

Compensation & Benefits Committee Meeting Agenda with Minutes

Tuesday, September 20, 2022			
Time	Location	Agenda Item	Speakers/Participants
9:00-10:15		<p>1. Claims Duration initiatives</p> <ul style="list-style-type: none"> - “Start early initiatives” focus on routing claims to appropriate team/Case Manager early and offer services (OT, PT, RTW planning) before the claim is adjudicated - Some jurisdictions are using machine learning (AI) for triage, assessing risk factors and/or complexity - Different assessment tools to get early insight of pain and psychosocial issues are used (e.g ORBERO) - Structure of CM-teams are different in every jurisdiction Segmentation models by region, industry or claim type all have their strength and challenges. There is no one fits all approach - The importance of communication and strong, trusting relationship between staff and stakeholders as well as a collaborative approach is critical to engage injured worker in the process instead of letting the process happening to them 	

Time	Location	Agenda Item	Speakers/Participants
10:30-11:45		<p>2. Early Occupational Therapy Program, Kim Larouche and Joanne Goldsworthy, NL</p> <ul style="list-style-type: none"> - A program with early intervention from specific health care providers, OT, to reduce claim duration for minor injuries with no RTW plan, no family doctor, history of injuries, new to a job, overlaying psychosocial issues or disagreement between employment parties - Screening tool was developed with criteria to have early OT access in form of a structured 6 week goal focused program - Program: <ul style="list-style-type: none"> 0-2 weeks, connect with OT as support, ADL's in home, review exercises and help with medical appointments; 2-4 weeks, establishing RTW contacts, prepare for challenges; 4-6 weeks, review progress, functional and psychological function assessments and screenings - Using SMART goals in RTW planning - Education about early and safe RTW to better understand the process, providing clear limitations/restrictions to employer - 71% of workers had increased perceived ability to work, despite their symptoms 	

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Time	Location	Agenda Item	Speakers/Participants
13:00-14:30		<p>3. Psychological Injuries and their Impact on Claims</p> <ul style="list-style-type: none"> - Early intervention is key for primary and secondary diagnosis of psychological injuries as well as access to treatments. Questionnaires, predictive modeling for secondary psych. Claims are helpful tools - Worker needs to be at the center of their own claim and involved in their care - Psycho-social job demands analysis, mental acuity and social job demands for occupational stress injuries are helpful - Ongoing education for service providers and special onboarding services (talk-lines) for new service providers as well as general disability management training is offered - Consistent and standard reporting that includes goal setting - BC has mental health triage position to reduce burden on system - Some jurisdictions have special mental health teams with additional support and smaller caseloads - To avoid staff burnout other claim types are added to those teams 	

Wednesday, September 21, 2022			
Eastern Time	Location	Agenda Item	Speakers/Participants
		<p>4. Podcast, “My journey with PTSD, life after an injury”, Angela Noseworthy</p> <p>- https://podcasts.apple.com/us/podcast/my-journey-with-ptsd-life-after-an-injury/id1619796467?i=1000579608037</p>	

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9:30-10:15		<p>5. CM turnover/retention strategies, people first culture</p> <ul style="list-style-type: none"> - There are efforts in all jurisdiction to address and manage CM turnover and retentions - Staffing gaps are up to 20% and up to 45% replacement in the last two years - Strategies- hiring floater positions, re-investing in frontline staff to reduce workloads, different tests for screening when hiring, competencies based recruitment, Looking at leadership behavior, culture and use of language, clear expectation management, pay is out of organizations control as bound by government pay grids - Saskatchewan- is in the process of developing CM program in conjunction with other insurance companies and education institutions to train case management competencies and disability management. Job placement are included in the program 	
10:30-12:00		<p>6. Guest Speaker- William Nippard, “Winning at work”</p>	
12:30-13:00		<p>7. Workload Claim Complexity</p> <ul style="list-style-type: none"> - Redistributing claims to balance workloads based on effort and complexity; criteria of complexity is not always clearly defined - Structured mentorship for new staff - Increase admin support to reduce administrative tasks for case managers - Initiated buddy system when staff is away - Hire floaters - Outsourcing of long term and complex claims to balance workloads within the organization 	

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		<ul style="list-style-type: none"> - Using predictive modeling and risk assessment 	
		<p>8. Internal medical opinions</p> <ul style="list-style-type: none"> - Appropriate use of internal healthcare opinions - Education and support of staff around appropriate use - Having guides/ templates for staff with appropriate questions - Using MD or ODG guidelines as additional resource - Case conferencing with med. consultants 	<p>Send out sample questions to group</p>
13:00-13:45		<p>9. Claim investigation for Misrepresentation, Abuse and Fraud</p> <ul style="list-style-type: none"> - Ensuring collaboration between CM's and investigators for effective and appropriate review to keep relationships intact. - Clear process with authorization for investigation and possible surveillance is needed - Reports are usually not part of file unless used in decision; this varies in some jurisdictions. - Challenges with sensitivity form former police officers for bullying and harassment investigations 	
		<p>Learning Symposium- virtual Spring meeting May 20th in Ottawa Next fall meeting (2023) possible Saskatoon, Yukon or Edmonton</p>	