



Medical Leaves of Absence in Healthcare: How Monarca is Creating an Unprecedented Service

Wednesday, March 2, 2011



Presentation Outline

- Monarca's Evolution
- History of Monarca
- Overview of Monarca
- Monarca's Key Features
- Monarca Pilot Program
- Monarca Going Forward
- Questions

Monarca's Evolution

- Stemming from the Ontario Hospital Association's (OHA) Organizational Health Management (OHM) Department:
 - Monarca was established as a ***confidential***, value-add, third-party disability case management service
 - Monarca is geared specifically towards Ontario healthcare organizations, as a not-for-profit service
 - Monarca is made available to OHA members, primarily for those who are OHA Benefit Plan members
 - *Monarca's ultimate goal is to become the province's leading third party disability management service for public healthcare organizations*

Monarca's Evolution (cont.)

- **Organizational Health Management (OHM) Department:**
 - Consists of Governance, Health and Safety, Healthy Workplace Environments and Claims Management services
 - Monarca has access to all OHM services, which ensures an overall holistic approach to claims management
 - Disability Management is a key component to the overall organizational health continuum

History of Monarca

- Monarca was initially created as a pilot program in January 2010 to respond to the specific needs of Ontario healthcare organizations:
 - protecting the confidentiality of claimant medical information, while providing fitness for work status to the employer
 - administering absences within the scope of the Hospitals of Ontario Disability Income Plan (HOODIP), which is also embedded in collective agreements
 - smaller communities may have limited resources in terms of Occupational Health and Human Resources services, therefore decisions can also be influenced by local factors

Overview of Monarca

- Monarca is a third-party, short-term disability management service, which provides consistent case management regarding the fitness for work based on medical evidence:
 - Verifies only objective medical to support total disability
 - Manage claims throughout the short-term disability and EI periods
 - Arrange safe, timely and sustainable return to work through temporary, transitional work programs or accommodations
 - Provides assistance with transition to long-term disability
 - Monarca applies consistency to all full-time, part-time, unionized and non-unionized staff



