KSM 25 Survey Results Summary

Percentage of Wage Loss Claims off Compensation at X Days

Background

At the December 2014 CFO Meeting, it was decided that:

- WCB Claims/Prevention staff should be consulted to determine which time intervals are most appropriate for KSM 25 (Percentage of Wage Loss Claims off Compensation at X days).
- In the KSM dashboard report, to avoid clutter, show this measure at a high-level (perhaps showing the "best" time interval) and then allow user to drill down into more time intervals.

Currently, the time intervals published are 30, 60, 90, 120, 180 and 360 days.

Survey Results

A survey was sent out to gather information on the most appropriate time intervals for KSM 25. There were 17 responses submitted from 11 jurisdictions from various departments. Here are the highlights:

Do you use or look at any of AWCBC's Percentage of Wage Loss Claims off Compensation Measures?

Choice	Responses	Percent
Yes	12	70.6%
No	5	29.4%

On a scale from 1 to 7, how useful/relevant are the following time intervals (1 being extremely useful/relevant; 7 being not useful/relevant at all):
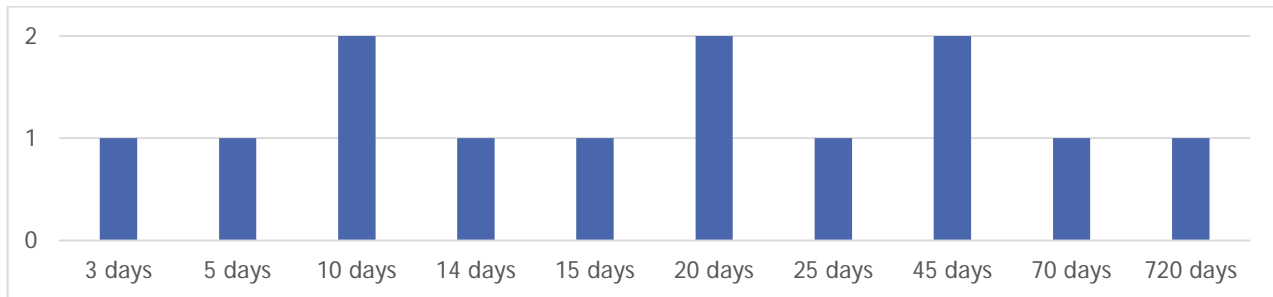
180 days and 90 days were identified as the most useful/relevant. 60 days was identified as the least useful/relevant.
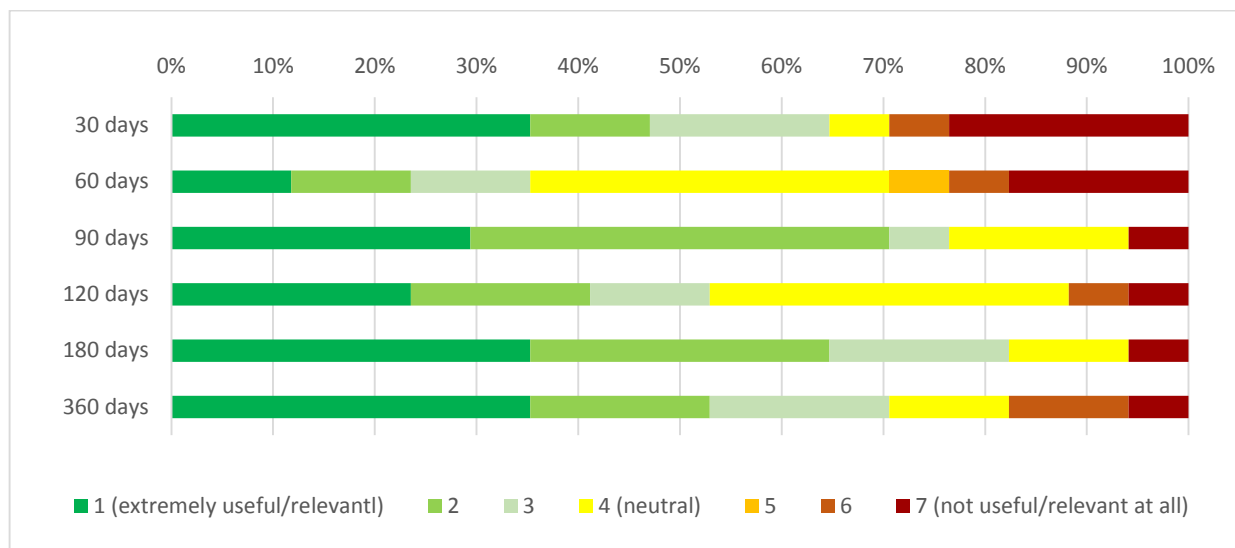
Are there other time intervals you think would be more useful/relevant than 30, 60, 90, 120, 180 and 360 days?

