



PERSONAL INJURY ASSESSMENT SERVICES



NOVEMBER 2010 NEWSLETTER

It's been a busy time at CDC over the past 6 months.... We have several new staff and OT consultants who have joined our team and we are also progressing with an exciting and convenient new online service which we will be launching early in the New Year.

New Practice Manager

We are very pleased to welcome Lucy Lloyd to our administration team. Lucy is a senior registered nurse with over 20 years experience. Lucy's strong background in Occupational Health has provided her with a wide knowledge base including; health assessment, work – related injury, rehabilitation and job redesign, risk assessment and health promotion.

As Practice Manager, Lucy is responsible for the smooth operations of our case load - assignments of cases, delivery of reports on time, quality assurance processes, adherence to Expert Witness codes of conduct and all administrative procedures.

Lucy maintains our high service standards and consistency by proof reading all reports generated through CDC. In addition, Lucy also prepares the Cost of Care reports, producing high quality and accurate reports based on our carefully researched and current data base of rates from the home community care agencies. Please don't hesitate to contact Lucy for any information surrounding your cases with us.

Professional Development Day

In order to continually evolve and improve we hold regular in house Professional Development Days. We would like to share some insights from our most recent meeting:

Physiotherapy/Hydrotherapy/Gym programs

Hydrotherapy is the most appropriate starting point for those injured persons who are experiencing a lot of pain and who have become de conditioned over time. After 6 months to a year they could progress to land based

individual physiotherapist/exercise physiologist sessions and when appropriate, to gym classes/ circuit. These treatment modalities should start as Individual sessions and over time progress to e.g. group classes to aqua aerobic classes. Land exercises initially one on one sessions, then classes/self circuit etc.

Home modifications and Equipment by the Henry Care group

Therese Hammond from Henry Care introduced new product innovations – of particular interest was a bath conversion kit and bath to shower re build. For the more seriously injured claimants who can no longer access their shower, these products offer an affordable and quicker alternative to that of a complete bathroom renovation or re build.

Claims process – an inside view of the Insurance company operations from an ex Injury Management adviser

It was of interest to hear that some Insurers are becoming increasingly pro active in the early stages of a claim through provision of \$5000 to eligible claimants for rehabilitation treatments.

They are also actively gathering as much information as possible and building documentation about DA (Domestic assistance) from the client's treatment providers (ie. GP, physio, Rehab provider). Upon receipt of the statement of claim/particulars from the plaintiff's solicitor the insurer can then lodge a dispute with MAS directly on the information they have on file without the need for their own medic-legal OT reports.

It appears (if only anecdotally) that the MAS panel may view these more favourably than the DA reported in a plaintiff or defendant medico legal report which is produced some time later. In light of this the Adviser suggested an early assessment such as an **Initial Needs Assessment** in the early stages of the legal claim process may be beneficial to ensure gratuitous care and disability are more accurately recorded and less open to dispute.

Assessment Tools

CDC consultants use a variety of outcome measures to gain a full understanding of clients' impairments and restrictions. Outcome measures are tools used to assess change in a patient over time and identify areas of impairment and restriction.

There are an extensive number of outcome measures available which can include;

- Standardized assessments (which are applied in a prescribed manner and have established reliability and validity) and;
- Non Standardized assessments (which are tasks or activities where there are no established norms to enable comparisons of performance).

Two of the outcome measures frequently used by CDC consultants include the;

DASH (Disability of the Arm, Shoulder and Hand)

The Disabilities of the Arm, Shoulder and Hand (DASH) Outcome Measure is a 30-item, self-report questionnaire designed to enable comparison (between individuals and/or groups) of the impact of upper-limb disorders and to enable evaluation of change over time. It can measure changes in function related to functional domestic tasks, work and sport.

It was developed by the American Academy of Orthopedic Surgeons and the Institute for Work & Health due to a recognised need for an instrument that would measure the effect on function of a wide variety of musculoskeletal conditions and injuries affecting the upper limb.

Access to this outcome measure is available on line at: www.dash.iwh.on.ca/

Revised Oswestry - Low Back Questionnaire

This questionnaire looks at the functional restriction created by a persons' back impairment. This questionnaire is consistent the most reliable tool for measuring impairment and changes over time.


We ask clients to complete these questionnaires as part of our assessment. We then cross reference their responses with their verbal feedback and our visual observations to ensure consistency.

We enclose a copy of these questionnaires for your resource folder.

As an organisation we are always striving to improve in all areas of our business. Your feedback is a vital link to this process so we can continue to meet your needs efficiently and effectively. So please drop us an email or call us anytime, we love hearing from you.



Owner/Director



Clinical Director