

**Compensation & Benefits Committee
Meeting Agenda with Minutes
Yukon Fall 2023**

Tuesday, September 12, 2023

Time PST	Location	Agenda Item	Speakers
9:00-10:30		<p>1. Psych. Consultant; Summary of psychological injury review report, Yukon</p> <ul style="list-style-type: none"> • A claims financial review in 2020 found that the overall cost and claims durations were increasing because of an increase in psychological injury claims. To find out what within the psychological injury claims went well and what was contributing to increased durations and costs, the review was initiated. A manual review of claims was completed for all psychological injury claims with date of Injury 2016-2022 with the goal to decrease claim duration by improving RTW process, develop a consistent approach, and determine milestones for case management. • The findings from the review were that a clear RTW plan from the beginning of the claim, support by employer, no other workplace conflicts, no previous trauma, no substance abuse, and fewer additional life stressors were positive contributors and claims resolved within 24 month. • A working group was formed to update psychological injury assessments and reporting, establishing a roadmap for case managers and best practice guideline with supporting documents for all stakeholders. • All Jurisdictions are struggling with similar problems with this cohort of cases. Particular challenges are arising with specific public sector workers (i.e. corrections, first responders – EMS and Fire, etc.) • Some jurisdictions are struggling with getting template reports completed, goals are not being shared, and providers are not sharing goals with the individual they are treating. • External challenges influence outcomes that are outside of the control of the WCB including frequent changes in HR, labour relations, interpersonal conflict in the workplace. • Tools are currently being developed by many boards to support staff with best practices, roadmaps, hierarchy of return to work (including changes in policy), focusing on good outcomes from the outset – spending the time to be present in the conversation along with shifting the mindset to achieve different outcomes. 	Dr. Wallace Dudley

10:45-12:00	<p>2. A) Enabling Successful Return to Work: WCB Manitoba Initiatives,</p> <ul style="list-style-type: none"> • As part of a 5 year strategic plan WCB Manitoba had a goal of reducing days lost and improving the return to work (RTW) experience for workers and employers. As part of this plan, they had strategic initiatives to improve access to quality health care through provider partnerships and to create a safe work culture, engage in successful return to work and deliver excellent service. • Two main initiatives included worker RTW awareness and worker care clinics. <ul style="list-style-type: none"> ○ Worker RTW Awareness focused on education that included just in time RTW information via email, which provided education on the role that all workplace parties play in recovery and RTW – focused on small and medium sized employers with set criteria and is tailored to the employer size. ○ Worker Care Clinics launched on April 17 with a goal of connecting injured workers with timely medical care – it is not directing care but provides another option for care. Intent of clinic is to take pressure of ER and provides time for thorough quality reporting, education on recovery and RTW. Delivered through partnership with one clinic in Winnipeg, with timely access (average time to see a physician is 30 min). • To reduce stigma with the WCB sponsored clinic they did stakeholder engagement along with providing Q&A with re-enforcing the message that the clinic is an alternate option, and no one is required to attend. <p>B) System Impact Employers:</p> <ul style="list-style-type: none"> • The goal of the system impact employer program is to coordinate WCB resources to strategically target system impact accounts for reducing the number of incidents, total days lost and costs per claim to achieve... • The approach starts at the leadership level with customized request focusing on a collaborative approach to help the employer understand that their success is everyone's success. Focus on ongoing engagement with quarterly meetings at the executive level and ongoing work with RTW and manager level. Case management and client services meet regularly to communicate successes and challenges. • What has been effective in moving the needle on early RTW with employers? <ul style="list-style-type: none"> ○ Other provinces leverage system impact employers to help with large RTW initiatives; all have an element of prevention. The key is for employers to find a balance focusing on RTW programs and prevention. ○ Some jurisdictions are challenged by claims with health authorities and have begun initiatives in order to help support RTW in these fields. Focuses for 	Nancy Harley
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		<p>claims in this area have included external education opportunities for providers on RTW, government led RTW service providers to ensure compliance.</p> <ul style="list-style-type: none"> ○ Jurisdictions have focused on back to basics, creation of tools/dashboards to support fit for work information for employers, and de-medicalization of claims. ○ Overall challenges exist for psychological claims and RTW. <ul style="list-style-type: none"> ● Is your prevention group involved in the initiative and what is the focus? New Brunswick <ul style="list-style-type: none"> ○ Claims division is the lead, as claims are what ultimately impacts the system most. However, prevention along with all other internal partners are at the table participating in the initiative. 	
13:00-14:30		<p>3. Teaching prevention in schools with focus on mental health, Yukon</p> <ul style="list-style-type: none"> ● WCB Yukon is focusing on work safety education and prevention starting at the elementary age to ensure students entering the workforce understand their rights and the principles of safe work. ● Programs consist of age-appropriate learning at the elementary level and also for grade 8 to university education programs. Topics include safety building, online safety, work shouldn't hurt, workplace violence and harassment and mental wellness. ● "Ironwomen Run Club" that is an innovative program targeted towards young girls to build mental wellness through running, sharing food and building community. 	Vanessa Stewart

