

# WSIB Community Mental Health Program

## Quick Reference

### Scope of the WSIB Community Mental Health Program

The WSIB Community Mental Health Program is a structured program delivered by psychologists registered with the WSIB Community Mental Health Network.

The program includes an intake and pre-authorization phase, an initial assessment and assessment form, treatment, and a progress form(s).

Psychologists and psychological associates authorized in autonomous or interim autonomous practice who are in good standing with their college may register with the WSIB Community Mental Health Network if they meet the registration requirements and submit the completed WSIB Community Mental Health Network Psychologist Registration Form. For full details, please see the [WSIB Community Mental Health Program Reference Guide](#), available on the [WSIB website](#).

### Program Objectives

- Facilitating timely access to high-quality psychological assessment and treatment
- Facilitating recovery of overall function with specific focus on safe, timely and sustained return to occupational function
- Reducing disruption to the psychological rehabilitation process
- Reducing repeated occurrences of psychological symptoms
- Improving communication and satisfaction among workers, health care providers and other stakeholders
- Providing information for case management through forms, and contact with the treating psychologist

### Admission Criteria

The WSIB Community Mental Health Program is for people who:

- Have a registered WSIB claim or recurrence
- Experience a psychological reaction secondary to a work-related physical injury, or
- Experience a psychological response to a workplace incident or cumulative incidents
- (e.g. traumatic mental stress, chronic mental stress, first responder PTSD)

### Program Intake and Pre-Authorization Phase

Psychologists must first screen people to confirm they meet the program admission criteria.

Once it is confirmed that the person is appropriate for the WSIB Community Mental Health Program, the psychologist must contact the WSIB case management team to request authorization for both the assessment and treatment.

The WSIB case management team will review the information and decide whether to authorize the assessment. The case management team may either authorize the assessment only and request that the psychologist call back to discuss the treatment plan and treatment authorization, or authorize both the assessment and treatment.

## **Assessment and Treatment Planning**

Once the WSIB has pre-authorized the assessment, the psychologist should schedule and complete it in a timely manner. The psychologist will assess the person and complete the WSIB Community Mental Health Program Assessment Form to communicate the key findings of the assessment and the proposed treatment plan to the WSIB, including the proposed frequency and duration of treatment. The psychologist should also screen the person for any barriers to recovery and return to work and for any psychological risk factors.

If diagnosing a first-responder with PTSD, the psychologist should ensure DSM-5 criteria are met.

The [WSIB Community Mental Health Program Assessment Form](#) must be completed and submitted within five days of assessment completion.

The form may be submitted by mail or fax: (416) 344-4684 or 1-888-313-7373.

## **Treatment Duration and Interventions**

Treatment may begin once the psychologist has received authorization from the case management team. If treatment was not authorized at the same time as the assessment, the psychologist must follow up with the case management team.

Treatment is delivered in blocks of care. Each treatment block of care consists of six treatment visits/sessions delivered within eight weeks. The program includes a maximum of three treatment blocks. All claims with treatment authorization are eligible for three blocks of care. Patients can be discharged at any time if they have reached their recovery and return to work goals, or if they would receive no further benefit from treatment.

While the program does not stipulate specific psychological interventions, interventions delivered must be evidence-informed and support identified treatment goals that are relevant to the overall recovery and return to occupational function goals.

A [WSIB Community Mental Health Progress Form](#) must be completed after every sixth session or eighth week, whichever comes first (or earlier if the worker is discharged from the program). The progress form must be submitted within five business days of the end of the sixth session or eighth week, whichever comes first (or earlier if the patient is discharged from the program).

A phone call to the WSIB case management team is required at the end of a treatment block or earlier if the patient is not progressing as expected, and/or recovery/return-to-work barriers are identified, and/or psychological risk factors are identified.

## **Communication**

Timely and effective communication is a cornerstone of the WSIB Community Mental Health Program. Communication includes in-person discussion, written forms and telephone conversations, and may occur with the patient, WSIB, and/or other health professionals. The frequency of communication will depend on the individual circumstances of the worker and the extent of progress achieved.

## **Barriers to Recovery/Return to Work**

The psychologist must contact the WSIB at the completion of any treatment block or during any treatment block under any or all of the following circumstances:

- The patient is not progressing as expected
- The patient would benefit from additional referrals/interventions
- Recovery/return-to-work barriers have been identified
- The patient is no longer suitable for the WSIB Community Mental Health Program

## **Psychological Risk Factors**

The psychologist must contact the WSIB if she or he identifies any psychological risk factors. Risk factors may become apparent during the initial assessment or during the course of treatment.

These risk factors may include, for example:

- Active substance abuse
- Suicidal ideation, intent, preparation and plan
- Homicidal ideation or intent
- Threat or risk to psychologist
- Multiple comorbid psychiatric diagnoses (three or more)
- Hallucinations, delusions, and/or severe dissociation
- Limited social support/isolation combined with severely impaired interest in self-care/hygiene
- Significant pre-existing psychiatric history over a prolonged period
- Psychologist feels psychiatric intervention is required
- Significant, obvious cognitive impairment
- Other risk factors not otherwise listed

## **Additional Treatment**

A psychologist may identify a worker who would benefit from continued treatment. In these cases, the psychologist should contact the WSIB case management team to review the progress achieved during the WSIB Community Mental Health Program, outstanding issues, clinical rationale for ongoing treatment (including number of sessions and expected duration), and proposed treatment goals. The WSIB case management team will review the information provided and decide to whether to authorize more treatment.

For more information, please visit the [WSIB website](#) and refer to the WSIB Community Mental Health Program Reference Guide.