



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

Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Kelly Arychuk	From: NT/NU	Date: May 2019
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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
<p>Vocational Rehabilitation</p> <ul style="list-style-type: none"> • Job Development – What services do you provide to ensure workers find employment? 	<p>Do you have a job bank of positions that are available to injured workers?</p> <p><i>No - The NT/NU Workers' Safety and Compensation Commission (WSCC) may provide vocational rehabilitation to workers unable to return to work with their pre-incident employer. The goal of vocational rehabilitation is to assist workers to regain employability. Vocational rehabilitation does not guarantee employment. However, we do have "Job Search" whereas we assist the worker to find employment opportunities. The program is a 13 week maximum allowance and is a cumulative tool, regardless of whether it is used consecutively or at different times.</i></p> <p>What incentives do you provide employers to hire injured workers?</p> <p><i>We provide a "Job Search Incentive" to the worker to accept suitable work before the end of the 13 week "Job Search".</i></p> <p><i>For the Employer, when a worker's skills are applicable to employment other than their pre-incident work, the WSCC can provide training on the job. The Case Manager and vocational rehabilitation counsellor negotiate program duration and cost sharing agreements with the employer participating in Training on the Job. The worker becomes an employee of the employer at the start of the program. The WSCC fulfils its vocational rehabilitation obligation to the worker when Training on the Job is complete.</i></p> <p>Tools and Equipment Grant</p> <p><i>The WSCC provides tools and equipment to workers if the tools are required to gain employability or employment. The WSCC may provide a grant to purchase tools and equipment, such as, but not limited to:</i></p> <p><input type="checkbox"/> Safety equipment and apparel;</p>	<p>All</p>	

	<p><input type="checkbox"/>Aids for visually impaired or hearing impaired workers; <input type="checkbox"/>Business clothing required for interviews; or <input type="checkbox"/>Tools required for work</p> <p>Workers must provide receipts for all tools or equipment purchased and, as applicable, provide the WSCC with a signed note from the employer stating the items required for work</p> <p>Workplace/Worksite Modification Grant The Workplace/Worksite Modification Grant assists a new employer with the duty to accommodate, mandated in the Northwest Territories and Nunavut Safety Acts and Human Rights Acts. The WSCC may assist with the modification of a workplace/worksites when the modification permits worker access to the new workplace/worksites and permits the worker to meet employment requirements. Alterations are made with the employer's written consent, including confirmation that the modifications result in the worker's employment.</p> <p>The Workplace/Worksite Modification Grant is provided to first-time employers of workers who have recently completed the VR Plan.</p>		
<p>Medical Marijuana</p> <ul style="list-style-type: none"> Ongoing discussions 	<p>We haven't changed our (informal) procedure on accepting medical marijuana. Legalization of marijuana has had very little impact on our system as we're talking about recreational use vs. medical use. The basic process is that client makes the request, we ask for supporting medical, our MA reviews it and connects with medical practitioner for some forms to fill out and makes a recommendation. Claim owner decides to support it or not based on the evidence gathered through that process.</p>	<p>All</p>	
<p>Employee Resilience</p>	<p>PEI to present on their utilization of TEND Academy Yukon to present on their approach to dealing with staff burnout</p>	<p>Kate Susanne</p>	
<p>Opioids</p> <ul style="list-style-type: none"> Strategies used by jurisdictions to reduce opioid use 	<p>We have drafted a policy on Prescription Drug Use that is currently going through the approval process. In the interim, we use the following guidelines:</p> <p>Opioids</p> <p>Non-opioid medication should be the first choice for treating pain. However, in cases of moderate to severe pain, the WSCC promotes the safe and effective use of opioids to maximize recovery and return to work while minimizing the adverse effects of the medications. The WSCC monitors opioid treatment to</p>	<p>All</p>	

ensure improved functional ability is achieved.

The WSCC, in consultation with the Medical Advisor or the Nurse Advisor, identifies all prescribed opioids. The WSCC pays for opioids where the Medical Advisor or the Nurse Advisor considers them appropriate. A second medical opinion may be sought if necessary to make this determination. The WSCC ensures injured workers receive appropriate medications, in appropriate quantities, required to effectively treat the injury or disease. As a result, the WSCC may monitor and limit the duration of use of opioid medication dispensed to a worker at any given time. The need for refills is determined by the treating physician and supporting medical evidence; however, in approved cases where treatment has been extended, the worker should not have more than a one-month supply of opioid medication prescribed.

