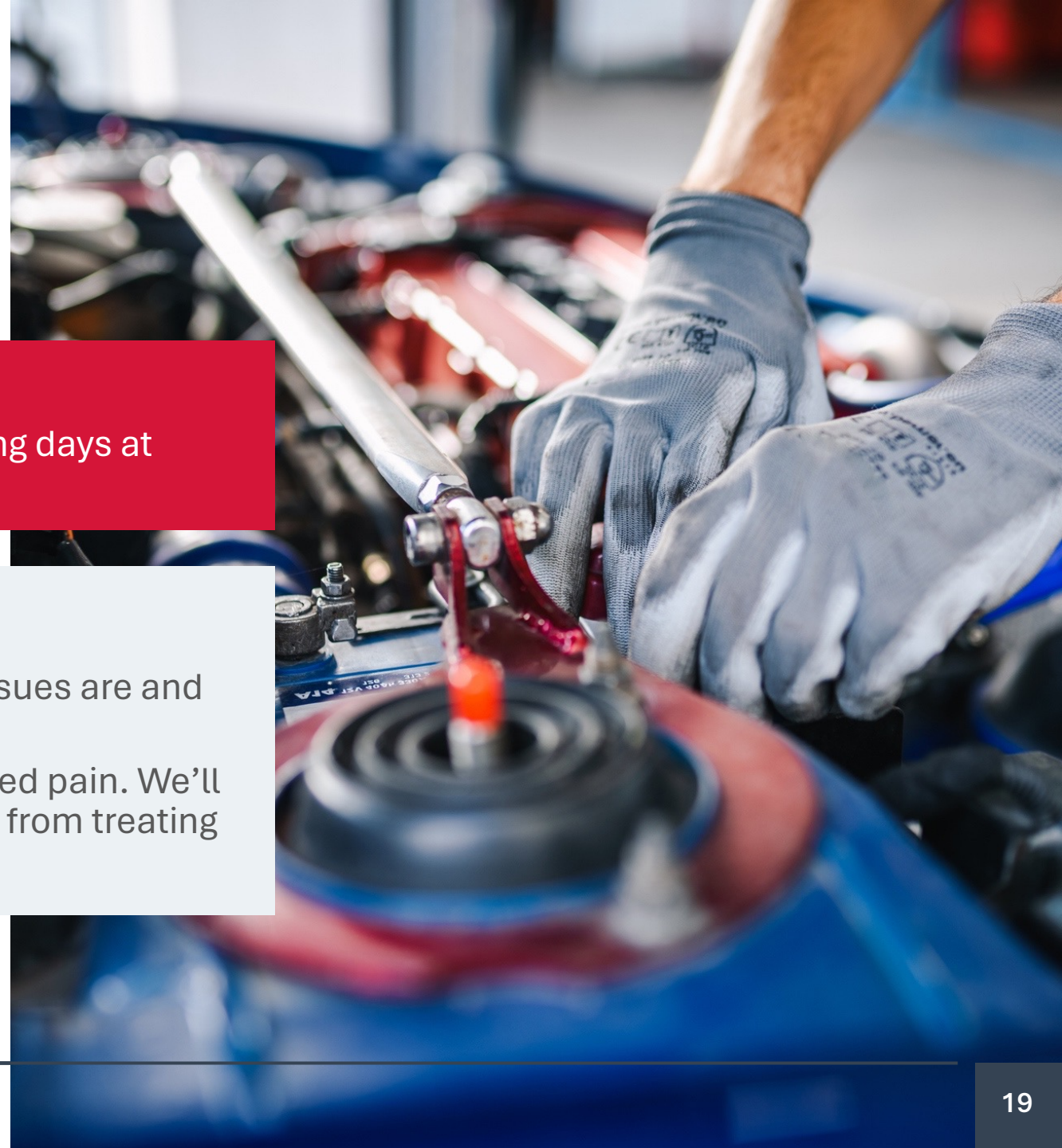
Issue

Chad's return to work is failing. He's missing days at work and performing poorly.



Solution

- Working with Chad, find out what the issues are and address them accordingly
- Example - Chad is experiencing increased pain. We'll request medical information to support from treating physician



A close-up photograph of a person's hand holding a white marker with a blue cap, writing on a whiteboard. The background is blurred, showing other people in a meeting room. A semi-transparent blue triangle is overlaid on the bottom left of the image.

