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## Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

<b>Committee Member:</b> Wade Hynes	<b>From:</b> Nova Scotia	<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><b>Do you have a job bank of positions that are available to injured workers?</b></p> <p><b>What incentives do you provide employers to hire injured workers? (for example: salary support, ergonomic assessments, OT support, equipment purchases, etc)</b></p> <p>In Nova Scotia injured workers who are entitled to Vocational Rehabilitation services are provided with access to services that assess their transferable skills and provide them with job search support. We offer incentives to employers who hire our injured workers that include On the Job Training support, Employer Incentives for salary support and training for injured workers who will be performing different duties.</p> <p>At WCBNS we do not seek out job opportunities for injured workers but I would be really interested in whether other jurisdictions provide such a service.</p>	<p><b>All</b></p>	
<p>Medical Marijuana</p> <ul style="list-style-type: none"> <li>• Ongoing discussions</li> </ul>	<p><b>Provide an update on any new developments relating to approval of cannabis</b></p> <p>Earlier this year WCBNS enhanced our Drug Formulary to provide opportunities for injured workers to access medical cannabis. See the attached link to WCBNS website. <a href="#">WCB Nova Scotia criteria</a></p> <p>Physicians requesting cannabis for injured workers will be required to complete the appropriate form and submit to it to Medavie Blue Cross for review.</p>	<p><b>All</b></p>	

	<p>We are following the Health Canada process that complies with the Access to Cannabis for Medical Purposes Regulations.</p> <p><b>Criteria:</b></p> <p>A. Treatment for which medical cannabis may be authorized must be for one of the following medical conditions and that condition must be deemed related to the compensable injury or illness.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Refractory Neuropathic pain</li> <li><input type="checkbox"/> Spasticity resulting from a spinal cord injury</li> <li><input type="checkbox"/> Nausea and vomiting associated with cancer chemotherapy</li> <li><input type="checkbox"/> Loss of appetite associated with human immunodeficiency virus (HIV) or acquired immune deficiency syndrome (AIDS)</li> <li><input type="checkbox"/> Pain and other symptoms in a palliative (end of life) cancer pain setting</li> </ul> <p>B. Have exhausted conventional pharmaceutical treatments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Have had <b>adequate trials</b> of appropriate pharmaceutical treatment (minimum 12 weeks), including a synthetic cannabinoid, titrating up to an effective dose, with documented evidence that they were ineffective or not tolerated.</li> <li><input type="checkbox"/> For refractory neuropathic pain: April 30, 2019</li> </ul> <ul style="list-style-type: none"> <li>o Treatment that has failed to respond to <b>adequate trials</b> of a minimum of THREE DIFFERENT categories of first line agents (e.g., TCA, SNRI, Gabapentinoid) and/or second line agents (e.g. Tramadol or Opioids). If any category of agent was not trialled, a compelling reason must be provided.</li> <li>o Failure to respond to an <b>adequate trial</b> of a synthetic cannabinoid.</li> </ul>		
Employee Resilience	<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></p> <p><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>WCBNS has limited the amount of opioids that can be prescribed in very specific circumstances. See below:</p>	<p><b>All</b></p>	

# Acute & Critical Opioid Formularies

## Acute Opioid Formulary (AOF)

- Contents includes access to most short acting opioids
- Automatically associated with 8 formularies
- Approved for **12 wks from date of injury** for most common injuries without paperwork
- Approved for 4 wks from date of surgery (CW initiated)\*
- Expectations around functional improvement

## Critical Opioid Formulary(COF)

- Contents included AOF and most long acting opioids
- Automatically associated with 1 formulary (cancers)
- Approved for **24 weeks from date of injury** without paperwork
- Can be approved for severe burns, crush or spinal cord injury or other life threatening injuries
- Review for extension every 24 weeks (6 months) for first year, then yearly
- No expectations around functional improvement



Hearing Loss

Ontario audiologist to present on Noise Induced Hearing Loss

**Christina Lopes**

Health Industry Initiatives

- All jurisdictions to provide an update on initiatives to manage the challenges in the Health Care Industry

- **Psychological impact – violent injuries – are you seeing trends in injury types?**
- **Return to work strategies for health care claims.**
- **Any strategies for violent injury claims**
- **For jurisdictions with the Prevention mandate, what are your strategies for preventing injuries**

Over the past two years, AWARE-NS (safety association) has led work with three government departments, organized labour, employers, and WCB Nova Scotia to develop a workplace safety report to improve health and safety outcomes in home care, long term care, and disability support program sectors.

