



Compensation and Benefits Committee Spring 2023 Update - Yukon

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>Volume of claims for first entitlement decision has declined, 17%. Claims in the complex category have increased. Claims being triaged to RTW are roughly the same comparing 2022 to 2023 for indemnity and medical only claims.</p> <p>Claim duration overall is increasing and might be still linked to reduced services during covid. Further analysis is needed in this area.</p>
<p>2) Psychological injury update: volume, claim management, impact on RTW, treatment, other challenges or new treatments or processes.</p>	<p>Psychological injury claims in 2022 represented 17% of total paid claims. Steep increase in 2023 Q1, 28% of new applications for psychological injury claims. Only 25% of new applications are accepted claims meeting criteria in our legislation.</p> <p>Data collection for all psychological injury claims from 2016-2022 through our psychological consultant is complete and report with recommendation has been delivered. Currently establishing working group to engage stakeholders (internal and external) to implement recommendations from the report.</p>
<p>3) Have there been any recent significant legislation or policy changes? Or any coming up this year? Strategy map/scorecard changes?</p>	<p>The Workers Compensation Act changed on July 1, 2022. We are continuing reviewing and updating policies getting into a 5 year review cycle. At this point there are no significant updates or changes.</p>

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<p>4) What are the current challenges your organization is experiencing?</p>	<ul style="list-style-type: none"> • Overall claims duration is consistently increasing. • Planning for new strategic plan in fall 2023.
<p>5) What new initiatives is your jurisdiction undertaking?</p>	<ul style="list-style-type: none"> • Entering in service agreements with multidisciplinary concussion programs in BC, Vancouver area, using Worksafe BC's approach. Focus is on early support and education. • Developing best practices for psychological injury claims implementing recommendations from the psychological claims review report. • Upgrading claims management system
<p>6) Any other challenges or topics of interest?</p>	<p>Staff's wellbeing and proactively support their resiliency to avoid burnout.</p>