



Informed Care Framework

Working Groups

Insurance Corporation of British Columbia

Claims Programs & Strategy





Informed Care Framework

ICBC is excited to launch a new Informed Care Framework to help support customers in accessing consistent, high-quality care across British Columbia. We need the help of the community, and the right voices at the table as we work together to design principles to outline high-value care and the use of evidence to inform ICBC recovery programs. Combined, each of these initiatives will improve the impact of care for all injured ICBC customers.

To support the project's success, we are excited to partner with The Conference Board of Canada, an independent, not-for-profit applied research institution with demonstrated success working with Canadian governmental organizations. Additionally, ICBC recognizes the critical responsibility that health care practitioners have in supporting our customer's recovery. Therefore, as part of this important work, we look forward to collaborating with community care providers and disability advocacy organizations with the shared goal of improving customer outcomes. ICBC also looks forward to listening and learning from customers who have lived experience and a desire to help shape the experience of future ICBC customers. Working collaboratively, we believe this work will positively impact the ICBC customer experience, as well as our many health care business partners.

Working Groups

As part of the Framework, two working groups will be created, each with a different objective and different participant profiles. The first working group, referred to as the "Research Advisory Board" will inform the development of the collaborative principles, and provide appraisal and discussion on research to achieve this. The Research Advisory Board will participate in a consensus-building exercise to apply the Framework and test the guidelines for a specific injury profile, ensuring the Framework accurately captures the evidence for high-quality care in a way that works for injured British Columbians and their chosen care providers. A second working group will focus on supporting the successful implementation of the new guidelines across British Columbia, and will help ensure the long-term success of the project.



For both working groups, ICBC seeks partners who are committed to better care for all injured customers, and who have demonstrated experience working with this population. Engaging with the practitioners and organizations that our customers routinely turn to for support ensures that we are designing principles that are practical in daily application.

To mitigate perceived conflict-of-interest, those who are in leadership positions with their respective health profession or organization that provides clinical services are invited to apply for the **Implementation Committee only**. Leadership positions include, and are not limited to, owner, president, vice president, CEO, board member, director, owner, and members of association-based committees. Further details are specified below for each working group.

[Research Advisory Board](#)

The Research Advisory Board will guide the overall development of the new principles for all health care practitioners who work with ICBC customers. To test the developed principles and ensure they are feasible for real-life ICBC customers and care providers, they will be refined through a consensus-building process that will assist in the appraisal of injury-specific rehabilitation and treatment evidence. Gaps and challenges in the evidence will be identified to further refine these, and ultimately land on a set of principles that we collectively agree lead to best-possible customer outcomes.

Facilitated by The Conference Board of Canada, this working group will be comprised of members from ICBC, disability advocacy groups and those with lived experience, and representation from community health professions that support injured ICBC customers. Each of the following healthcare professions are invited to apply to join our volunteer working groups, and ICBC will review and select one representative per profession, who will have an equal voice in discussions, irrespective of professional discipline:

- Physician
- Physiotherapy
- Chiropractic
- Registered Massage Therapy (RMT)



- Acupuncture
- Clinical Counselling
- Psychology
- Occupational Therapy
- Kinesiology
- Nurse Practitioner

Time commitment for this volunteer position is estimated to be a maximum of one hour per week virtually from July through October 2023, with one day in-person session in September 2023, further details can be found in the table below.

[Implementation Committee](#)

This working group will help with the education and uptake of our jointly developed principles amongst the community of health care practitioners in British Columbia. Facilitated by The Conference Board of Canada, time commitment for this volunteer position is estimated to be a maximum of one hour per week virtually from July through October 2023.



Working Groups Summary

| Group | Function | Membership | Qualifications |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Research Advisory Board | Inform the development of the overall care principles; provide appraisal and discussion on research; participate in a consensus-building exercise to apply the Framework and test the guidelines | <ul style="list-style-type: none"> • Conference Board of Canada (CBoC) • ICBC • Research Institution • Health Care Practitioners • Disability advocates • Person with lived experience | <ul style="list-style-type: none"> • Health Care Practitioner in a discipline recognized under Section 88.1 of the <i>Insurance (Vehicle) Regulation</i> • Member in good standing with respective professional College or Association if an unregulated Health Care Practitioner • A minimum of 5 years' experience treating patients involved in motor vehicle or similar accidents • A background in scientific research and evidence-informed practice, achieved through education, experience, or a combination of both <p>OR</p> <ul style="list-style-type: none"> • Member of a community disability advocacy organization and/or person with lived experience |
| Implementation Committee | Support the implementation of the Framework across British Columbia | <ul style="list-style-type: none"> • CBoC • ICBC • Health Care Association Leadership | <ul style="list-style-type: none"> • Health Care Practitioner in a discipline recognized under Section 88.1 of the <i>Insurance (Vehicle) Regulation</i> • Association president or other equivalent position |



Timeline Overview

| Research Advisory Board | Jun | | Jul | | Aug | | Sept | | Oct | | Nov | | Dec | |
|----------------------------------------------------------------------------------------------------------------|-----|--|-----|--|-----|--|------|--|-----|--|-----|--|-----|--|
| Attend online kick-off meeting | | | | | | | | | | | | | | |
| Provide feedback on draft of guidance content, implementation framework, and performance measurement framework | | | | | | | | | | | | | | |
| Attend online meeting | | | | | | | | | | | | | | |
| Participate in first facilitated online consensus exercise | | | | | | | | | | | | | | |
| Participate in second facilitated online consensus exercise | | | | | | | | | | | | | | |
| Join in-person consensus and discussion round table meeting | | | | | | | | | | | | | | |
| Provide feedback on guidance report and implementation and performance measurement considerations | | | | | | | | | | | | | | |
| Attend online meeting | | | | | | | | | | | | | | |
| Participate/support dissemination, knowledge sharing, and implementation | | | | | | | | | | | | | | |

| Implementation Committee | Jun | | Jul | | Aug | | Sept | | Oct | | Nov | | Dec | |
|----------------------------------------------------------------------------------------------------------------|-----|--|-----|--|-----|--|------|--|-----|--|-----|--|-----|--|
| Provide feedback on draft of guidance content, implementation framework, and performance measurement framework | | | | | | | | | | | | | | |
| Attend online meeting | | | | | | | | | | | | | | |
| Attend in-person/virtual meeting | | | | | | | | | | | | | | |
| Provide feedback on implementation of guidance | | | | | | | | | | | | | | |
| Attend online meeting to discuss implementation considerations | | | | | | | | | | | | | | |
| Participate/support dissemination, knowledge sharing, and implementation | | | | | | | | | | | | | | |