| Choice	Responses	Percent
Yes	7	43.8%
No	9	56.3%

If yes, what time interval(s) should AWCBC add to Percentage of Wage-Loss Claims off Compensation?

Overall, what time interval(s) would you recommend AWCBC use for Percentage of Wage-Loss Claims off Compensation?

This may include any of the time intervals currently used, and/or additional time intervals you think would be appropriate.

This was an open-ended question and responses were scattered across many intervals. The existing time intervals were mentioned most often, again with 90 and 180 days at the top of the list and 60 days at the bottom of the list of already existing KSMs.
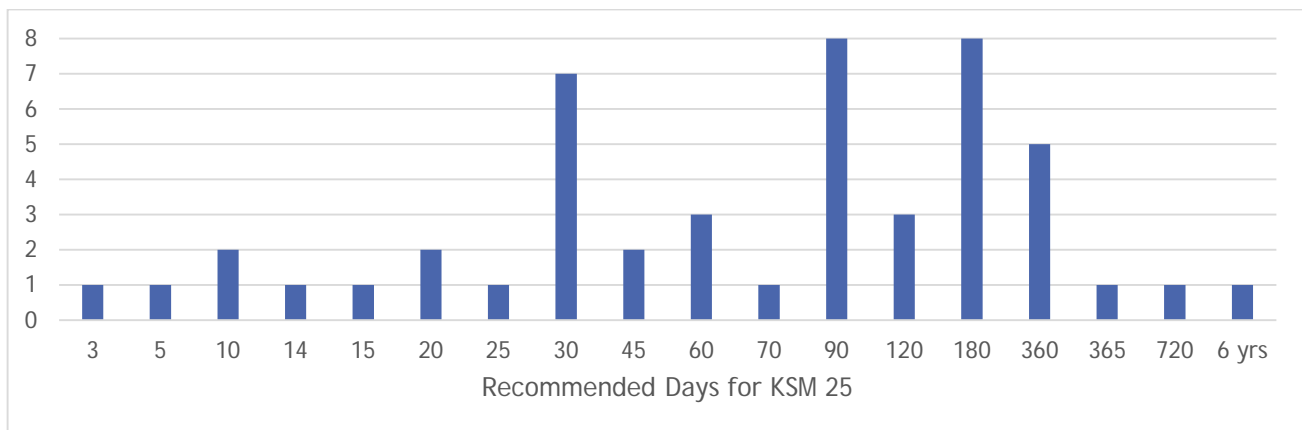
Rationale/Comments for Specific Time Intervals

There was a wide range of comments provided over many time intervals (both new and existing) making it challenging to identify a set of "best" time intervals. Users had different and specific reasons for what they thought the best measure would be.

In general, the shorter time periods (30 days and less), were identified as opportunities for claim management for short duration claims. Around 90 days starts to represent severity of claims (short term vs long term) and may be a good intervention point. From the comments, 180 days appears to be the most widely used measure for RTW and in corporate reporting. 360 days and greater represented indicators for long term claims.

New measures recommended were based on WCB usage or external studies and had specific reasons for being suggested.

See Appendix for full list of comments for specific time intervals.

Additional Comments

Survey respondents were asked if they had any overall additional comments. One suggestion was to reduce the intervals into fewer, larger buckets for simpler and more meaningful comparisons. Another observation was that needs vary depending on roles in the organization.

"These are important metrics to understand and track, as any significant change from year-to-year and in either direction may indicate shifts in process(es) and/or changes with respect to underlying claimant/population characteristics, any of which may present opportunities or challenges."

"This KSM itself is a useful too. The 60/90 intervals are not as relevant. The 30/360 day measures are useful for jurisdictional comparisons and for operational purposes as it represents the majority of claims at 30 days and the long duration claims at 360. However, the 120/180 measure is most relevant as it is the point at which most injuries recover according to medical guidelines."

