

BOOST RECOVERY x HONEYSUCKLE HEALTH

REFERRAL CRITERIA & PROCESS

BOOST Recovery Program Referral: Criteria

Mandatory Criteria:

- » 8 weeks+ post-onset (date of injury); and
- » Unfit/limited capacity for work.

AND include one or more of the following:

- » Pain reported to be limiting function (e.g. can't do ADLs or work-related tasks due to pain);
- » Opioid use;
- » Presenting with fear avoidance, particularly leading to not participating in regular social or work-related activities;
- » Presenting with pain score of 5/10 or more (and not improving as expected).

BOOST Recovery Referral: Process

- 01.** Honeysuckle Injury Nurse Coordinator identifies potential candidate.
- 02.** Honeysuckle Injury Nurse Coordinator calls the Injured Person's (IP) QBE Case Manager and discusses referral.
- 03.** QBE Case Manager contacts IP's IMA to discuss referral and seek approval.
- 04.** QBE Case Manager notifies Honeysuckle Injury Nurse Coordinator of approval.
- 05.** Honeysuckle Injury Nurse Coordinator speaks to the IP and suggests referral to BOOST.
- 06.** IP agrees to referral.
- 07.** Honeysuckle Injury Nurse Coordinator completes the external referral process and selects "BOOST Recovery Program" as the provider.

All referrals are actioned by the BOOST Health Labs team within 24 hours.

BOOST Recovery Referral: Required Documentation

As many of the following as possible/are available (the BOOST team will email requesting the required documentation after referral):

- » First Certificate of Capacity
- » Progress Certificate of Capacity (most recent)
- » Initial WC/CTP claim form
- » Results of all relevant medical imaging
- » Any/all relevant specialist reviews (including doctors, Allied Health, IME, etc)
- » Any/all relevant correspondence with IP's treating team

BOOST Recovery Referral: Where to Go for Help

Your team leader is the first point of contact for any questions or concerns regarding referrals to BOOST Recovery. Any questions that your team leader is unable to answer will be escalated to the BOOST Clinical Director.

BOOST Recovery Referral: How BOOST Supports You

The BOOST Team are available for and encourage clinical questions at any point during an IP's BOOST Program. Additionally, the following will be provided throughout the duration of an IP's BOOST Program:

- » **The Pathfinder Report:** a detailed and comprehensive report, written with a pain management and behaviour-change focus. It outlines the strengths that will support the IP's recovery, the challenges and risks that may impact their path to progress, and the opportunities for change.
- » **Post-Pathfinder Team Meeting:** the BOOST Clinical Director will facilitate a meeting with the Honeysuckle Nurse, Claims Team, and any appropriate treatment providers at the end of the IP's Pathfinder, to discuss the IP's next steps and any specific recommendations. Meeting notes will be provided to all relevant members of the treating team, in particular where a treating team member or Honeysuckle Injury Nurse Coordinator are unable to attend.
- » **BOOST Recovery Program Reports:** two further reports will be provided for all IPs who continue to the BOOST Recovery Program after Pathfinder. The IP's Honeysuckle Injury Nurse Coordinator and Claims Team will be provided with a mid-program and end-program report, detailing the IP's progress through the Program, and any future recommendations beyond the end of the Program.
- » **Collaborative Care & Communication:** in order to ensure comprehensive service provision and post-program care, the Injury Recovery Coach and BOOST Clinical Director will maintain contact with the IP's Honeysuckle Injury Nurse Coordinator and treating team throughout the program. This reduces the risk of unnecessary claims costs from overservicing and excessive interventions.

LAST UPDATED: OCTOBER 23, 2023 11:10 AM