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## Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

<b>Committee Member:</b> Jeff Miniely	<b>From:</b> WorkSafeBC	<b>Date:</b> May 2019
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<b>Mandate</b>	<i>Defines expectations / responsibilities. Facilitates better focus on objectives and activities by which the committee operates.</i>
The AWCBC Compensation & Benefits Committee works collaboratively to share experiences, identify and improve claim-related outcomes and identify and action opportunities around operational, research and policy development initiatives.	

<b>Goals</b>	<i>Based on your mandate, set realistic and specific goals. What is the long-range aim? What do you hope to achieve?</i>
1. To share jurisdictional experiences and knowledge.	
2. To put before the committee, emerging issues that are deemed high priority, for consideration of planning	
3. To identify, plan, and carry out specific projects for the benefit of the committee members and their respective jurisdictions.	
4. To be available to other AWCBC / national committees to provide input and or partner with when requested.	
5. To provide feedback to AWCBC Executive when required or requested.	

## Return to Work Outcomes

<b>Objectives</b> <i>Improving Return to Work Outcomes/Reducing Durations (Share work that is being done within your organization to support RTW, reduce duration etc)</i> <ol style="list-style-type: none"> <li>1. <b>Organizational Changes to support RTW</b></li> <li>2. <b>New Initiatives</b></li> <li>3. <b>Best Practices</b></li> <li>4. <b>Outcomes</b></li> </ol>	<b>Activities</b>	<b>Target Date(s) / Status</b>	<b>Budget</b>
<p>Vocational Rehabilitation</p> <ul style="list-style-type: none"> <li>• Job Development – What services do you provide to ensure workers find employment?</li> </ul>	<p>Do you have a job bank of positions that are available to injured workers?</p> <p>New Job Developer position fully staffed in late 2018. This has been a significant addition to service to clients. The job developers have been very effective in bridging client’s skill gaps to create opportunities for workers with multiple barriers.</p> <p>Job placement network also available for worker’s with less challenging or fewer barriers.</p> <p>Job bank for employment development and worker placement is available online.</p> <p>What incentives do you provide employers to hire injured workers?</p> <p>Training on the Job, Work assessment, Workplace Modifications. Extent of Service Practice Directive attached.</p> <p>New decision making framework for determining a suitable occupation for VR clients loss of earnings calculations has had unintended consequences in the extent of information gathering required and privacy impacts particularly in smaller communities.</p>	<p><b>BC</b></p>	
<p>Medical Marijuana</p> <ul style="list-style-type: none"> <li>• Ongoing discussions</li> </ul>	<p>Currently developing a practice directive which will continue to focus on decisions being informed by medical evidence.</p>	<p><b>BC End of Q3 2019</b></p>	
<p>Employee Resilience</p>	<p>PEI to present on their utilization of TEND Academy</p> <p>Yukon to present on their approach to dealing with staff burnout</p>	<p><b>Kate</b> <b>Susanne</b></p>	

<p>Opioids</p> <ul style="list-style-type: none"> <li>Strategies used by jurisdictions to reduce opioid use</li> </ul>	<p>Practice directive change planned to lower high from 120 med to 90 med to become consistent with BC College of Physicians and Surgeons and CDC. Moving frequency of reviews from 6 to 4 months.</p>	<p><b>BC End of Q4 2019</b></p>	
<p>Hearing Loss</p>	<p>Ontario audiologist to present on Noise Induced Hearing Loss</p>	<p><b>Christina Lopes</b></p>	
<p>Health Industry Initiatives</p> <ul style="list-style-type: none"> <li>All jurisdictions to provide an update on initiatives to manage the challenges in the Health Care Industry</li> </ul>	<ul style="list-style-type: none"> <li>Psychological impact – violent injuries – are you seeing trends in injury types?</li> </ul> <p>Numbers continue to increase</p> <ul style="list-style-type: none"> <li>Any strategies for violent injury claims</li> </ul> <p>Provincial Response team for claims stemming from assaults</p> <p>Key word search for claims with an assault and transferring them to Case Managers who respond to the physical and mental injuries. Primarily health care claims, some bus drivers and CEA's from school districts. Smaller caseloads than regular trauma caseloads. Started in Nov. 2018. 6 Case Managers on team.</p> <ul style="list-style-type: none"> <li>Return to work strategies for health care claims.</li> </ul> <p>Ongoing-dedicated teams aligned with health authorities.</p> <ul style="list-style-type: none"> <li>For jurisdictions with the Prevention mandate, what are your strategies for preventing injuries</li> </ul> <p>High Risk strategy for health care and many initiatives that were shared in detail in Fall 2018 update.</p>	<p><b>BC</b></p>	
<p>Fall Meeting</p>	<ul style="list-style-type: none"> <li>Discussion of host province and topics to include in the Fall 2019 meeting</li> </ul>		
<p>Changes to Mental Health adjudication process</p>	<p>Transitioned to an entitle and route model in mental health claims to allow Case Managers to focus on RTW management.</p>	<p><b>BC</b></p>	

