



Mental Stress Injuries Program

CUPE Ontario Injured Workers/Health & Safety Conference

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How a claim is established

How a claim is established

To register a claim, information about the worker, the employer and the accident is required

- ✓ Employer's Report of Injury/Disease (Form 7)
Form 7s may be submitted online by the employer 24 hours per day
- ✓ Worker's Report of Injury/Disease (Form 6)
Form 6s may be submitted online by the worker with a claim number and date of birth
- ✓ Correspondence or a phone call from a workplace party indicating their request to have a claim registered will also establish a claim

If information is not available or insufficient on the document submitted, a Claims Registration Representative (CSR) will make enquiries by phone



Service Delivery

Mental Stress Injuries Program

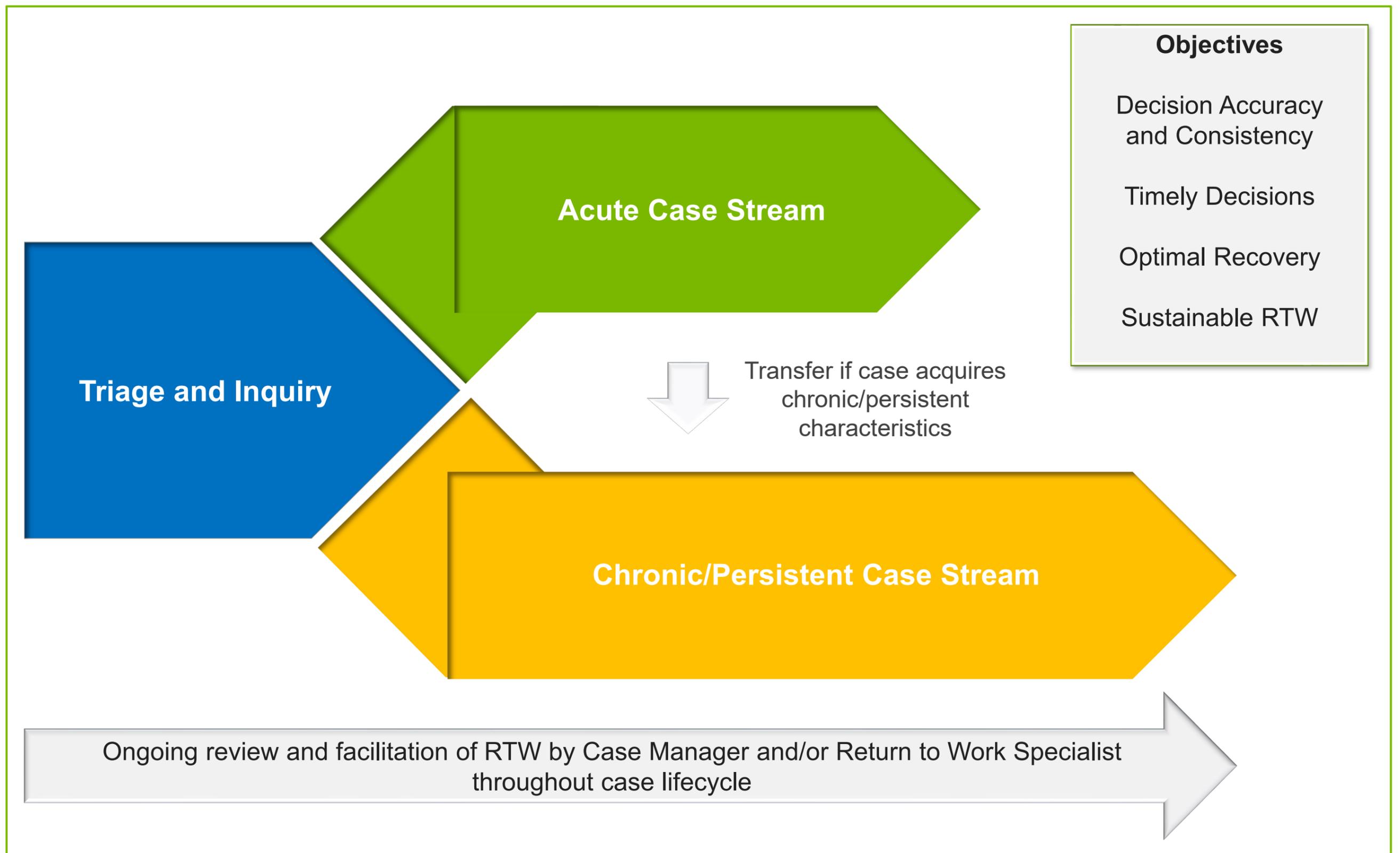
□ The Mental Stress Injuries Program (MSIP) (formerly the Traumatic Mental Stress Program) is a specialized unit dedicated to managing claims involving mental stress injuries including:

