

Work-Connected Recovery: Care and recovery for Nova Scotians, sooner

When workers recover sooner, everyone benefits.

The Problem: Slow, Patchwork System



Care and recovery are too slow

- » Nova Scotia leads the country in time lost from work
- » **Assessment:** 25-42 day wait from injury



Care is inconsistent

- » 500+ providers working separately
- » **Care varies:** In 2024, 30+ treatments for a sprain

A New Way Forward: Work-Connected Recovery



Faster Access

- » **First contact:** 24 hours
- » **Assessment:** 3-5 days after first contact



Consistent Care

- » Same care for same injuries
- » Providers close to home



Better Experience

- » One entry point
- » Virtual care and patient app



Greater Accountability

- » Satisfaction surveys for workers
- » Follow up care

Myths VS Facts

Myth: *This is a Lifemark program.*

Fact: WCB governs the program and is accountable for its success. Lifemark helps run it by bringing independent clinics and providers together into one network with a consistent referral system, standards, and tools.

Myth: *Independent clinics and providers can't join the network.*

Fact: Most clinics and providers that workers see today are joining the WCB network. They'll remain independent business owners but will use the same standards and tools to deliver consistent care across Nova Scotia.

Myth: *Workers will lose connection with their WCB case worker.*

Fact: No change. The return-to-work team includes the WCB case worker, provider, employer, and the worker – all focused on safe, timely recovery and return to work.

Myth: *People won't have choice.*

Fact: The goal is fast access to care. A worker or employer can request a preferred provider if that provider is in the network and can meet service standards.

Workers will be assessed 8 times faster in 2026 than today.

In 2026, physical and concussion injury:

- 🕒 First contact: 24 hours
- 🕒 First assessment: 3 business days from first contact

In 2026, psychological injury:

- 🕒 First contact: 24 hours
- 🕒 First assessment: 5 business days from first contact

Early results: worker in the Valley with common strain/sprain

- 🕒 Early morning: appointment booked
- 🕒 Late morning: assessment complete
- 🕒 Afternoon: report received by WCB
- ✅ Outcome? Able to return safely to work on the same day.