See Appendix for full list of additional comments provided.

Departments

Responses were received from the following departments:
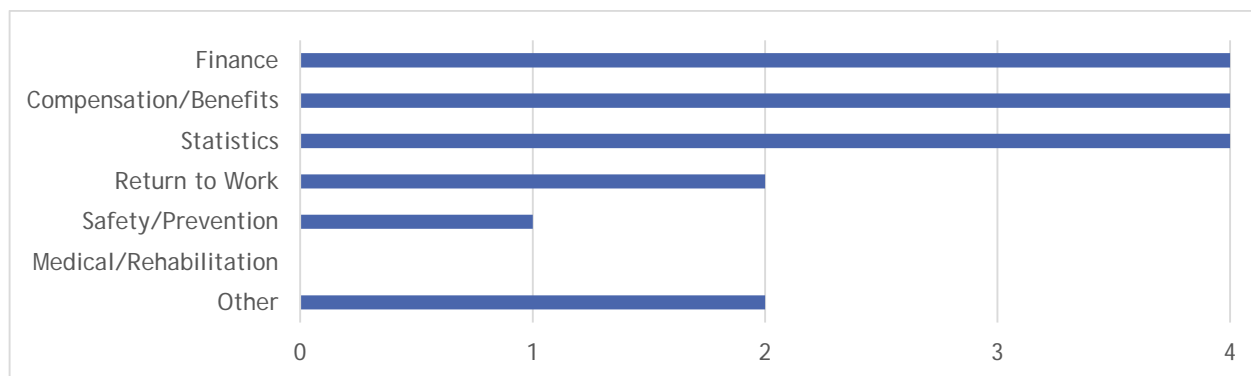
*Other departments include: (1) Strategy and (2) Regional office with responsibility for prevention and case management services.

Correlations of time intervals by department

There were not enough responses received to be able to notice any significant correlations of recommendations by department.

Recommendation of Measures for KSM 25

KSM Dashboard

Based on survey responses, the most useful/relevant time intervals were 90 and 180 days. Also, when asked what measures overall should be used 90 and 180 days received the highest votes. Either the 90 or 180 day measure should be used for the KSM Dashboard.

Time Intervals to be Kept / Added / Deleted

The recommendation would be to keep the current time intervals of 30, 60, 90, 120, 180 and 360 days. The survey results indicate all measures to be generally "useful/relevant". In addition, there would be no additional work required by KSM submitters to continue to provide this data.

If any time intervals were to be dropped, the 60 day measure received the lowest support in the survey, followed by 120 days.

A few new time intervals were suggested by more than one respondent: 10 days, 14/15 days, and 45 days. If any new time intervals are added, these should be considered. See Appendix for comments relating to these time intervals.

Questions for CFO Committee

1. What time intervals should be added/deleted/published for KSM 25? What time intervals should be used?

2. Which one time interval should be used in the KSM dashboard? (180? 90? Other?)

3. Should KSM 25 time intervals be presented as a separate report, or as part of the Detailed KSM Report?

Appendix – Rationale for Time Intervals and Additional Comments

Rationale/Comments for Specific Time Intervals

Here are comments provided for specific time intervals:

3 days (NEW)

Rationale/Comments – 3 days	Department	Juris
"3 days" is a potentially valuable indicator group. It is an early warning indicator to longer-claims. The "3 day" category is also consistent with European definitions, as well as a proxy indicator for severity.	Statistics	YT

5, 10, 15, 20, 25 (NEW)

Rationale/Comments – 5, 10, 15, 20, 25 days	Department	Juris
Claim management. Would look to KSMs to benchmark performance considering differences in policy, legislation, adjudicating practice. Would need info on a timely basis.	Compensation & Benefits	SK

10 days (NEW)

Rationale/Comments – 10 days	Department	Juris
"10 days" is another suitable indicator, as it is roughly the median number of days of compensation for earnings loss.	Statistics	YT

14 days (NEW)

Rationale/Comments – 14 days	Department	Juris
There is a real imperative to implement benefits and services as quickly as possible. Expectations are that most claims are of short-duration, and that most resolve within the first two weeks post-injury due to inherent injury characteristics and effective system processes.	Finance	AB

