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Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Barb Keir	From: WorkSafeNB	Date: September 13-15, 2016
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Mandate	<i>Defines expectations / responsibilities. Facilitates better focus on objectives and activities by which the committee operates.</i>
<p>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.</p>	

Goals	<i>Based on your mandate, set realistic and specific goals. What is the long-range aim? What do you hope to achieve?</i>
<ol style="list-style-type: none"> 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. 	

<p>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></p> <ol style="list-style-type: none"> 1. Organizational Changes to support RTW 2. New Initiatives 3. Best Practices 4. Outcomes 	<p>Activities</p>
	<p>There has been a shift in New Brunswick from a return to work goal with a focus on duration to a support goal worded as <i>“We will support our clients in recovering from the impacts of workplace injuries.”</i></p>
	<p>The multiple measures for this new goal are:</p>
	<p>Currently tracked:</p> <ul style="list-style-type: none"> • Duration (paid days) for finalled claims Result 2016 Q1: 55.8 paid days • % of clients working at claim closure Result 2016 Q1: 89% • % RTW to pre-accident same job Result 2016 Q1: 85% • % clients with a LTD Results 2016 Q1: 3% full 2% partial
	<p>In development:</p> <ul style="list-style-type: none"> • Recovery within disability duration / healing timeframes • Client satisfaction with recovery • Sustainability – remain at work • RTW following Vocational Rehabilitation

	The initiatives for the Support Goal are:
	<ul style="list-style-type: none">• To provide best practice treatment for TPI / PTSD• To clarify legislative and policy responsibilities for psychosocial conditions that pre-date the injury or emerge concurrent with injury and impact recovery• To provide best practice treatment for mild traumatic brain injury (mTBI)• To ensure leading practices in claims management (certification in Tribunal Administrative Justice)• To evaluate self-determination / expanded training (retraining is being provided to more workers with a goal of increasing percentage working following vocational rehabilitation)• To demonstrate all appropriate benefits are offered and provided• To expand disability management services and promote, support and monitor direct referral

<p>Objectives <i>Service Delivery/Quality Initiatives</i></p> <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>Activities</p>
	<p>WorkSafeNB has commenced an initiative to enhance our service delivery model over the next several years. The goal is to better understand the needs of our clients (client-centric) and translate those needs into targeted effective service delivery improvements with the hope of increasing client satisfaction and increase efficiency.</p>
	<p>We are in the process of completing an RFP for the development of a Service Experience Improvement Roadmap to outline the plan to become more client-centric. WorkSafeNB is also acquiring a Director of Service Excellence.</p>

<p>Objectives <i>Human Resources/Training</i></p> <p><i>Share information on staff related issues including training, recruitment, management oversight etc..</i></p> <ol style="list-style-type: none"> 1. Staffing Issues 2. New Initiatives 3. Training 	<p>Activities</p>
	<p>WorkSafeNB has had a lot of case manager turnover within the last two years related to the implementation of Internal Review Office, retirements and internal promotions. There have also been practice changes related to policy change as a result of WCAT decisions. This has created increased caseloads and workload. Formal training has focused in Foundation of Administrative Justice. In addition, there has been a lot of training related to policy changes.</p>

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
	21-106 Funding Annuity Benefits (Negative interest quarters are calculated as zero.)
	21-211 Three-Day Waiting Period (Deducted for the original compensable injury and first recurrence.)
	21-215 Supplements to Compensation (Estimated capable earnings is no longer used as a supplement to compensation in step two of benefit calculation.)
	21-290 Recovery Claim-Related Overpayments (Mistakes made by the Commission are not overpayments.)
	21-300 Allocation of Claim Costs (When a pre-existing condition is aggravated by a workplace injury, all claim costs are allocated to all assessed employers. There is no longer partial relief.)
	25-010 Personal Non Compensable Intervening Condition During Rehabilitation (Compensable benefits due to a personal non-compensable intervening condition are no longer suspended.)
	Legislative Review: <ul style="list-style-type: none"> • Phase 1 amended the appeals system (external Appeals Tribunal, IRO established). • Phase 2 is to address Governance structure, Advocates' services and Section 38 of the <i>WC Act</i>. • Phase 3 will focus on other aspects of the <i>WC Act</i>.

