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Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Kate Marshall	From: Prince Edward Island	Date: May 2019
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Mandate	<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.	

Goals	<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

Objectives <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"> 1. Organizational Changes to support RTW 2. New Initiatives 3. Best Practices 4. Outcomes 	Activities	Target Date(s) / Status	Budget
<p>Vocational Rehabilitation</p> <ul style="list-style-type: none"> • Job Development – What services do you provide to ensure workers find employment? 	<p>Do you have a job bank of positions that are available to injured workers?</p> <p><i>We use PEI labour market information to identify suitable jobs. We have a large seasonal workforce so the jobs do not have to be available at the time of estimating earnings; they just have to be in the labour market information. Throughout VR, the VR Coordinator will identify jobs that currently exist and encourage workers to apply.</i></p> <p>What incentives do you provide employers to hire injured workers?</p> <p><i>We have a work experience program as part of the VR suite of services. If an employer has a position opening up they can take the worker on work experience and the worker continues to receive TWL benefits. At the end of the job search period the employer may or may not employ the worker.</i></p> <p><i>We provide Occupational Therapy services as required to ensure work is safe.</i></p> <p>(for example: salary support, ergonomic assessments, OT support, equipment purchases, etc)</p>	All	
<p>Medical Marijuana</p> <ul style="list-style-type: none"> • Ongoing discussions 	<p>Provide an update on any new developments relating to approval of cannabis</p> <p><i>Our policy has been in place for one year and we have not seen a significant increase in requests for cannabis since our policy became effective or since legalization of cannabis. Our policy has not been</i></p>	All	

	<i>challenged at appeal. We continue to monitor research and evidence as well as what other jurisdictions are doing in relation to this.</i>		
Employee Resilience	PEI to present on their utilization of TEND Academy Yukon to present on their approach to dealing with staff burnout	Kate Susanne	
Opioids <ul style="list-style-type: none"> Strategies used by jurisdictions to reduce opioid use 	<i>We have a tight policy on coverage for opioids. We cover 2 weeks post injury or post-surgery. Any requests for longer period of coverage require review by the board medical advisor and if determined appropriate by the BMA, a narcotic agreement between the worker and the prescribing physician.</i>	All	
Hearing Loss	Ontario audiologist to present on Noise Induced Hearing Loss	Christina Lopes	
Health Industry Initiatives <ul style="list-style-type: none"> All jurisdictions to provide an update on initiatives to manage the challenges in the Health Care Industry 	<ul style="list-style-type: none"> Psychological impact – violent injuries – are you seeing trends in injury types? <i>We are seeing an increase in psychological injury claims related to violence.</i> Return to work strategies for health care claims. <i>We have a joint initiative with Health PEI to improve safety and RTW outcomes. Measures are not showing any improvement to duration or injury frequency and therefore the initiative is currently under review.</i> Any strategies for violent injury claims For jurisdictions with the Prevention mandate, what are your strategies for preventing injuries <i>Prevention is part of the joint initiative with Health PEI. There have been focused education initiatives in relation to both prevention and RTW. We recently hosted certification training in the implementation of the Psychological Health and Safety Standard with staff of Health PEI in attendance.</i> 	All	
Fall Meeting	<ul style="list-style-type: none"> Discussion of host province and topics to include in the Fall 2019 meeting 	All	

Service Delivery/Quality Initiatives

Objectives <i>Service Delivery/Quality Initiatives</i>	Activities	Target Date(s) / Status	Budget
<p><i>Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholders.</i></p> <ol style="list-style-type: none"> 1. New Initiatives 2. Best Practices 3. Outcomes 			
<p>What is being done to improve customer service.</p> <ul style="list-style-type: none"> • New initiatives • Best practices • outcomes 	<p><i>Currently working on direct access physiotherapy and coverage for massage therapy.</i></p> <p><i>Contracting with Psychologist to provide assessment diagnosis and treatment to workers with trauma and stressor related disorders.</i></p> <p><i>We continue to explore opportunities to expand our psychological care services model.</i></p> <p><i>Significant policy changes to support catastrophically injured workers.</i></p> <p><i>Benefit enhancement policy changes.</i></p> <p><i>Service Quality Coordinator role.</i></p>	All	
Customer/Client Service Training		All	

Human Resources/Training

Objectives <i>Human Resources/Training</i> <i>Share information on staff related issues including training, recruitment, management oversight etc..</i>	Activities	Target Date(s) / Status	Budget
<ol style="list-style-type: none"> 1. Staffing Issues 2. New Initiatives 3. Training 			
<p>Internal Training</p> <ul style="list-style-type: none"> • Internal Training – Jurisdictions to review and provide the committee with information around inter jurisdictional training opportunities. le: staff attending training sessions offered by other jurisdictions, train the trainer opportunities, etc. 	<p><i>Learning Symposium being held in PEI this year.</i></p> <p><i>Nov 1, 2018 – Clinical day in occupational medicine and work disability prevention for health care providers – numbers not great but excellent feedback.</i></p> <p><i>Nancy Gowan (OT) – Mental Health and RTW – 2 day training – had attendees from NB</i></p> <p><i>Exposure therapy training for OT's</i></p> <p><i>Case Coordinators attended Jason Parker training in NB.</i></p> <p><i>De-escalating potentially violent situations training for most staff in workplace services.</i></p>	All	

Emerging issues/Changes in Policy or Legislation

Objectives <i>Emerging Issues/Changes in policy or Legislation</i> 1. Share information that is related to changes in legislation, policy and other significant changes within your organization	Activities	Target Date(s) / Status	Budget
Medical Marijuana <ul style="list-style-type: none"> anything legislative or policy related to be updated here 	<i>Policy in place for one year. We will review as new research and evidence emerges.</i>	All	
Any changes in policy	<p><i>We have worked through many significant policy changes this past year in response to WCAT overturns many of which misinterpreted policy. We have reviewed and changed, Return to Work, Weighing of Evidence, Conditions for Entitlement, Recurrence, Repetitive Strain Injuries and are currently have approval in principle to changes to the Pre-Existing Conditions policy.</i></p> <p><i>We also reviewed the Home Modifications policy and are reviewing the vehicle modifications policy to better reflect the needs of catastrophically injured workers.</i></p> <p><i>We also made a number of policy changes to include benefit enhancements; Clothing Allowance, RTW and Review of Benefits.</i></p>	All	

Any changes in legislation	<i>Presumptive legislation for trauma and stressor related disorders, firefighter cancer and heart injuries.</i>	All	
Any changes that will impact the organization	<i>New Government as of May 9, 2019.</i>	All	

**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"> • Format • Structure • Chair/Co Chair succession plans • Terms of reference • Orientation guide 	We will do a quick review of the TOR and selection of a co-chair	Wade	

KPI's			
Objectives: <i>reporting KPI outcomes</i>	Activities	Target Date(s) / Status	Budget
<ul style="list-style-type: none"> • Time to initial payment • Short term duration • Long term duration • RTW outcomes 			
Time to Initial Payment	15 days (2018)	All	
Short term duration	31 days (2018)	All	
Long term duration	74 days (composite duration)	All	
Return to work outcomes		All	
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>	All	

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"> • Share information 			
Case Management Systems <ul style="list-style-type: none"> ○ Learning from the case management models ○ Lessons learned ○ Pros and cons ○ Dashboards 	<i>We are currently exploring options for a new case management system.</i>	All	
Update on online services for clients and service providers	<i>We have a full online services suite for employers but no services for injured workers. We also have online services for service providers. This will be considered as we move forward with system replacement.</i>	All	
Other Technological initiatives	<i>OHS are nearing completion of system replacement.</i>	All	