20 days (NEW)

Rationale/Comments – 20 days	Department	Juris
Perhaps using 20 working days, which might represent claims that did not require case management interventions.	Regional office - prevention and case management	NB

30 days

Rationale/Comments – 30 days	Ranking	Department	Juris
Most claimants should be off benefits within one month. A system measure of severity/long-tailed.	1-extremely useful	Finance	AB
Majority of claims are under 30 days. The 30/360 day measures are useful for jurisdictional comparisons and for operational purposes as it represents the majority of claims at 30 days and the long duration claims at 360.	1-extremely useful	Finance	BC
Enhances understanding of short term claims	2-useful	Return to Work	PE
Identifies case for planning purposes.	2-useful	Return to Work	YT
Effectiveness of RTW, from Employer Service Perspective	1-extremely useful	Safety & Prevention	SK
Claims transferred at 84 days.	7-not useful at all	Compensation & Benefits	MB
In case management, we will not see the vast majority of claims in this category.	3-useful	Compensation & Benefits	MB
Claims of 30 days are considered minor; not a major cost driver.	6-not useful	Statistics	NS
First indicator; good, but a little immature. There are other variables that can affect this measure.	1-extremely useful	Statistics	ON

45 days (NEW)

Rationale/Comments – 45 days	Department	Juris
The focus on the short term trend throughout the initial period (inception to 60 days) is critical. That is where the greatest impact can be made on outcomes.	Finance	NT/NU
Research shows 6 weeks is predictor of life of claim - German Social Accident Insurance GGUV.	Safety & Prevention	SK

60 days

Rationale/Comments – 60 days	Ranking	Department	Juris
The 60/90 intervals are not as relevant.	4-neutral	Finance	BC
Most claimants should be off benefits. A system measure of severity/long-tailed. Same for 30, more imperative.	2-useful	Finance	AB

Rationale/Comments – 60 days	Ranking	Department	Juris
60 or 90 - don't need both.	4-neutral	Return to Work	PE
Case management would have potentially had some influence in RTW on these claims. Strictly from the case management perspective, our greatest opportunity for intervention/impact lies in the >30 days and < 180 day categories. Therefore, the 60, 90, 120 and 180 categories are of most interest. However the more data points	2-useful	Compensation & Benefits	MB
Claims of 60 days are considered minor; not a major cost driver.	6-not useful	Statistics	NS
Does not provide much discernment for smaller boards.	4-neutral	Return to Work	YT

70 days (NEW)

Rationale/Comments – 70 days	Department	Juris
Seventy days has been identified as the time in which a claim moves from simple to complex. We monitor our own experience using the split and it would be helpful to compare our experience with others. For Nova Scotia, for projections we assume a particular split of claims that will be over and under 10 weeks (70 days). A change in the split is something that can have a notable impact on days paid. If the split of claims does change, our first look is to see if other jurisdictions also experienced a similar change. We would also look at a comparable jurisdiction to see how our performance in managing claims is compared to similar jurisdictions. If we see a big change in another jurisdiction, we would reach out to determine what is different and if, with process changes we can duplicate or avoid a similar change in NS.	Statistics	NS

90 days

Rationale/Comments – 90 days	Ranking	Department	Juris
For us, 90 days suits initialization of Case Management activity. It is the benchmark.	2-useful	Compensation & Benefits	MB
The 60/90 intervals are not as relevant.	4-neutral	Finance	BC
Most claimants should be off benefits. A system measure of severity/long-tailed. Increasingly complex, potentially very costly claims.	2-useful	Finance	AB
The best early indicator. Interval also used in our Corporate Measures. 120 & 180 trend similar.	1-extremely useful	Statistics	ON
90 is better than 60 - used in annual reporting	2-useful	Return to Work	PE

Rationale/Comments – 90 days	Ranking	Department	Juris
Effectiveness of RTW	1-exteremly useful	Safety & Prevention	SK
Typically a good intervention time frame if no RTW. Strictly from the case management perspective, our greatest opportunity for intervention/impact lies in the >30 days and < 180 day categories. Therefore, the 60, 90, 120 and 180 categories are of most interest. However the more data point.	1-extremely useful	Compensation & Benefits	MB
Claims move into the complex category at 70 days. The split of claims that are over/under 70 days.	2-useful	Statistics	NS
Critical point for us determining short term vs long term claims.	1-extremely useful	Return to Work	YT