We aim for continual
improvement

The results of OSI's model – STD claims

STD claims	OSI	Competitors
Average claim duration	30-40 days	60-80 days
Transfers to LTD	5 - 10%	12 - 20%
User experience	Caring, empathetic, culturally aligned	Transactional
Process customization	Client specific	Standard process



The results of OSI's model – workers' compensation claims

- Connect with team member within 24 business hours of receiving the claim
- Immediate offer of modified work
- Completion of Form 7
- Submission of initial or ongoing disputes
- Care management during recovery and RTW
- RTW plan
- Financial monitoring and management
- Appeal participation when required



Case study #2: Sandeep

Strategies to foster change

We'll help manage a more effective and cost-efficient WSIB program.



Intake and report of injury



Support recovery and RTW



Care management



Communicate with WSIB and health care providers



Regular meetings and trend reports



Appeals and tribunals



Cost saving opportunities

Strategies to foster change



Issue

WSIB and STD claims need to be coordinated.



Solution

- Advise WSIB that Sandeep can't RTW due to a non-occupational injury
- Explore the mechanism of injury and review a physical demands analysis of his job
- Request WSIB determine if the ongoing condition is work-related by comparing the compatibility of the mechanism of injury vs. the diagnosis. We'd request,
 - this claim be reviewed on limited entitlement basis
 - cost relief
- If warranted, we'd schedule an IME to determine the compensable area of injury. If findings are related to the original workplace injury, we'd request an immediate referral to a specialty clinic
- The file would be transferred to LTD six weeks prior to ensure a seamless experience

Sandeep's return to work plan



Issue

We need a RTW plan that accommodates physical restrictions.



Solution

Sandeep's successful return to modified work includes checkpoints:

- If his permanent impairment is work-related, we'd work with the TMMC Health Centre team to determine if accommodation is possible
- We'd provide the cost implications for accommodating vs. non-accommodating so TMMC can make an informed decision
- When Sandeep can RTW, we'd work with the WSIB to build graduated RTW plan and use the findings from a physical demands analysis and functional abilities





