

Recommendation #7 (April 2017)

Quality Assessment of Contract Medical Consultants and Industrial Hygienists

The Board takes note that the EEOICP Medical Director conducts audits of approximately 40 CMC reports on a quarterly basis and that follow-up is conducted on problems that are thereby identified. However, the Board takes the position that it cannot properly advise the Secretary regarding the fourth task of its mission concerning “the work of industrial hygienists and staff physicians and consulting physicians of the Department and reports of such hygienists and physicians to ensure quality, objectivity, and consistency’ without conducting an independent review of a substantial number of claims. In the second half of 2016, the Medical Director found problems in 13 of 82 reviewed CMC reports, representing 1 of every 6 (16%) CMC reports. This finding represents a significant proportion of reports with errors, reinforcing the Board’s desire to take an independent look at a large number of claims. In addition, the Medical Director’s review did not address the issue of consistency across reports, an issue that is key to quality and fairness of EEOICP. The Board has not been provided of a quality assessment of the IH reports.

Given the number of CMC’s and IH’s, the different types of their evaluations, the different types of claims, and other factors, the Board requests that it oversee the review of CMC and IH reports that were developed in several hundred claims. The exact number awaits a fuller understanding of the variation in the factors identified above.