Other Topics/issues that would be of national interest	Activities

Objectives: <i>reporting KPI outcomes</i> <ul style="list-style-type: none"> • Time to initial payment • Short term duration • Long term duration • RTW outcomes 	Activities
	Q1 2016 average 58.8 paid days for finalled claims.
	Q1 2016 89% of all lost time claims were working at claim closure.
	Q2 2016 13.5 paid days from claim creation to first cheque for manageable claims.

<p>Objectives: <i>What is new/upcoming in the jurisdiction that will be of national interest.</i></p> <ul style="list-style-type: none"> • Share information 	<p>Activities</p>
<p>Hearing Aids</p>	<p>To address rising costs and ensure quality, WorkSafeNB is partnering with Newfoundland and PEI to seek bulk pricing from hearing aid manufacturers. Also a RFQ for hearing aid providers will establish a set amount providers may charge for their services and ensure a network of qualified providers.</p> <p>WorkSafeNB will also acquire an audiology consultant to ensure we meet individual needs of our workers.</p>
<p>Flexible Work Arrangements</p>	<p>In 2016, WorkSafeNB implemented flexible work arrangements for non-bargaining employees.</p> <p>The options are:</p> <ul style="list-style-type: none"> • Compressed work week, cannot exceed 44 hours/week, cannot include shortened lunch hours or working Saturday or Sunday <li style="text-align: center;"><u>or</u> • Purchasing one extra week of vacation <p>35 employees purchased time and 62 are doing the compressed work week.</p>

Case Management Model

Claims are adjudicated centrally. Lost time claims are transferred to a case manager who are located within four regional offices. The Pain and Activity (P&A) Questionnaire is administered by a local physiotherapist for all clients with a soft tissue injury. The assigned case manager contacts the injured worker, employer and service provider to assist in developing the rehab plan. The case manager follows a well-developed continuum of care moving from single discipline to multidisciplinary treatment based on recovery / part of body (example, back and shoulder program) and the P&A score.

Occupational therapists are part of the regional case management teams and are actively involved in the return to work process for most case managed claims. Cases are discussed at team (Regional director, case manager, occupational therapist and rehabilitation specialist). There are criteria for cases “to go to” team. Rehabilitation specialists oversee the vocational rehab plan and there is currently an initiative to provide more training to improve working outcomes.

Reviews have demonstrated that proactive management, including seeking out early return to work options, timely movement through the Continuum of Care, and not over medicalizing, yield to earlier case resolution.

WorkSafeNB does not currently have a dashboard which makes claim review a very manual process.

Topic to be discussed. (Topics identified at last meeting) Objectives	Activities
B.C. 's Mental Health Recovery guides	Presentation/discussion by B.C. on their mental health recovery guides
N.S. coaching model	Presentation by NS on their coaching model
Manitoba	Dan to arrange presentations
Psychological injuries	Any new issues to be updated here
Medical Marijuana	Any new issues to be updated here
Flexible work arrangements	<p>Each jurisdiction to document: telecommuting, compressed working arrangements and flexible work time as well as the jurisdictions experience with flexible work arrangements.</p> <p>(can be documented here or on a separate document)</p>
Case management systems	<p>Each jurisdiction to document the following from their case management models:</p> <ul style="list-style-type: none"> • Lessons learned • Work flow • What drives outcomes • Dashboards • System activities and outcomes of the activities <p>(can be documented here or on a separate document)</p>
Customer/Client Service training	To be updated under service deliveries/quality initiatives
Internal Training	To be updated under human Resources/training

<p>Topic to be discussed. (Topics identified at last meeting)</p> <p>Objectives</p>	<p>Activities</p>
<p>Labour Market Re-Entry</p>	<p>Carry over from the spring meeting. Documentation from spring meeting to be discussed including:</p> <ul style="list-style-type: none"> • What types of programs are available that will target injured workers with low levels of education and limited variability in work experience • Challenges with LMR • Types of OJT programs that are offered • How is wage information identified. <p>(can be documented here or on a separate document)</p>