- presumptive PTSD cases from first responders and other designated workers
- traumatic mental stress
- chronic mental stress

□ The unit includes Case Managers, Nurse Consultants, Team Managers and is supported by Specialized Return to Work Specialists (RTWSs)

□ The MSIP is responsible for the entire management of the claim from eligibility through to resolution/closure of the case

Service Delivery Model



Policy

Traumatic mental stress & chronic mental stress policies

Entitlement Criteria & Exclusion		TMS Policy 15-03-02	CMS Policy 15-03-14
DSM diagnosis	Requires a DSM diagnosis	✓	✓
Injuring process	Requires clearly and precisely identifiable and objectively traumatic events that arose out of and in the course of employment	✓	X
	Substantial work-related stressor, including workplace bullying or harassment that arose out of and in the course of employment	X	✓
	Entitlement for cumulative effect of multiple event	✓	✓
Causation standard	Traumatic events must <u>cause, or significantly contribute to,</u> diagnosed DSM disorder	✓	X
	A substantial work-related stressor <u>is the strongest or main cause</u>	X	✓
Exclusion	Entitlement excluded when caused by an employer's decisions or actions as part of the regular employment function	✓	✓

PTSD presumption policy (15-03-13)

A first-responder's PTSD is presumed to be work-related if the following criteria are met:

1

Employment requirement:

Employed as a "first responder" for at least one day on or after April 6, 2014



2

Date of diagnosis:

Diagnosed by a psychologist or psychiatrist



3

Diagnostic requirement:

Diagnosis of PTSD as described under the DSM-5



Rebutting the presumption

The presumption may be rebutted if it is established that the employment was not a significant contributing factor in causing the first responder's PTSD

Entitlement exclusion – Employer's decisions and actions

- Entitlement for PTSD is excluded where it is caused by an employer's decisions or actions that are part of the employment function (e.g. terminations, demotions, transfers, discipline, changes in working hours, or changes in productivity expectations)
- The exclusion does not apply where the employer's actions include violence or threats of violence

Health professional report & Community of mental health programs

Health Professional's Report for Occupational Mental Stress (Form CMS8)

- Form CMS8s may be submitted online by the treating health professional
- This form is for reporting work-related chronic mental stress disorders or conditions
- Physicians and nurse practitioners can use this form to provide details about a patient's condition for adjudication and case management purposes.

The Community Mental Health Program

- In January 2018 the WSIB introduced a new Community Mental Health Program (CMHP), developed in collaboration with the Ontario Psychology Association (OPA)
- This program provides a new structured approach for the delivery of psychological services to workers by psychologists
- The goals include:
 - The provision of high quality assessments
 - Evidence-informed treatment for workers with conditions such as PTSD, TMS, CMS with a focus on functional recovery, and safe, timely, and sustainable return to occupational function
- Any psychologist in good standing with their college and who has an interest in providing psychological services to people with WSIB claims can take part in the program by registering in our Community Mental Health Network
- An online directory of psychologists who have registered to be in the network will be posted on our website in 2018. The OPA has also agreed to promote their members to join the Network.
- The number of Psychologists enrolled in the Network and CMHP is steadily increasing but currently the WSIB has approximately 400 Psychologist in the Network

Discussion