Case study #3: Brittany

Managing return-to-work



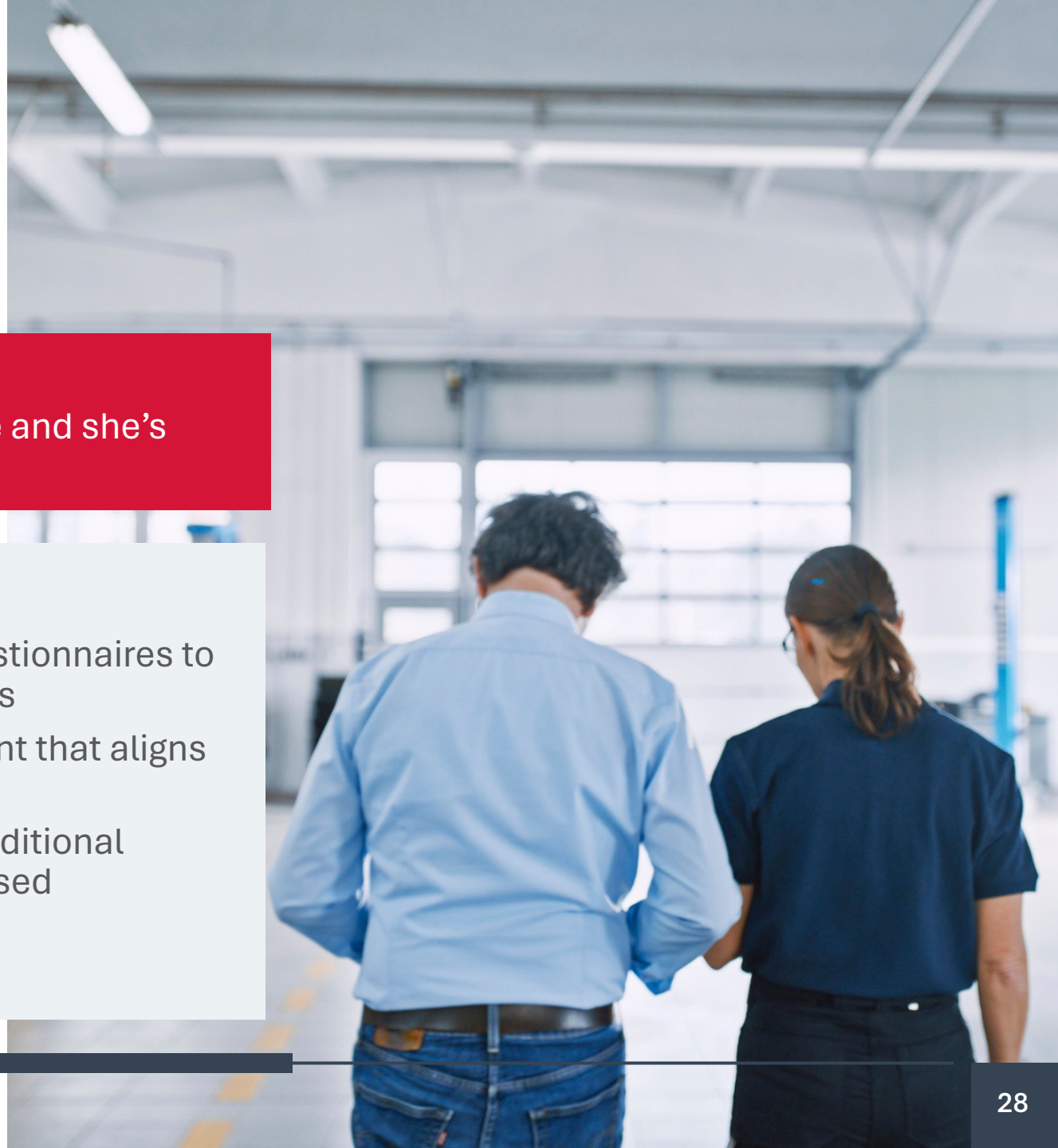
Issue

Confirm Brittany's treatment is appropriate and she's compliant.



Solution

- Prior to appointment, send tailored questionnaires to the appropriate healthcare professionals
