






















## Compensation and Benefits Committee

### Spring 2023 Update: WorkSafeNB, May 2023

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>For 2022, LT claim volumes were 4,270 and NLT claim counts were 1,745. A comparison baseline for LT claim counts (pre COVID-19) were approximately 5,000 and for NLT 4,700. The drivers influencing this reduction may be decreases in accident frequency and after effects of COVID-19 and the economy in NB. Frequency of severe claims dropped significantly in 2019 and has been relatively similar at 0.4 % since that time.</p>
<p>2) Psychological injury update: volume, claim management, impact on RTW, treatment, other challenges or new treatments or processes.</p>	<p>In 2022, we had 101 new Traumatic Psychological Injury (TPI) claims compared to 143 (2021) and 135 (2020).            TPI Open claim duration: 2022 @ 476 days and 2021 @ 485 days            TPI Closed claim duration: 2022 @ 439 days and 2021 @ 360 days            2022 Challenges:</p> <ul style="list-style-type: none"> <li>• Low access to quality trauma treatment</li> <li>• Generally, a lower understanding of TPI management amongst employers</li> <li>• Identifying suitable work and suitable accommodation for TPI injured workers</li> </ul> <p>New initiatives for TPI:</p> <ul style="list-style-type: none"> <li>• To improve access to treatment, we decreased time to TPI adjudication by introducing a Rapid Access Psychological Assessment service with a province-wide network of psychologists. This includes standard turnaround times for reporting.</li> <li>• To provide early intervention for TPI care, the SUCCEED program was launched in June 2022, which is a structured, trauma focused, 6-session program offered during the adjudication phase.</li> </ul> <p>2023-2024 activities are focused on the TPI care model to prevent work disability.</p>

Update Question(s)	Response
<p>3) Have there been any recent significant legislation or policy changes? Or any coming up this year? Strategy map/scorecard changes?</p>	<p>There are 7 recommended legislation changes that are currently waiting to go before cabinet related to <u>Benefits &amp; Entitlements</u>:</p> <ol style="list-style-type: none"> <li>1. Increase the MAE, changing the current multiplier from 1.5 to 1.6.</li> <li>2. Change from 85% net to 90% net for loss of earnings benefits.</li> <li>3. Replace the two options for survivor benefits to one option.</li> <li>4. Broaden the scope of young workers – currently coverage up to 21 years of age.</li> <li>5. Annuities – currently lump sums can only be provided if the annuity amounts to less than \$500 per year. Recommendation is to change legislation to base the amount on a percentage of the NBIAE, proposed amount is 60%.</li> <li>6. Replace existing rating schedule for PPI's by moving to the American Medical Association guidelines.</li> <li>7. Introduce a new section into legislation giving WorkSafeNB the explicit authority to collect overpayments.</li> </ol>
<p>4) What are the current challenges your organization is experiencing?</p>	<p>Ensuring a people first focus supporting our employees in an environment that has a lot of change, see new initiatives under question 5.</p> <p>Responding and ensuring the psychological health and safety of our staff.</p> <p>Being responsive to mental health care needs of workers and employers.</p>
<p>5) What new initiatives is your jurisdiction undertaking?</p>	<p>WorkSafeNB is undertaking a comprehensive modernization journey to improve service delivery as well as customer and employee experience. The initiatives listed below are a major investment for the next 5 years:</p>

Update Question(s)	Response
	<p><b>MODERNIZATION INITIATIVES</b></p> <ol style="list-style-type: none"> <li>1  Caring for Our People Program</li> <li>2  Workplace Reimagined Program</li> <li>3  Culture Alignment</li> <li>4  Modernization Governance</li> <li>5  Change Leadership Training</li> <li>6  Decision Review Office Service Delivery Model</li> <li>7  Front-End Client Interface</li> <li>8  Online Forms</li> <li>9  Data Strategy &amp; Roadmap</li> <li style="border: 1px solid orange;">10  Claims Service Delivery Model Program</li> <li>11  Core Platform – Financial System</li> <li>12  Core Platform – Human Resource Information System</li> <li>13  Core Platform – New Case Management System</li> <li>14  Core Platform – Procurement &amp; Contract Administration</li> <li>15  Core Platform – Employer Management Strategy</li> <li>16  Document Management Strategy</li> <li>17  Business Analytics Platform / Business Intelligence Program</li> <li>18  ITD Business Model</li> <li>19  Technology Foundations Program</li> </ol> <p>#10, The Claims Service Delivery Model Program involves the modernization and improvement of services related to: application for benefits, early intervention to prevent work disability, stay at work support services, medical aid alignment and potential future state LTD services.</p>
<p>6) Any other challenges or topics of interest?</p>	<p>Ensuring the right learning and development approach for our case management employees including selection, prioritization and continual job specific skill development.</p> <p>Embedding early intervention approaches into our care maps to prevent work disability and leading to early RTW and/or at-work recovery.</p>