



Connecting members, advancing knowledge Relier les membres, développer les connaissances

Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Craig Abbott (on behalf of Kate Marshall)	From: Prince Edward Island	Date: September 8, 2016
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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
<ol style="list-style-type: none"> 1. Organizational Changes to support RTW 	<ol style="list-style-type: none"> 1. Added Case Coordinators to reduce caseloads to better focus on RTW 2. Dedicated VR resource 3. Reintroduction of two managers for Workplace Services 4. Change to RTW Services Coordinator role 5. Evolving Project Lead Improving RTW Outcomes role 6. Improved service provider collaboration (e.g. Team Lead and OTs meeting with physio clinics) 7. Increased focus on higher risk sectors, particularly health care 8. IT modernization project 9. Review of high time loss claims 	<ol style="list-style-type: none"> 1. 2015-16/Ongoing 2. 2016/Complete 3. Summer 2016/In process 4. 2015-16/In process 5. Summer 2016/In process 6. Summer 2016/In process 7. 2016/In process 8. 2015-2018/In process 9. 2015-16/Ongoing 	
<ol style="list-style-type: none"> 2. New Initiatives 	<ol style="list-style-type: none"> 1. Jason Parker training 2. New practices and updated procedures (e.g. private MRIs, changes to medical aid case management) 3. Moving medical aid case load to a dedicated Case Coordinator so Case Coordinators can focus on RTW 4. Concussion pilot projects 5. Increased Focused Employer Initiatives (FEI) 6. Development of RTW Employers Guide and RTW Workshop 7. Change to MD Guidelines. 	<ol style="list-style-type: none"> 1. Fall 2015/Complete 2. 2015-16/Ongoing 3. 2016/Complete 4. 2016-17/In process 5. 2016/Ongoing 6. 2016/Complete 7. Fall 2016/In 	

	8. Health PEI Working Group 9. Psychological Health and Safety Working Group 10. Steering Committees with Health PEI	process 8. 2016-17/In process 9. 2016-17/In process 10. 2016/In process	
3. Best Practices	Developing case management standards and claim processing standards	2016/Complete	
4. Outcomes			

Service Delivery/Quality Initiatives

Objectives <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> 1. New Initiatives 2. Best Practices 3. Outcomes	Activities	Target Date(s) / Status	Budget
1. New Initiatives	<ol style="list-style-type: none"> 1. Expanded role of RTW Services Coordinator (Meeting more employers, more focused on RTW) 2. Collaboration with other organizations (Health PEI Working Group, Psychological Health and Safety Working Group) 3. Plain language project to improve communication with workers 4. Transition to MD Guidelines 5. New Strategic Plan 2016-2018 6. Service Provider consultations 7. Reduced caseloads allowing for more face to face meetings and more focused conversations with workers and service providers 	<ol style="list-style-type: none"> 1. 2016/In process 2. 2016-17/Ongoing 3. 2015-16/In process 4. Fall 2016/In process 5. 2016/Complete 6. Summer 2016/In process 7. 2015-16/Ongoing 	
8. Best Practices			
9. Outcomes			

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 			
1. Staffing issues	<ol style="list-style-type: none"> 1. Domino effect of staffing changes (team lead changes, case coordinators/entitlement officer changes). 2. A variety of other staffing changes (new HR manager, reintroduction of two managers for Workplace Services, new case coordinator, loss of case coordinator, recruitment for new Board Medical Advisor, etc.) 3. Cross trained Entitlement Officer/Case Coordinator 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 3. 2016/Complete 	
2. New Initiatives	<ol style="list-style-type: none"> 1. Reintroduction of two managers for Workplace Services division 2. 2016-2018 Strategic Plan 	<ol style="list-style-type: none"> 1. Summer 2016/In process 2. 2016/Complete 	
3. Training	<ol style="list-style-type: none"> 1. Mental Health First Aid 2. Vicarious trauma, compassion fatigue workshop 3. Looking into collaborating with other Boards on training (e.g. Nancy Gowan) 	<ol style="list-style-type: none"> 1. Complete 2. Complete 3. Ongoing 	

	4. Exploring Administrative Justice courses		

Emerging issues/Changes in Policy or Legislation

Objectives <i>Emerging Issues/Changes in policy or Legislation</i>	Activities	Target Date(s) / Status	Budget
1. Share information that is related to changes in legislation, policy and other significant changes within your organization			
	1. Update to medications policy that allows cannabis to be reviewed on a case by case basis. 2. Update to psychiatric and psychological conditions policy.	1. Summer 2016/In process 2. Complete 3. Ongoing	

	<p>Generated a lot of stakeholder feedback. Broadens the definition of a traumatic event.</p> <ol style="list-style-type: none"> 3. Increased mental health concerns, including stress-related conditions (Psychologically safe workplaces) 4. Concussion management continues to be a significant challenge for case management as well as psycho social issues. 5. Inclusion of farming under WCB starting in 2017 6. Privacy issues (breaches, changes to cost of claims info shared with employers, etc.) 7. Injury prevention initiatives within the health sector 8. Decreasing injury trend 9. Aging population 10. Seasonal economy 11. Low literacy levels 12. All-time highs in satisfaction surveys for both workers and employers 13. Elimination of 2 day wait period 	<ol style="list-style-type: none"> 4. Ongoing 5. 2017/In process 6. Ongoing 7. 2016/Ongoing 8. Ongoing 9. Ongoing 10. Ongoing 11. Ongoing 12. 2015/16/Complete 13. January 2016/Complete 	

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

Objectives	Activities	Target Date(s) / Status	Budget
	IT modernization project	2016-2018/In process	
	Concussion pilot projects	2016-17/In process	
	Working group committees with Health PEI and Psychological Health and Safety Working Group?	2016-17/In process	

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	25 days in August 2016. Average for 2016 is 21 days. Resources added back to adjudication section to bring down time to initial payment. Number of claims receiving first payment has increased this year compared to last year to date.		
Short term duration	Reduced by 2 days compared to this time last year (Aug 2016 was 8 days). Year to date is 27 days.		
Long term duration			
RTW outcomes	Remain relatively static. We are seeing a reduction in cost related to temporary wage loss payments with an increase in medical aid. The reduction outweighs the increase. The review of high time loss claims has resulted in an increase in the number of workers transferred to extended wage loss benefits but we are not seeing a significant increase in overall liability.		

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 			
IT modernization project	RFIQ to identify vendor underway.		
Change to MD guidelines	Currently developing plan to transition from ODG to MD Guideline using a phased approach.		

**Topics to be discussed at Fall meeting
(Identified at the Spring meeting)**

Objectives	Activities	Target Date(s) / Status	Budget
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		
Flexible work arrangements	Each jurisdiction to document: telecommuting, compressed working arrangements and flexible work time as well as the jurisdictions experience with flexible work arrangements.		

	(can be documented here or on a separate document)		
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		
Labour Market Re-Entry	<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>		