- Look for appropriate and active treatment that aligns with the medical information
- Confirm there is improvement. If not, additional disability management tools could be used
- Request confirmation of treatment



Managing return-to-work



Issue

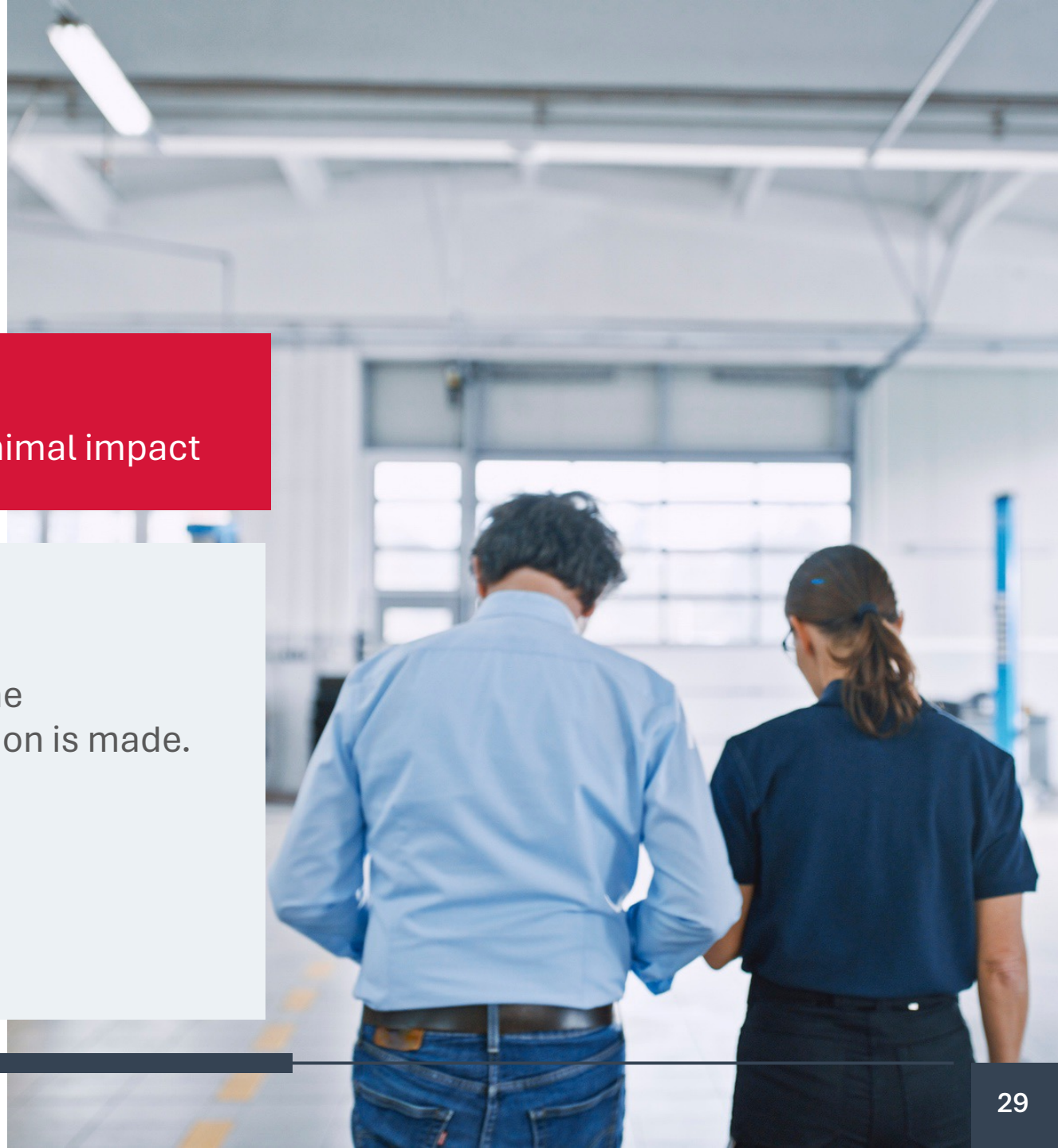
Switching between STD and WSIB with minimal impact