Wednesday, September 13, 2023

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8:30-10:00		<p>4. Machine Learning Presentation, Alberta</p> <ul style="list-style-type: none"> ● Alberta is investing in machine learning to help predict claim development and complexity/outcomes. ● Allows for the automation of high-volume administrative tasks that require higher level reasoning than a yes or a no response allowing for better segmentation of work. ● Through the identification of patterns and probabilities, they are able to identify when someone will develop a condition based on keywords in reports. ● Allows for model changes without a system change using powerBI. 	Marj Langkamp

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		<ul style="list-style-type: none"> • Projects: <ul style="list-style-type: none"> ○ Claims Allocation Management ○ Predicting the impossible - Economic Loss Payment (ELP) ○ Virtual Assistant for employers • Learnings: <ul style="list-style-type: none"> ○ Model development need to be led by the business along with the machine learning team, allowing enhancements to make sense and be meaningful for those completing the work. ○ Questions that are asked each time: <ul style="list-style-type: none"> ▪ What are we trying to solve? ▪ What are the savings? ▪ What is the best use of our time? • Other models being worked on: <ul style="list-style-type: none"> ○ Premium audit ○ Duration/complexity ○ Psychological injury ○ PTSD ○ Job matching ○ Access to information • Other jurisdictions are working on machine learning as well, currently in the development process. • On jurisdiction has found that over time a case manager can develop a bias, machine learning removes the bias. • The big take away, data needs to be cleaned up in order to allow machine learning to work effectively. 	
10:15-10:45		<p>5. Claims Transformation Project, Saskatchewan</p> <ul style="list-style-type: none"> • Currently early days in their transformation, but are taking the opportunity to look at who they are as an organization and who they would like to be. • Process of transforming their services began in 2020 with how services are provided and how customers view the services • At a vision event, 8 guiding principles were created: <ul style="list-style-type: none"> ○ From new claims system to culture 	

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		<ul style="list-style-type: none"> ○ Building trusting supportive collaborative model in how customers are served – building relationships to avoid adversarial relationships – take a humanistic approach ○ Sound decision making that are correct ○ Reduce wait times ○ Minimize hand offs ○ Focus on serving customers as they want and need to be served ○ Be proactive in everything they do ○ Leveraging technology for self-service. ● Client engagement has been key in the shifting the approach and develop and understanding of the customer journey to allow for change. ● Provided key training for all staff over a 12-week period topics include: <ul style="list-style-type: none"> ○ Mindset shift ○ Relationship building ○ Customer journey mapping ○ Proactive agreement how we communicate ○ Motivational interviewing ○ Work-recovery planning ○ Collaborative RTW planning ○ Trauma care, understanding bias ○ Employee self-care 	
10:45-11:45		<p>6. Case Management care maps</p> <ul style="list-style-type: none"> ● New Brunswick – focusing on early intervention services ● Being used for a specific profile or worker which is more client centric ● Through experience, it has been determined that mainstream care mapping fails long term for those who have prolonged disability. ● The unique elements: <ul style="list-style-type: none"> ○ Early identification of at-risk workers of prolonged work disability ○ Clinical partner with every worker ○ Defined phase for RTW preparation and transitioning ● Current process for identifying at risk cases is a questionnaire called Orebro 10, used as part of the first clinic assessment 	

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		<ul style="list-style-type: none"> Currently results are showing better outcomes for the 228 claims where the approach was applied over the last 11 months. These include 119 closed with closure occurring earlier than anticipated – less than 180 days. 	
12:30-14:00		<p>7. A) KPIs – carry over from spring meeting</p> <ul style="list-style-type: none"> Generally, all jurisdictions focus on duration of claims Focus on score cards that allow for coaching, better outcomes, continued contact, interventions, time to decision, time to first payment and customer satisfaction, are the most common amongst all jurisdictions. Challenged by the need to change behaviours and culture. The questions are how to encourage staff to apply for positions at WCBs and what matters to the upcoming generation (less focus on pension, what are the motivators for them?) For some jurisdictions, challenges include system limitations for intelligent data points and consistently measuring meaningful KPIs. Some jurisdictions are working on developing their KPIs that are drivers for results. <p>B) Terms of Reference; 2024-25 Chair/Co-Chair</p> <ul style="list-style-type: none"> New executive sponsor is required for the committee who is the liaison to the AWCBC executive Continuous feedback to AWCBC Continue inter-jurisdictional sharing for collaboration and learning Susanne Wirth moves into chair position following the end of Marj Lamgkamp’s term. Nancy Harley to assume co-chair position. <p>Meeting Wrap-Up</p>	
		<p>Learning Symposium- virtual</p> <p>Spring meeting virtual of in person needs to be determined</p> <p>Next fall meeting (2024) possible East Coast</p>	