



# Chronic Mental Stress

AMO Presentation  
August 2018

# Agenda

Policy overview

Service delivery model

RTW Services/Approach

Health care services

Mental health in the workplace

# Policy overview

# CMS entitlement: accident date on or after January 1, 2018

The Chronic Mental Stress Policy has **three key entitlement** criteria:

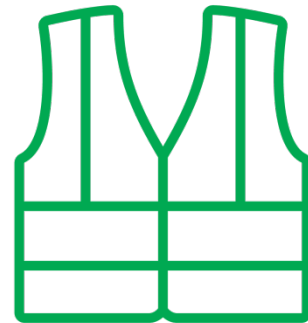
**1**

Diagnostic requirement:  
DSM diagnosis



**2**

Injuring process:  
**substantial** work-related  
stressor



**3**

Causation standard:  
**predominant** cause



# CMS entitlement: accident date before January 1, 2018

People with work-related chronic mental stress must meet **the three key entitlement** criteria and:

**1**

have an accident date on or after April 29, 2014 and have not filed a claim with the WSIB for the mental stress before January 1, 2018; or

**2**

have not yet received a final decision on their mental stress claim by the WSIB and/or the WSIAT as of January 1, 2018.

Claims under point 1 must have filed on or before **July 1, 2018** to be eligible.

# Chronic vs. traumatic work-related mental stress

## Traumatic mental stress

- Events that are generally accepted as traumatic, such as a criminal act or witnessing a horrific accident. In most cases a traumatic event will be sudden and unexpected.

## Chronic mental stress

- Identifiable stressful events that are not traumatic, but are substantial (i.e., excessive in intensity and/or duration) compared with the normal pressures experienced by people working in similar circumstances.

Amended TMS policy and new CMS policy effective as of January 1, 2018.

# Examples

A construction worker develops post-traumatic stress disorder after witnessing a horrific workplace accident.



Likely entitled to benefits for traumatic mental stress

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A teacher is the subject of demeaning comments from her vice-principal on a regular basis, quite often in front of her teaching colleagues and develops an anxiety disorder as a result.



Likely entitled to benefits for chronic mental stress

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A grocery clerk's shift schedule is changed by the employer. They are later diagnosed with a depressive disorder.



Not likely entitled to WSIB benefits

# Service delivery model



# Mental Stress Injuries program

## Mental Stress Injuries Program (MSIP):

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

Eligibility



Resolution

# Service delivery model: key features

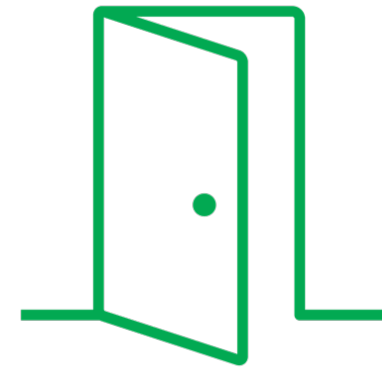
**Triage and  
initial decision-  
making**



**Case  
Management**



**Return to work**



**Customer-centric approach**

# Triage and initial decision making

- Standardized reporting form for health professions to report work-related mental stress injuries to the WSIB
- Review all mental stress injuries
- Robust triage function to help make decisions quickly
- Further inquiry or case management based on case characteristics
- If required, cases sent to determine eligibility



# Case Management

- Collaborative approach with the injured person, employer and the primary health provider
- Facilitate timely assessment and treatment to assist people in their recovery where recovery appears at risk
- Integrated recovery and return-to-work plan



# Return to work



Support people who remain at work sustain their occupational function through timely return-to-work interventions



Promote and facilitate return to work where people are off work



Collaborate with workplace parties to identify and contain/eliminate workplace stressor(s), and create necessary accommodations for suitable and safe return to work



Return-to-Work Specialists intervene in some pending cases to support the injured or ill person, health professional and employer in planning for return to work

# Interdisciplinary return-to-work approach



# Return-to-work approach for chronic mental stress claims

We apply a customized return-to-work approach to claims for mental stress injuries:

- Provide support and guidance
- Help getting back to day-to-day function
- Promote benefits of activity
- Support work readiness
- Support work sustainment
- Identify obstacles and facilitate return-to-work solutions
- Adapt the approach
- Build strategies to maintain/repair trust
- Provide employer support

## Unique to CMS claims:

- Separate meetings with the injured person and their employer
- Focus is on the identifying issues and barriers
- More mediation techniques used to work with parties to repair relationships