Solution

Customized to suit client preference:

- Have both claims open at the same time
- WSIB claim is open until a denial decision is made.



Return-to-work when doctors state work conditions



Issue

Create the RTW plan and address barriers as they arise.



Solution

- Request functional capabilities from treating physician
- Work with TMMC Health Centre team to determine modified work for Brittany's limitations is available
- If work is available, we monitor and stay involved until she's back to full-time work
- If issues arise, we'd communicate with Brittany and address them accordingly





Case study #4: Jong

Strategies to foster change



Issue

How we would coordinate communicating with WSIB



Solution

- Place objections based on information provided for lack of proof
- Pending WSIB decision, ensure that Jong is in a program of care and is actively participating
- If there's no progress, request a referral to a specialty clinic and contact WSIB to determine if further diagnostics are required
- Request cost relief for the claim being prolonged and enhanced due to pre-existing factors

Strategies to foster change



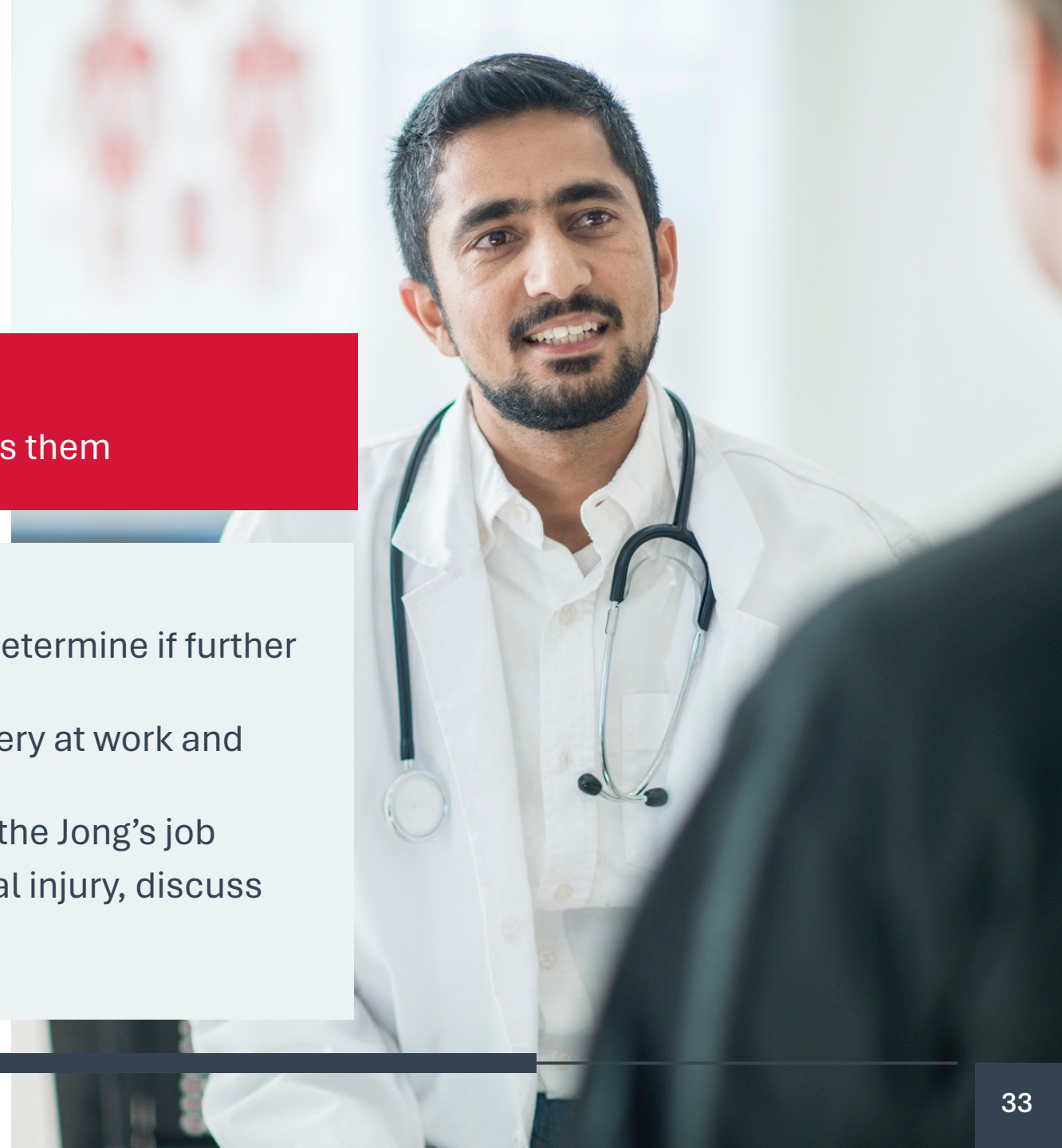
Issue

Return-to-work barriers and how to address them



Solution

- Communicate with Jong and TMMC to determine if further accommodations are needed
- Discuss with Jong, the benefits of recovery at work and hurt vs harm
- Review a physical demands analysis of the Jong's job
- If barriers are related to the occupational injury, discuss how to accommodate these barriers





Case study #5: Ryan

Partners in the health of your team members



Issue

Ryan needs support appealing WSIB's decision to close his claim



Solution

- Ensure we have supporting medical information and appropriate treatment is in place
- Determine Ryan's capabilities and work with TMMC Health Centre team to determine if modified work is available



Partners in the health of your team members



Issue

Ryan suffers a non-occupational injury and becomes totally disabled after claim is closed



Solutions

- Make recommendations on merit to proceed with the appeal based on claim being within TMMC WSIB premium review
- Level 1 or 2 appeals - Ensure the necessary documents are complete to meet stat limitations, participate in the appeal, determine if further evidence and/or witnesses are required prior to completing the Respondent's Confirmation of Appeal form



Strategies to foster change

Accommodation

- Accommodation is about providing opportunities for all employees
- We provide services aligned with legislative guidelines including,
 - evaluation and case management for team members who request accommodations
 - assistance with gathering medical evidence that confirms the need for accommodation
 - tracking the need for and success of accommodation



