



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

Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

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| Committee Member: Geneviève Viau | From: Québec | Date: September 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. | |

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| 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 |
|---|---|--------------------------------|---------------|
| New Initiative | In the at-risk case management teams, all case managers, with the adjudicators, have to put in place a personalized Return to Work Plan that in collaboration with of both the worker and his employer in each file. We are actually working on repositioning the guidelines that we gave to the case management teams in that respect. To this date, we can share the reasons why we will do so and how we are doing the reposition study. We will be able to share the outcomes of this reposition next year. | | |
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Service Delivery/Quality Initiatives

| Objectives <i>Service Delivery/Quality Initiatives</i> | Activities | Target Date(s) / Status | Budget |
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| <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 | | | |
| SEAQAC | <p>CNESST has put in place an insurance quality service to assure consistency in the decision making processes trough out Quebec</p> <p>Will be presented during the next Symposium, October 2016.</p> | | |

Human Resources/Training

| Objectives <i>Human Resources/Training</i> | Activities | Target Date(s) / Status | Budget |
|--|--|-------------------------|--------|
| <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 | | | |
| "Meet with a research scientist" activity | Quebec has put in place the activity and it is becoming more and | | |

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| | more popular within our staff at different level. | | |
| Continuous training | Other continuing training always offered – “on site” or in the central offices | | |
| Base training | New program for case managers: E-learning combined with visio conference | | |

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 | | | |
| Hearing program | <p>Quebec is working on improving the hearing program, both on the prevention and compensation points of vue. If, possible, please share info on the how your jurisdiction established sufficient evidence elements and the equivalent values. For example, we know that Ontario’s program is based on those elements and equivalences:</p> <p>Voici les valeurs équivalentes¹ d’une exposition à des bruits dangereux de 90 dB (compte tenu de l’échelle de pondération A), huit heures par jour, pendant au moins cinq ans :</p> | | |

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| | <table border="1"> <tr> <td>84 dB(A) pendant 40 ans</td> <td>89 dB(A) pendant 7 ans</td> <td></td> <td></td> </tr> <tr> <td>85 dB(A) pendant 28 ans</td> <td>91 dB(A) pendant 3,5 ans</td> <td></td> <td></td> </tr> <tr> <td>86 dB(A) pendant 20 ans</td> <td>92 dB(A) pendant 2,5 ans</td> <td></td> <td></td> </tr> <tr> <td>87 dB(A) pendant 14 ans</td> <td>93 dB(A) pendant 1,8 an</td> <td></td> <td></td> </tr> <tr> <td>88 dB(A) pendant 10 ans</td> <td>94 dB(A) pendant 1,25 an</td> <td></td> <td></td> </tr> </table> | 84 dB(A) pendant 40 ans | 89 dB(A) pendant 7 ans | | | 85 dB(A) pendant 28 ans | 91 dB(A) pendant 3,5 ans | | | 86 dB(A) pendant 20 ans | 92 dB(A) pendant 2,5 ans | | | 87 dB(A) pendant 14 ans | 93 dB(A) pendant 1,8 an | | | 88 dB(A) pendant 10 ans | 94 dB(A) pendant 1,25 an | | | | |
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| | <p>1. (1) ISO 1999-1990. Acoustics – Determination of occupational noise exposure and estimation of noise-induced impairment. Internat. Standard ISO 1990. 2nd ed. Geneva, 1990.</p> <p>Does your jurisdiction you use the same standards?</p> | | | | | | | | | | | | | | | | | | | | | | |
| Physio-ergo | We are in the process of modifying the Regulation for the payments of the physiotherapists and the occupational therapists (changes in fees and reporting are put in place). | | | | | | | | | | | | | | | | | | | | | | |

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

| Objectives | Activities | Target Date(s) / Status | Budget |
|------------------------------|---|----------------------------|--------|
| Labour Program – third party | <p>We have been asked by the Labour Program to identify the potential cases in which there is a possibility to seek recourse against a responsible third party that would have participate in the compensable injury.</p> <p>We are not comfortable with that request that goes beyond the application of the GECA. It would be a new concept for our adjudicators to apply and some errors could be done. What would be the consequences if we did not identify a case...? Would the Labour Program reclaim the unduly paid sums...? Would we be contractually responsible...?</p> <p>Do you have the intention of identifying potential cases in which there is a</p> | September 2016 | |

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| | possibility to seek recourse against a responsible third party for the federal government? Did you considered some mesures to do so? If so, can you share your solution? | | |
| Medical Marijuana: Regulation on the 24 th of August | On-going discussions are done on the application of the new federal regulation vs the legislation to come | January 2017 | |
| Medical Aid to die | On-going discussions are done on the application of the new legislation that permits some workers to ask for medical help to die. | Fall 2016 | |

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 | | | |
| <u>Time to initial payment</u> | Provincial average : 7 days for all types of claims | | |
| <u>Short Term Duration</u> | Provincial average : 100 days | | |
| <u>Long Term Duration</u> | Provincial average : 465 days | | |
| <u>RTW outcomes</u> | 93% capable to go back to pre-injury job +4% capable to work in another type of job (at employers place or other employer in job-market) | | |
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| <u>Total new accepted claims in 2015</u> | 81 765 (work related accident) 5 853 (professional diseases) 87 618 Total | | |
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Technological Updates

| Objectives: <i>What is new/upcoming in the jurisdiction that will be of national interest.</i> <ul style="list-style-type: none"> • Share information | Activities | Target Date(s) / Status | Budget |
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Topics to be discussed at Fall meeting (Identified at the Spring meeting)

| Objectives | Activities | Target Date(s) / Status | Budget |
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| 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 | <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> <p>Quebec has installed a new dashboard for the regional caseloads that includes the KPI,s.</p> | | |

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| 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> <p>Quebec is starting an experimentation in one of our offices (Saguenay) to test some sustained help for specific workers with low levels of education and limited variability in work experience.</p> <p>This experimentation will start in January 2017 and will finish at the end of the same year.</p> <p>Some indicators to compare results will be put in place.</p> <p>Could share the info next Spring meeting if it is of interest.</p> | | |