



Compensation & Benefits Committee Meeting Agenda with Minutes

Tuesday, April 5, 2022

Eastern Time	Location	Agenda Item	Speakers/Participants
		<p>1. Introduction and Jurisdictional review: covid claims</p> <ul style="list-style-type: none"> -Over the last two years there has been a constant ebb and flow in covid claims across Canada. Currently some jurisdictions are seeing a slight increase in cases with and upcoming wave on the horizon. -Long covid claims seem to be more prominent in bigger jurisdictions and multidisciplinary programs have been established. -With changes in health mandates and community transmission of covid there was discussion of risk factor analysis for some occupations to accept claims. -There is some discussion in shifting from applying cost relief to experience rating for covid claims to employers. 	Committee Members
		<p>1. Psychological injuries: ongoing management and best practices; update on any new initiatives from your jurisdiction.</p> <ul style="list-style-type: none"> -Assessments to obtain a DSM diagnosis seems to be the bottleneck for timely adjudication in most of the jurisdictions. Traumatic psychological Injury program at the beginning of claims are reducing time to assessment as this is part of the program. Reviews of first and progress reports with more RTW focus are underway in some jurisdictions. -Education from respected service providers as peer programs are working well in Alberta. -Targeted work with employers on RTW practices and planning shows success in bringing people back into the workplace in a more supportive way, recognizing that the employer has a key role to play in this process. -There were discussions of involving OT's early in structured programs where there is a link between soft tissue injury and psychosocial issues or the diagnosis of a subsequent psychological injury. NL started an 8 week program with positive responses from injured workers, employers and case managers. 	Committee Members

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12:00-3:30	Committee room	<p>2. Work from home/ remote work/ hybrid work</p> <ul style="list-style-type: none"> -Most jurisdictions had multiple waves between working from home and bringing staff back into the office. -Most jurisdiction have landed on a hybrid model for case management balancing personal wants with operational needs. -The general consensus was that allowing flexibility is enhancing productivity and employee engagement. - Keeping team spirit and support for each other alive while working from home is challenging and most jurisdictions have found creative ways to deal with it. -Managing the hybrid models is an additional strain on managers. - In some jurisdictions working from home is preferred and subsequently the need for office space needs to be determined. -Workplace culture is shifting again with more staff returning to the office. Office days are for connection, collaboration and support. -Flexibility is key to be able to address the needs of each team. -Generally all jurisdictions feel challenges with staff retention. Nunavut is currently outsourcing some claims for decision making and ongoing case management as claims duration have increased significantly due to staffing issues. 	Committee Members

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		<p>Work effort rating tool presentation by Nancy, MB</p> <p>Using a relative comparison model with a baseline for an average claim, claims are assessed by determining weight of key work tasks in comparison to others (relative effort). Monthly effort rating reports are generated for managers to observe trends and reallocate work if needed. Besides volume or # of claims, complexities and work effort are assessed. Claims was working with IT and internal staff in 2003 to build this tool and it was reviewed in 2017. Monthly effort rating reports reflects both volume and relative effort of tasks by individual as well as a group.</p>	Nancy Hartley
		<p>Caseload and workload complexity</p> <p>There are efforts in all jurisdiction to assess and manage claim complexity with the goal of effective workload distribution. Close</p>	Committee Members

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		<p>working relationships with other departments (IT/ innovation) using data sets and power BI as tools are key.</p> <p>The amount of variables on claims as well as skillsets and competencies of case managers need to be taken into account.</p>	
11:35 - 1:45	Committee Room	<p>Training and knowledge management</p> <p>Training and onboarding for new staff shifted from classroom learning to virtual learning over the last two years.</p> <p>Some boards used external consultants for e-learning</p> <p>Major focus is on mental health for health care workers and internal staff. Common resources from the Canadian Mental Health Association are being used successfully. The additional complexity managing mental health claims in the disability management space is draining for staff as interactions with claimants, employers and service providers are longer and more difficult.</p>	Committee Members
		Fall meeting – to be determined. Marj will set up meeting in June with Sherry for further discussion at that time.	
		<p>For ongoing discussion:</p> <p>-Work effort rating tool / complexity: some members were interested in having ongoing discussions about work rating and complexity. Marj will set up meetings</p> <p>-We also discussed the need to have a more effective way of sharing information. Marj will follow up on this.</p>	
1:45 - 2:00		All Committees Break	
2:00 - 2:15	Breakout Rooms	Inter-Committee Information Sharing: Introduction by Tony Esteves	Members of All Committees
2:30 – 2:35	Grand Salon	AWCBC Wrap-up	<p>Cheryl Tucker, AWCBC</p> <p>Kurt Dieckmann, AWCBC Chair</p>
Attendees		<p>Debbie Malloy (NT)</p> <p>Susanne Wirth YK</p> <p>Craig Abbott (PEI)</p> <p>Gavin Pokan, WSIB</p> <p>Jeff Mineily BC</p> <p>Lundy Franklin Quebec</p> <p>Lynette Fenton NS</p>	

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		Michael Hallett NB – plus one other attendee Nancy Harley MB Sherry Rose-Christopher NL Peter Therrien NWT Nunavut Marj Langkamp Alberta Trish Livingstone Sask	