Strategies to foster change

Managing leaves of absence

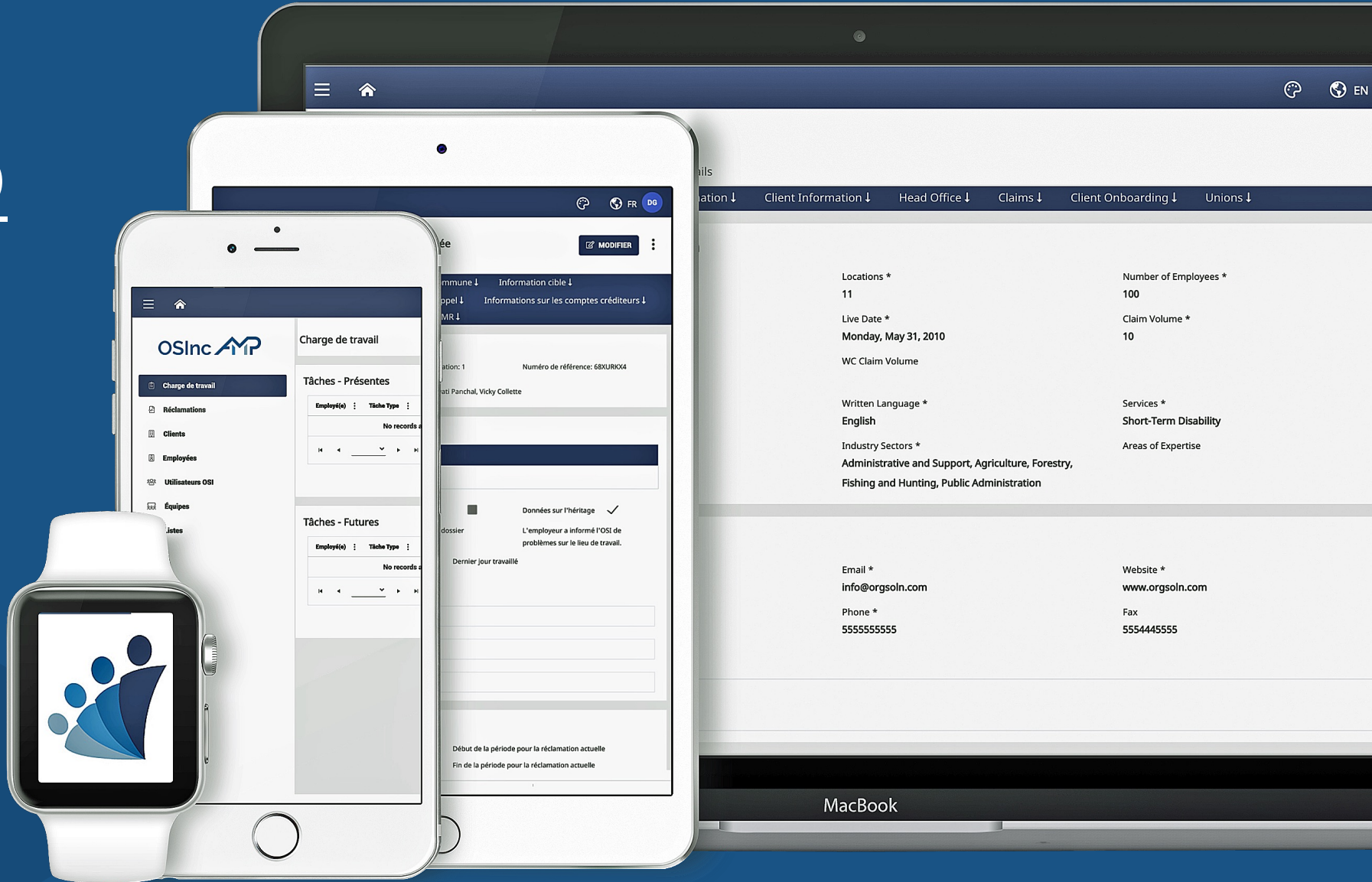
Changes in a team member's work or life situation can trigger the need for legislated leaves. We,

- obtain evidence to support the LOA is warranted, then monitor the RTW
- provide empathetic care and comprehensive communication
- manage your organization's risks and costs
- reduce your administrative workload





AMP demo



Major stages in rollout

Managed by OSI's rollout specialists

- Program's philosophy, knowledge transfer, and roles and responsibilities will be articulated at kick-off meeting
- Weekly meetings to review tasks
 - Key performance metrics
 - Align on process/forms
 - IT component/systems and permissions
 - Marketing materials
 - Training
 - Vendor transition