# Health Services

- To support chronic mental stress claims we have/are:
  - Introduced New Chronic Mental Stress Report of Injury (CMS Form 8) **(January 2018)**
  - Launched New Community Mental Health Program **(January 2018)**
  - Established a Mental Health Advisory Committee **(February 2018)**
  - Renewed WSIB Speciality Programs and expanded support for mental health issues **(July 2018)**
  - Providing internal clinical led training and support for our staff
  - Supporting municipal-led working groups that are looking at new approaches and best practices in wellness, prevention, recovery and return to work
  - Undertaking a review of WSIB's Nurse Consultant role and looking at opportunities to better leverage and support their unique skill set



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

The image shows a screenshot of the 'Health Professional's Report for Occupational Mental Stress (Form CMS8)' form. The form is divided into several sections: A. Patient and Employer Information, B. General Section, C. Clinical Information Section, D. Treatment Plan, and E. Billing Section. Section A includes fields for patient and employer details. Section B contains questions about the patient's condition and its relation to work. Section C is for clinical diagnosis and criteria. Section D is for the treatment plan. Section E is for billing information, including professional designation and registration details. The form is titled 'wsib cspa' and includes contact information for the Workplace Safety and Insurance Board (WSIB).

Introduced January 1, 2018 to support implementation of the Chronic Mental Stress Policy.

Completed by: physicians (91%), nurse practitioners (4%) or psychologists (5%) to report work-related chronic mental stress disorders or conditions.

## Profile:

- Over 700 forms submitted
- 49% were registered off form
- 25% were for presumptive occupations
- 60% first sought medical care within one month of experiencing related symptoms
- 87% had an indication of loss time

## Early Quality Audits

Demonstrates how the form is supporting early decision-making and return-to-work planning:

- 95% of Forms provided a DSM diagnosis
- 90% included a treatment plan, with counselling being the most frequent recommendation(51%)
- 84% of those with LT indicated, included specific functional abilities information to facilitate RTW
- 70% of forms submitted within one month of onset of symptoms

# New Community Mental Health Program

**Launched January 1, 2018** to support timely access to quality assessment and treatment services for injured and ill people in their community

**Network** of over 325 psychologists, in multiple languages across the province

- About 25% represent new or renewed psychologists not previously treating
- Specific outreach planned for targeted areas and targeted languages, in collaboration with Ontario Psychological Association (OPA)

## Continued collaboration

- Regular touchpoints and feedback meetings with OPA
- Workshop in Fall: Facilitate Recovery, RTW and Quality Reporting for Psychologists

Network psychologist search [Download directory as accessible csv file](#)

Search the directory by name or location.

Enter search terms Search the directory by name, clinical specialization, location

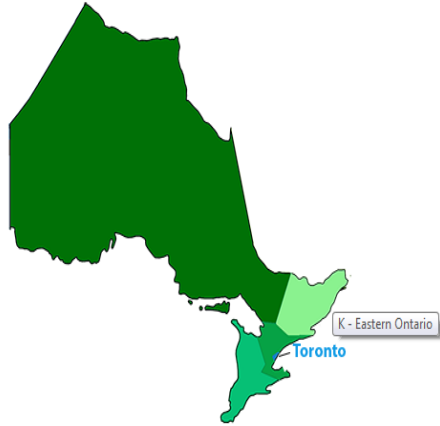
Map Click on a region of the map to find WSIB registered/approved psychologists in the area

Filter search

Filter by region All regions

Filter by clinical specialization All specialties

Filter by language All languages



Last name	First name + initial	Facility or clinic name	Address	City	Postal code	Phone number
		Kaplan and Levitt Psychologists	1612 Main Street West	Hamilton	L8S 1G1	905-529-5131
		Bayridge Counselling Centre	845 Harrington Court	Burlington	L7N 3P3	905-319-1488
		Bayridge Counselling Centre	28 Weber Street West	Kitchener	N2H 3Z2	905-319-1488
		Triloka Psychology and Integra more...	7900 Hurontario Street, Suite 304	Brampton	L6Y 0P6	905-497-9400
		Dr. Stewart Plotnick and Assoc more...	1279 Ouellette Avenue	Windsor	N8X 1J3	519-255-9695

# Mental health in the workplace

# Preventing work-related CMS

**Everyone**  
has a role



**Be proactive**  
by promoting  
mental health



**Support those who**  
**report substantial**  
**stressors** like bullying  
or harassment



**Visit** [StressAsses.ca](https://www.stressasses.ca),  
[ThinkMentalHealth.ca](https://www.thinkmentalhealth.ca),  
[FirstRespondersfirst.ca](https://www.firstrespondersfirst.ca),  
[CivicAction.ca/mindsmatter](https://www.civicaction.ca/mindsmatter)



# Discussion