A report has been finalized that sets out 21 recommendations to improve safety outcomes in these sectors, [Charting the Course: Workplace Safety](#)

**All**

	<p><u><a href="#">for Nova Scotia's Home Care, Long term Care &amp; Disability Support Sectors.</a></u></p> <p>The report can be accessed through the following link:</p> <p><u><a href="https://www.wcb.ns.ca/Portals/wcb/Workplace_Safety_Report_Final_June_7.pdf?ver=2018-06-29-085548-870">https://www.wcb.ns.ca/Portals/wcb/Workplace_Safety_Report_Final_June_7.pdf?ver=2018-06-29-085548-870</a></u></p> <p><u><a href="https://www.wcb.ns.ca/About-Us/News-Room/News/a-new-milestone.aspx">https://www.wcb.ns.ca/About-Us/News-Room/News/a-new-milestone.aspx</a></u></p>		
Fall Meeting	<ul style="list-style-type: none"> <li>• Discussion with host province and topics to include in the Fall 2019 meeting</li> </ul>	<b>All</b>	

## 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"> <li>1. <b>New Initiatives</b></li> <li>2. <b>Best Practices</b></li> <li>3. <b>Outcomes</b></li> </ol>			
<p>What is being done to improve customer service.</p> <ul style="list-style-type: none"> <li>• New initiatives</li> <li>• Best practices</li> <li>• outcomes</li> </ul>	<p>Service Advancement training for all Case Workers was provided in the spring. Training was developed internally with external support.</p> <p>Training focused on 3 areas of customer service:</p> <ol style="list-style-type: none"> <li>1. First Contact</li> <li>2. Claim Transition</li> <li>3. Case Conferencing</li> </ol>	<b>All</b>	

	<p>The contact guides for first contact are included as a separate attachment to the email.</p> <p>We have created a new position called File Review Specialist to support Case Workers in the performance of their jobs. This is a hands on, at the desk support to teach and guide Case Workers in the proactive action planning involved in the complexities of a full caseload. Job descriptions attached.</p> <p>We are also piloting a role that takes on all claim rate setting. This used to be part of Case Worker's jobs and Case Workers have told us it does not fit with the skillset required to manage a worker's claim. Job description for this role, called the Benefits Assessment Clerk, is also attached.</p> <p>With the introduction of presumptive legislation for first responders, we have set up a specialized team to adjudicate and manage all psychological injury claims. This will enable consistent adjudication practices and also help with the determination of best practice treatment protocols.</p>		
Customer/Client Service Training	See below regarding Service Advancement training	<b>All</b>	

## Human Resources/Training

<b>Objectives Human Resources/Training</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>
<b>Internal Training</b> <ul style="list-style-type: none"> <li>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.</li> </ul>	<b>Service Advancement training</b> In 2018 we provided training on 3 initiatives aimed at improving on feedback received from our customers. <ol style="list-style-type: none"> <li>1. First Contact Initiative – this includes standards around first contact with the worker, employer and service provider along with scripting.</li> <li>2. Claim Transition protocol – with so much staff turnover our injured workers and employers told us that they often have to tell their story several times and as soon as they get comfortable with a Case Worker they end up with a new one. On top of that, our lack of a standardized protocol left many of our customers in limbo for extended periods of time.</li> <li>3. Effective Case Conferencing – Feedback from the Customer Journey Mapping exercise showed a lack of consistency in how we run meetings that involve the worker and employer. We are putting in place standardized protocols, role clarity and some behavioral training including running effective meetings and dealing with conflict.</li> </ol> <p>The focus of our training this year will be to prepare our employees for the introduction of Guidewire in June 2019.</p>	<b>All</b>	

## Emerging issues/Changes in Policy or Legislation

<b>Objectives</b> <i>Emerging Issues/Changes in policy or Legislation</i>  <b>1. Share information that is related to changes in legislation, policy and other significant changes within your organization</b>	<b>Activities</b>	<b>Target Date(s) / Status</b>	<b>Budget</b>
Medical Marijuana <ul style="list-style-type: none"> <li>• anything legislative or policy related to be updated here</li> </ul>	No Policy or Legislative changes, just the development of the Position Statement as noted above.	<b>All</b>	
Any changes in policy	An adjustment to our Noise Induced Hearing Loss policy to remove reference to needed an audiogram within 5 years after leaving the workplace. Court decision determined that this was not consistent with the Act.	<b>All</b>	
Any changes in legislation	Presumptive legislation for first responders came into effect in October, 2018. We have seen a significant increase in psychological injury claims through the first four months of 2019.	<b>All</b>	
Any changes that will impact the organization	Introduction of Guidewire in June, 2019 will have a dramatic impact on the organization. Initially we expect performance outcomes to fall, but medium to long term we will see the efficiencies associated with this modernization.	<b>All</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	<b>Wade</b>	

## 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	For 2018 WCB Nova Scotia made the first payment on 70% of claims within 15 days.	<b>All</b>	
Short term duration	At the end of 2018 the average short term duration was 6.25 weeks. (claims in year 0 of the comp duration index)	<b>All</b>	
Long term duration	At the end of 2018 the average long term duration was 23.86 weeks. (claims in years 1-4 of the comp duration index)	<b>All</b>	
Return to work outcomes	94% of injured workers who had time loss returned to work in 2018	<b>All</b>	
Any other KPI's that would be of interest	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. (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).	<b>All</b>	
	Injury frequency – 1.73 TL injuries per 100 workers Composite Duration Index – 123 days		

## 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>	Guidewire claims management system is set to launch the first week of June. Change management and training has been ongoing for months and the project has a hyper-care team set to support employees for up to 6 months post launch.	<b>All</b>	
Update on online services for clients and service providers	On-line channels for workers, employers and service providers (physiotherapy clinics) went live in June 2017. We have had a few challenges but overall the launch has been successful. We continue to promote the use of the channel to workers and employers (service providers were mandatory). There are also planned improvements to the functionality once Guidewire is implemented in June 2019, which should improve ease of use for both internal and external users.	<b>All</b>	