Contract,
implementation details



Processes
and forms



IT, OSI AMP claims
portal



Communication



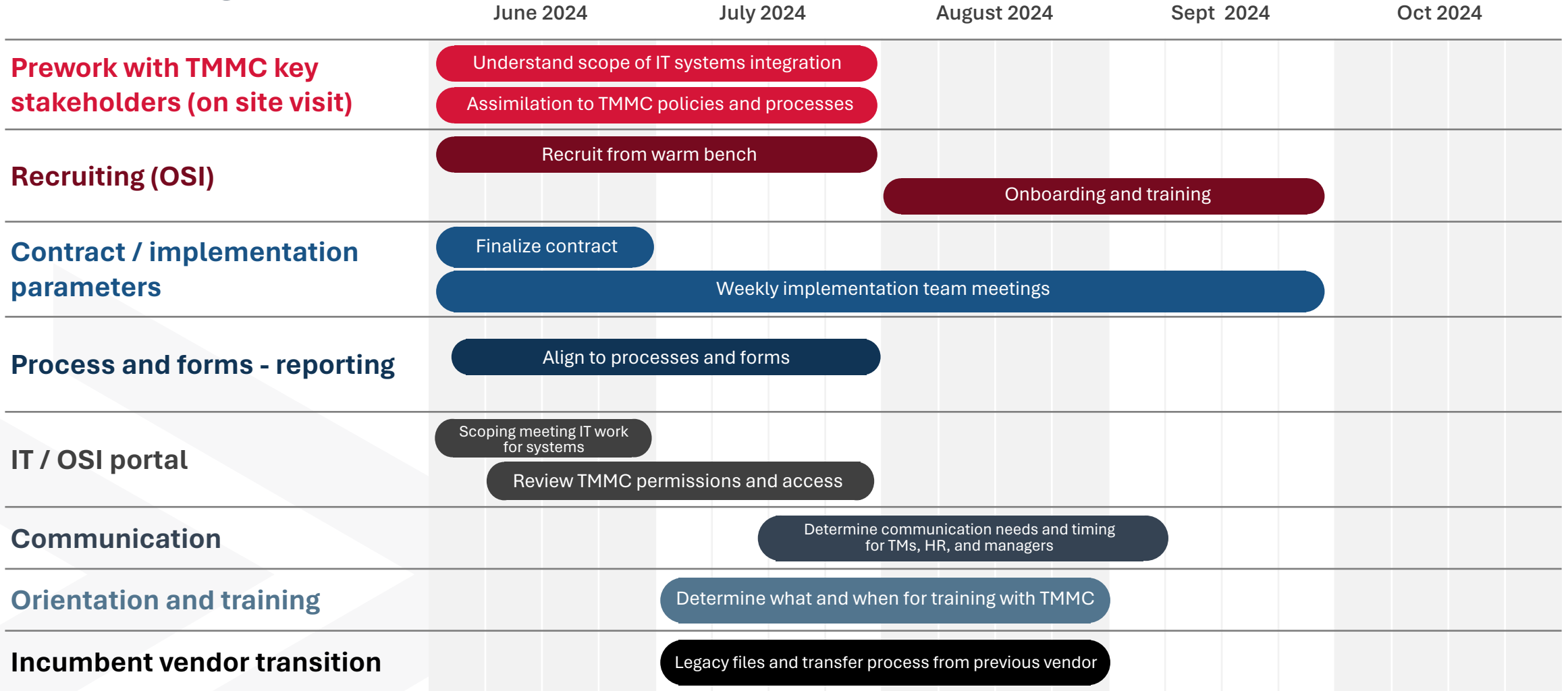
Orientation, Training,
Change Management



Incumbent Vendor
Transition



Major stages in rollout





Pricing

Supported by:

- 1 Client Lead
- 7 Recovery Facilitators/ STD specialists
- 6 Recovery Facilitators/ Workers' Compensation Specialists
- 2.5 LOA Coordinators

Occupational claims

\$625/case

Appeals

Tribunal
\$275/hr

ASD
\$185/hr

Non-occupational claims (STD, accommodation)

\$560/case

Leaves of absence management

\$310/case



We'll work as an extension of your team

We'll design a flexible and custom program to meet your needs

Committed to continual improvement

Expert team, comprehensive inventory of tools



The right care, at the right time, for the right outcome.™

The right care

Access to a comprehensive inventory of resources and care helps ensure team members get the support they need.

The right time

Early intervention and access to solutions at the right time improves recovery time and team member experience.

For the right outcome

Helping team members achieve a safe, timely, and sustainable return to work.



Thank you for your time.

Questions and discussion

Visit orgsoln.com/tmmc to view this presentation and to find out more about us.



Password: tmmc

