



Compensation and Benefits Committee

Spring 2023 Update

Update Question(s)	Response
<p>1) What are the current claim volumes in your jurisdiction? What are you seeing that's different from last year? What are the main drivers?</p>	<p>Claim volumes are comparable in 2022 and 2023. For instance, in January and February of 2022 we had 1075 claims filed compared to 1143 for the same time frame in 2023. COVID claims have dropped significantly in 2023 as to date there were only two claims filed and one accepted, compared to an all-time high of COVID claims in 2022 since the start of the pandemic with 367 filed that year and 303 accepted. (In 2020 there were five filed and four accepted and in 2021 there were 12 filed and 11 accepted.)</p>
<p>2) Psychological injury update: volume, claim management, impact on RTW, treatment, other challenges or new treatments or processes.</p>	<p>The number of mental stress claims filed have dropped in 2022 compared to 2021. Approximately one-half of mental stress claims filed are accepted by WorkplaceNL.</p> <p>The statistics for mental stress injuries accepted over the past three years are as follows:</p> <p>2020 - 47 2021 - 90 2022 - 65</p> <p>One of the key initiatives that WorkplaceNL has undertaken is the development of a comprehensive inter-disciplinary program for traumatic psychological injuries (TPI). This program is intended to support injured workers in accessing the required care to facilitate recovery, enhance rehabilitation and achieve sustainable return to work outcomes. It commenced in July 2022 following an RFP which was awarded to Lifemark. The program closely mirrors Nova Scotia's program and later this year, we will be completing a preliminary review of overall outcomes.</p>
<p>3) Have there been any recent significant legislation or policy changes? Or any</p>	<p>In November 2022, firefighter presumption was amended to add eight additional cancers for firefighters, in addition to</p>

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<p>coming up this year? Strategy map/scorecard changes?</p>	<p>the 11 that were already covered, in addition to adding cardiac coverage to firefighter presumption where the cardiac event occurs within 24 hours after an emergency.</p> <p>Our Act is being updated and modernized</p> <p>New scorecard for Return to Work and Recovery from injury metrics now available on our external website:</p> <p>https://workplacenl.ca/site/uploads/2023/04/Return-to-Work-and-Recovery-From-Injury-Metrics-20230421.pdf</p>
<p>4) What are the current challenges your organization is experiencing?</p>	<p>Recruitment and retention</p> <p>Duration and strategies to address same</p>
<p>5) What new initiatives is your jurisdiction undertaking?</p>	<p>Introduction of Oracle</p> <p>Motivation and action planning training with Jason Parker</p> <p>Lean methodology</p> <p>Health care provider scorecards</p>
<p>6) Any other challenges or topics of interest?</p>	<p>On April 1, 2023 NL's 4 regional health care boards merged into 1 board. The new name is Newfoundland and Labrador Health Services. Our health care case management teams are working closely with Newfoundland and Labrador Health Services to ensure a smooth transition for their injured workers.</p>