120 days

Rationale/Comments – 120 days	Ranking	Department	Juris
Interesting but this is where the gap starts to narrow. More concerned at 6 months.	3-useful	Finance	AB
As with 90 days, good intervention point.	1-extremely useful	Compensation & Benefits	MB
Not a split we monitor or report on.	6-not useful	Statistics	NS
Has not been an important indicator over time.	4-neutral	Return to Work	YT

120/180 days

Rationale/Comments – 120/180 days	Department	Juris
The 120/180 measure is most relevant as it is the point at which most injuries recover according to medical guidelines.	Finance	BC
Strictly from the case management perspective, our greatest opportunity for intervention/impact lies in the >30 days and < 180 day categories. Therefore, the 60, 90, 120 and 180 categories are of most interest. However the more data points	Compensation & Benefits	MB

180 days

Rationale/Comments – 180 days	Ranking	Department	Juris
180 days is in the envelope where activity can directly impact duration.	2-useful	Compensation & Benefits	MB

Rationale/Comments – 180 days	Ranking	Department	Juris
Pivotal time period - at 6 months the RTW stats are dismal. By six months, the propensity for a claim still on benefits to perpetuate is very real, and by having the information at 6 as opposed to waiting until 12 months will allow for a timelier discussion/analysis/intervention.	1-extremely useful	Finance	AB
Use this timeframe as our return to work measure	1-extremely useful	Finance	BC
used in annual reporting	2-useful	Return to Work	PE
Goal would be to minimize claims getting to 180 days	2-useful	Compensation & Benefits	MB
sometimes used as a 6 month claim has a higher probability of Long Term Award	3-useful	Statistics	NS
Off work routines and behaviors becoming entrenched	1-extremely useful	Return to Work	YT
Interval used in WSIB corporate measures report.	1-extremely useful	Statistics	ON

360 days

Rationale/Comments – 360 days	Ranking	Department	Juris
360 days for long term claims monitoring and VR activity	2-useful	Compensation & Benefits	MB
Longer we go, the higher the probability of permanent/pensioned cases, if not already.	3-useful	Finance	AB
Good indicator for long term claims - high likelihood to be locked-in. Also in corporate measures.	1-extremely useful	Statistics	ON
Indicator of long duration claims. The 30/360 day measures are useful for jurisdictional comparisons and for operational purposes as it represents the majority of claims at 30 days and the long duration claims at 360.	1-extremely useful	Finance	BC
Used in annual reporting	2-useful	Return to Work	PE
Chronic cases with poor outcomes and high costs	3-useful	Compensation & Benefits	MB

Rationale/Comments – 360 days	Ranking	Department	Juris
Claims receiving TERB for more than a year are high cost; high risk and monitored regularly	1-extremely useful	Statistics	NS
Tipping point on long term claims	1-extremely useful	Return to Work	YT

720 days **(NEW)**

Rationale/Comments – 720 days	Department	Juris
Helpful to understand the behavior of longer duration claims	Strategy	ON

Additional Comments

Survey respondents were asked if they had any overall additional comments:

Additional Comments	Department	Juris
Reducing the intervals into fewer, larger buckets could be more meaning and simpler for comparison as several buckets are extremely small.	Statistics	MB
Needs may be different depending on your role within the organization	Compensation & Benefits	NB
These are important metrics to understand and track, as any significant change from year-to-year and in either direction may indicate shifts in process(es) and/or changes with respect to underlying claimant/population characteristics, any of which may present opportunities or challenges. By six months, the propensity for a claim still on benefits to perpetuate is very real, and by having the information at 6 as opposed to waiting until 12 months will allow for a timelier discussion/analysis/intervention.	Finance	AB
This KSM itself is a useful too. The 60/90 intervals are not as relevant. The 30/360 day measures are useful for jurisdictional comparisons and for operational purposes as it represents the majority of claims at 30 days and the long duration claims at 360. However, the 120/180 measure is most relevant as it is the point at which most injuries recover according to medical guidelines.	Finance	BC
The focus on the short term trend throughout the initial period (inception to 60 days) is critical. That is where the greatest impact can be made on outcomes.	Finance	NT/NU