## Service Delivery/Quality Initiatives

<b>Objectives</b> <i>Service Delivery/Quality Initiatives</i>  <i>Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholders.</i>  <b>1. New Initiatives</b> <b>2. Best Practices</b> <b>3. Outcomes</b>	<b>Activities</b>	<b>Target Date(s) / Status</b>	<b>Budget</b>
What is being done to improve customer service.  <ul style="list-style-type: none"> <li>• New initiatives</li> <li>• Best practices</li> <li>• outcomes</li> </ul>	Focus on understanding the 8% who rate experience with WSBC as poor/very poor. Statistical Analysis and Focus Groups.  Using analytics to predict and intervene (future).  New Client Relations Department pilot since January 2019. Following 6 month proof of concept. Having any complaints that come in managed by a centralized group of managers and Case Managers. They make recommendations which are followed through on. This could include bringing the client's claim ownership into the Client Relations department to attempt to repair the relationship.	<b>BC</b>	
Customer/Client Service Training			

## Human Resources/Training

<b>Objectives <i>Human Resources/Training</i></b> <i>Share information on staff related issues including training, recruitment, management oversight etc..</i>  <b>1. Staffing Issues</b> <b>2. New Initiatives</b> <b>3. Training</b>	<b>Activities</b>	<b>Target Date(s) / Status</b>	<b>Budget</b>
<p>Internal Training</p> <ul style="list-style-type: none"> <li>Internal Training – Jurisdictions to review and provide the committee with information around inter jurisdictional training opportunities. Ie: staff attending training sessions offered by other jurisdictions, train the trainer opportunities, etc.</li> </ul>	<p><b>New Manager Onboarding Program</b></p> <p>The new WES Manager Onboarding Program is a 3 week intensive bootcamp for new to role managers that consists of 3 distinct activities:</p> <ol style="list-style-type: none"> <li>1. Self-Assessments to determine baseline, mid-program and end of program knowledge</li> <li>2. Classroom learning - an intensive bootcamp for 3 weeks</li> <li>3. Experiential activities and experiences facilitated by mentors.</li> </ol> <p>The goal of this program is to build on previous skills, knowledge and experiences the new managers are bringing to their roll. Fill in the gaps with workshops delivered by subject matter experts, and provide experiential activities on the job with mentors.</p> <p>Learning bootcamp style lends itself to the creation of a cohort creating an environment that emphasizes collaboration and team building. It also helps build professional and personal networks that studies have shown continue after the learning has ended.</p> <p>One of the key attributes of our program is our Mentor Guide. This senior manager attends the program with the cohort to support the</p>	<p><b>BC April 2019</b></p>	

	<p>learners and provides real life applications on the job. The cohort is also supported during the bootcamp by 3 other mentors who provide debriefs and real-life application and context.</p> <p>Self-assessments are given at specific times to identify knowledge gains and gaps.</p> <p>The bootcamp is followed by a mentoring component consisting of experiential activities and experiences in the new manager's department. This component runs for 6 months is driven by the areas of development identified in the self-assessment and is facilitated and supported by senior managers, assistant directors and director.</p>										
<p>Significant recruitment</p> <p>Job Developers</p> <p>VRC's</p> <p>Entitlement Officers</p> <p>Case Managers</p> <p>RTW Specialists</p> <p>Client Service Representatives</p>	<p style="text-align: center;">WES Claims Accepted Offers 2016-2018</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Offers</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>503</td> </tr> <tr> <td>2017</td> <td>386</td> </tr> <tr> <td>2016</td> <td>348</td> </tr> </tbody> </table>	Year	Offers	2018	503	2017	386	2016	348	<p><b>BC 2018-19</b></p>	
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<p>Recruitment of Chief Mental Health Officer</p>	<p>Dr. Ashely Spetch joined WSBC January 14, 2019 to To ensure the work we do to support workers impacted by psychological injury</p>										

	and addictions is aligned with our overarching mental health strategy, we'll be creating a new Mental Health and Addictions Department that reports to the CMHO. Staff with mental health clinical expertise, including senior psychologists and mental health specialists, will be joining this new department.		