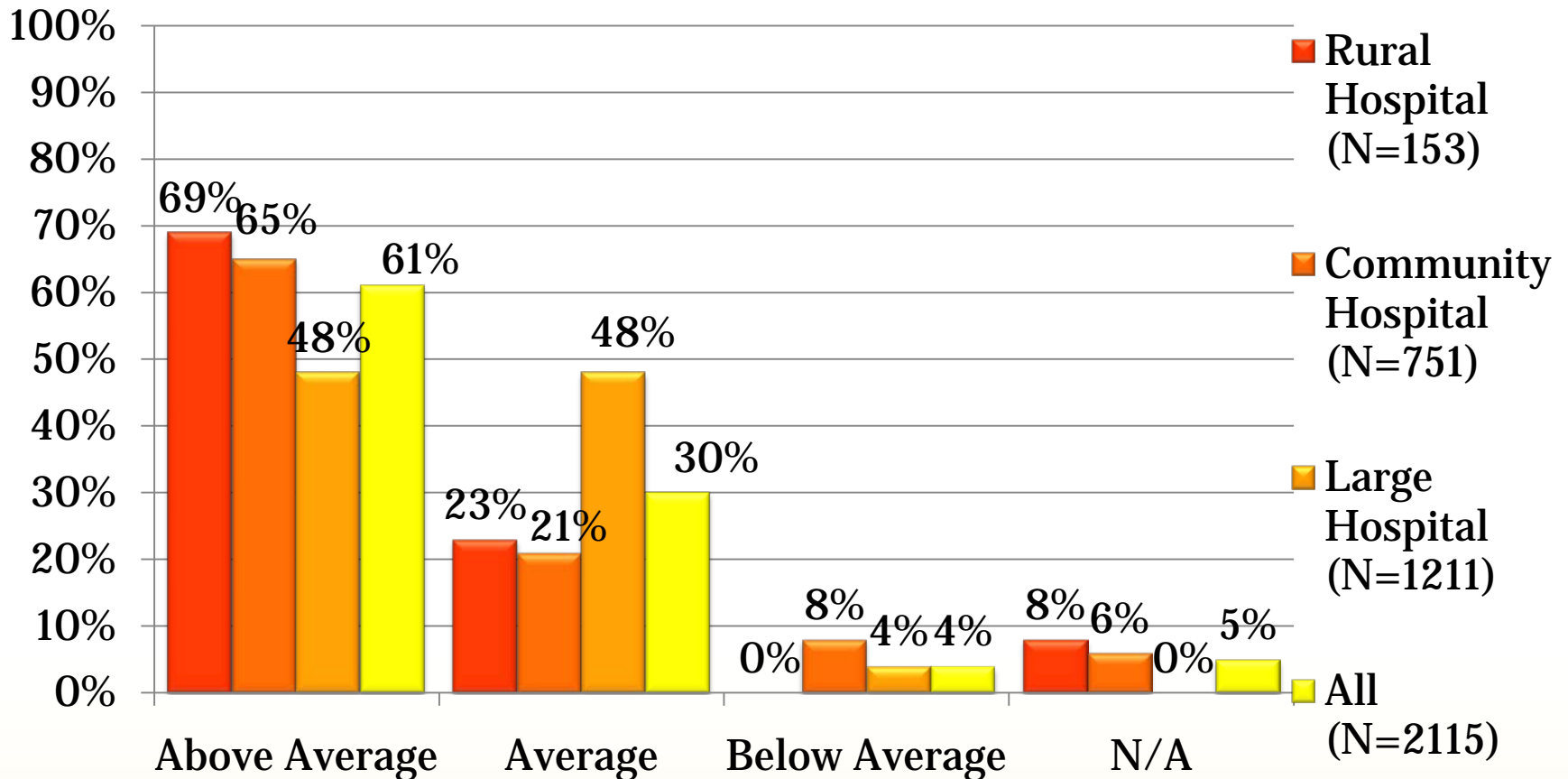
Monarca's Key Features

- Protects the **confidentiality** of claimant medical information, while providing fitness for work status to the employer
- **Consistent** application of HOODIP and disability management practices
- **Compliance** with collective agreements
- Equipped with **professional** staff, including a Medical Director/Physician and resources, that possess **specific** health care knowledge and expertise

Monarca Pilot Program (Jan. 4/10 – Mar. 31/11)

- The Monarca pilot program is currently providing effective disability case management services to three Ontario hospitals, by integrating all elements of organizational health:
 - since implementation on January 4, 2010, 400+ claims have been managed
 - Majority of closed file claimants' have rated Monarca with above average service, based on surveys completed
 - A survey for frontline Managers was also distributed, with the majority of managers rating Monarca's service as average to above
 - Survey feedback assists Monarca in maintaining and enhancing our services

Overall, Claimants rated Monarca's service as . . . (Based on 74 surveys received)

