



Tuesday, October 3, 2017

WorkSafeBC

Diana Miles
President and Chief Executive Officer

RE: WSBC RFP and Contract with Physiotherapists

Dear Ms. Miles,

We are writing today to voice our concerns and update you on our next steps with respect to WSBC's RFP#034-2017 for Physiotherapy Services regarding WorkSafeBC injured workers in BC.

More specifically our concerns center around:

- the RFP requirements
- the RFP timeline
- the process during development of the contract and
- the changes to the contract

The Physiotherapy Association of BC (PABC) has been advocating on behalf of physiotherapists in BC for over 70 years, and physiotherapists have been providing service to WorkSafeBC injured workers for many decades. Physiotherapists are rehabilitation experts and the changes to the contract compromise their ability to provide that expertise and service.

The contract, as outlined in the RFP #34-2017, contains many significant changes from the contract that is currently in place. It is the opinion of the PABC Board, CEO and a high percentage of our members that the proposed new contract moves away from the WSBC mandate to rehabilitate those who are injured, and provide timely return to work. Some of the changes to the proposed contract are:

- eliminates the voice of PABC as an advocate
- changes the contractor from the physiotherapist to a clinic
- does not provide for an increase in pay for service
- increases the workload requirement for the clinics
- eliminates a number of physiotherapists from being able to provide the service

Next to physicians and hospitals, physiotherapists are WSBC's biggest service providers. The services and expertise provided by physiotherapists are valued by patients and should be valued by WSBC.

The RFP process has proved to be frustrating for physiotherapists, clinics, insurance providers, our association and the College of Physical Therapists. The RFP requirements are unclear and require more time than was originally available to prepare.



As the Association, we ask that, with respect to the RFP, although the members appreciate the one-week extension, WSBC:

- Extend the deadline for the RFP submissions so that providers can have more time to acquire the documents you require.
- Prepare and provide greater detail around the RFP requirements so there is a better understanding of what you want.
- Outline the process for proposal for those clinics / physiotherapists that did not complete the RFP in this round.

With respect to the contract, WSBC:

- Extend the contract that is currently in place until such time as WSBC and PABC (on behalf of its members) can sit down and negotiate a fair and honorable contract that provides the delivery of rehabilitation physiotherapy services to WSBC injured workers across the province of BC.

With respect to the next steps for PABC: as the contract in the RFP currently stands, our legal advice has been that, by making submissions under the RFP, members may be bound to enter into a contract with WSBC on the same terms as set out in Appendix E of the RFP documents. Both PABC and our members have identified a number of concerns with the terms and conditions in Appendix E. We have posed questions to WSBC with the view to clarifying some of the issues raised by members regarding the RFP process, and whether any of those issues will be negotiable prior to entering into contracts with WSBC. However, at this time, we recommend that any members consider carefully whether they wish to be bound by the terms as set out in Appendix E prior to making a submission under the RFP.

We have continued to speak to WSBC on behalf of PABC members and welcome the opportunity to continue to do so. Since, we believe, the new contract moves away from the WSBC mandate to rehabilitate those who are injured, and provide timely return to work, we welcome the opportunity to meet with you and discuss solutions.

Signed



Patrick Jadan on Behalf of the Board of Directors



Christine Bradstock, CEO

cc: Minister of Labour, select media outlets