### Emerging issues/Changes in Policy or Legislation

<b>Objectives</b> <i>Emerging Issues/Changes in policy or Legislation</i>	<b>Activities</b>	<b>Target Date(s) / Status</b>	<b>Budget</b>
<b>1. Share information that is related to changes in legislation, policy and other significant changes within your organization</b>			
Medical Marijuana <ul style="list-style-type: none"> <li>anything legislative or policy related to be updated here</li> </ul>	See above	<b>BC</b>	
Any changes in policy	Policy item #97.70, <i>Surveillance</i> , became effective March 1, 2019. <ul style="list-style-type: none"> <li>Sets out WorkSafeBC's authority to investigate.</li> <li>Provides a definition of surveillance.</li> <li>Indicates that WorkSafeBC's use of surveillance will comply with <i>FIPPA</i> and the <i>Charter</i>.</li> <li>Highlights that surveillance is a tool of last resort.</li> </ul>	<b>BC March 1, 2019</b>	

	<ul style="list-style-type: none"> <li>• Includes a requirement for Director or Vice-President approval.</li> <li>• Provides guidance how surveillance evidence should be considered.</li> <li>• Includes a requirement that the worker be given a reasonable opportunity to view and respond to the evidence.</li> </ul>		
Any changes in legislation	<p>An amendment to the <i>Workers Compensation Act</i> last spring added mental health disorders to the list of illnesses that are recognized as being associated with certain professions — specifically, police, firefighters, paramedics, sheriffs, and correctional officers. With these regulatory changes, emergency dispatchers, nurses, and publicly funded health care assistants will join those professions. As of April 16 the mental health presumption has been extended to emergency dispatchers, nurses, and publicly funded health care assistants.</p> <p>In early April 2019, presumptions related to cancer, heart injury, heart disease and mental health injuries were extended to wildfire firefighters, fire investigators and fire fighters working for First Nations and other indigenous organizations.</p>	<b>BC</b>	
Any changes that will impact the organization	<p>New CEO Anne Nasser (former CIO) begins June 3, 2019. Senior VP Trevor Alexander now Alberta CEO</p>	<b>BC</b>	



**Other Topics/issues happening in the jurisdiction  
that would be of interest nationally**

Objectives	Activities	Target Date(s) / Status	Budget
Committee Structure <ul style="list-style-type: none"> <li>• Format</li> <li>• Structure</li> <li>• Chair/Co Chair succession plans</li> <li>• Terms of reference</li> <li>• Orientation guide</li> </ul>	We will do a quick review of the TOR and selection of a co-chair		

## KPI's

Objectives: <i>reporting KPI outcomes</i>	Activities	Target Date(s) / Status	Budget
<ul style="list-style-type: none"> <li>Time to initial payment</li> <li>Short term duration</li> <li>Long term duration</li> <li>RTW outcomes</li> </ul>			
Time to Initial Payment	STD Timeliness (date of disablement to first pay): 20.0 days in 2018 (19.2 days in 2017)	<b>BC</b>	
Short term duration			
Long term duration			
Return to work outcomes	RTW at 26 weeks: 81.5% in 2018 (81.8% in 2017)	<b>BC</b>	
Any other KPI's that would be of interest	<p>Discussion on whether these current KPIs are still relevant and if there are others we should include in the jurisdictional updates. For example, the number and percentage of injured workers who are placed on long term earnings loss benefits on an annual basis.</p> <p>(For Nova Scotia, we placed 426 workers on long term benefits in 2018. Our annual time loss claim volume for the past 5 years has averaged 5900 TL claims, so on average 7.2% of our annual time loss claim volume ended up on long term benefits in 2018).</p>		
	<p>Active Claims Inventory: 1,289 STD claims &gt;240 days (at Dec.31, 2018)</p> <p>Voc Rehab RTW Outcomes: 85.0% in 2018 (82.6% in 2017)</p> <p>Employers' Overall Experience: 81% good/very good 2018 (82% in 2017)</p> <p>Injured Workers' Overall Experience: 79% good/very good 2018 (80% in 2017)</p>		

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## Technological Updates

Objectives: <i>What is new/upcoming in the jurisdiction that will be of national interest.</i>	Activities	Target Date(s) / Status	Budget
<ul style="list-style-type: none"> <li>• <b>Share information</b></li> </ul>			
Case Management Systems <ul style="list-style-type: none"> <li>○ Learning from the case management models</li> <li>Lessons learned</li> <li>Pros and cons</li> <li>Dashboards</li> </ul>	CMS 3.0 implementation Feb. 19, 2019. Upgrade of underlying platform to Curam v7.0. Like for like functionality with more consistent navigation. Will allow more agile enhancement process going forward.	<b>BC Feb. 19, 2019</b>	
Update on online services for clients and service providers		<b>All</b>	
Other Technological initiatives		<b>All</b>	