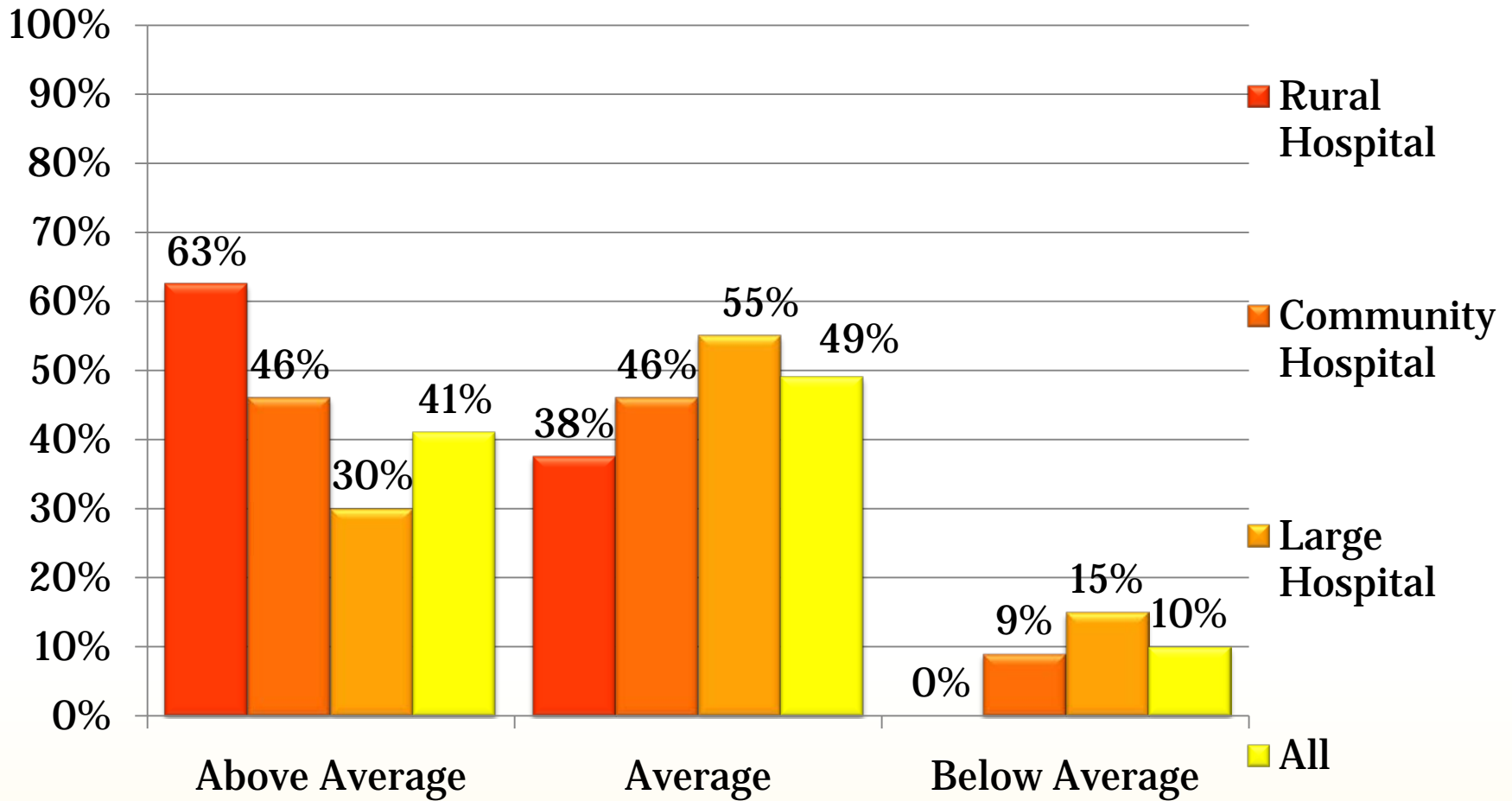


Some Claimant Comments

- “I expected this to be a total hassle but was delighted to say the person I talked to was super helpful and not the least bit intimidating. It was a positive experience, thank you for making me feel very comfortable with this situation. Kudos!”
- “My case Manager was very informative, helpful and easy to talk to and understand, Thank you!”
- “The service that you have provided to me was very professional. It should have been like this years ago. There is too many conflict of interests with [the employer].”

Overall, Managers rated Monarca's service as...

(Based on 39 surveys received)



Some Manager Comments

- “It is helpful to have a third party decide on claims rather than the Manager or HR/Occupational Health.”
- “One of the most rewarding part of the new process is that the onus is now placed on the employee to assume responsibilities for their sick time.”
- “...process was smooth in all cases I dealt with. I recommend using this service in the future as it takes the onus off the hospital in that as an employer we can direct them to Monarca...”

Monarca Going Forward

- Monarca's success to date:
 - Majority of claimants and front-line managers are satisfied with the service
 - Educational sessions with front-line managers and employees, and presentations to senior management were beneficial
 - Bi-monthly teleconferences have been held with all pilot groups, in order to address all issues and implement solutions
 - Quarterly disability case review teleconferences are held with each pilot group separately, to ensure all stakeholders are updated
 - Average sick days (decrease by 2.08 days) have decreased in all three pilot groups, when compared to the year prior
 - Significant cost savings have been reported by all three pilot sites
- Monarca has commenced dialogue with other Ontario healthcare organizations who have expressed keen interest in the program

Questions?

Contact Us

Monarca Case Management

PO Box 20

200 Front Street

Toronto, ON

M5V 3K2

Phone: 416-205-1598/1-877-309-9555

Fax: 416-205-1590

E-mail: info@monarcacm.com

www.monarcacm.com