Instances in which the WSCC compensates for opioid prescriptions are:

- during the acute phase (up to two weeks) after injury or surgery;
- where a worker is released from the hospital, but continues to require pain medication; or
- during a medical evaluation.

Although opioids are generally not covered beyond the acute phase, there may be cases of more severe injury where an extension may be granted. The worker must show functional improvement, supported by objective medical evidence, to continue use of the opioid medication.

Suspending or Discontinuing Opioid Medication

Workers with a diagnosed pain disorder and their treating physician must sign a contractual agreement (Appendix 'A') to ensure they fulfill their responsibilities during treatment. If the injured worker deviates from their responsibilities in the agreement, the physician may discontinue the treatment at any time, and the WSCC may discontinue payment for the opioids.

The benefit of opioid medication is the reduction of pain with an associated improvement in function. If this benefit is not evident, payment for opioid medication should cease. If the WSCC suspends or discontinues payment for opioid medication because an improvement in function is not evident, the WSCC may provide treatment for chronic pain under Policy 03.10. The program must be

	<p>supervised by a physician.</p> <p>Similarly, where there is reasonable evidence that dependence or addiction results from the treatment of a work-related injury or disease, the WSCC assumes responsibility for the costs of a drug treatment program. The WSCC works with the treating physician and the injured worker to determine the course of action that is in the worker's best interests.</p>														
Hearing Loss	Ontario audiologist to present on Noise Induced Hearing Loss	Christina Lopes													
<p>Health Industry Initiatives</p> <ul style="list-style-type: none"> All jurisdictions to provide an update on initiatives to manage the challenges in the Health Care Industry 	<ul style="list-style-type: none"> Psychological impact – violent injuries – are you seeing trends in injury types? <p><i>We are seeing an increase in harassment/bullying claims. They continue to be challenging cases and longer in duration and higher in costs. An Action Plan for Reducing Psychological Injuries in the NWT/NU was approved and is currently being implemented.</i></p> <table border="1"> <thead> <tr> <th>Top 10: Nature of Injury</th> </tr> </thead> <tbody> <tr><td>Sprains, strains, tears</td></tr> <tr><td>Anxiety, stress, neurotic disorders</td></tr> <tr><td>Fractures</td></tr> <tr><td>Nonspecified injuries and disorders</td></tr> <tr><td>Inflammation and irritation of joints, tendons, muscles and connective tissues</td></tr> <tr><td>Traumatic injuries to muscles, tendons, ligaments, joints, etc., uns.</td></tr> <tr><td>Bruises, contusions</td></tr> <tr><td>Dorsopathies</td></tr> <tr><td>Concussions</td></tr> <tr><td>Disorders of the peripheral nervous system</td></tr> <tr><td>Other</td></tr> </tbody> </table> <ul style="list-style-type: none"> Return to work strategies for health care claims. <p><i>None at this time</i></p> <ul style="list-style-type: none"> Any strategies for violent injury claims <p><i>None at this time</i></p>	Top 10: Nature of Injury	Sprains, strains, tears	Anxiety, stress, neurotic disorders	Fractures	Nonspecified injuries and disorders	Inflammation and irritation of joints, tendons, muscles and connective tissues	Traumatic injuries to muscles, tendons, ligaments, joints, etc., uns.	Bruises, contusions	Dorsopathies	Concussions	Disorders of the peripheral nervous system	Other	All	
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	<ul style="list-style-type: none"> For jurisdictions with the Prevention mandate, what are your strategies for preventing injuries <p><i>Our strategy is based in three main objectives.</i></p> <ol style="list-style-type: none"> <i>Ensuring Prevention employees are trained and educated in the area of Psychological health & safety and are provided with the necessary practical tools</i> <i>Ensuring Stakeholders (Employers) understand the importance of psychological safety in the workplace and are providing a psychologically safe work environment.</i> <i>High Risk Stakeholders (Employers) are targeted to develop collaborative working relationships to reduce the number of incidents and claims.</i> 		
Fall Meeting	<ul style="list-style-type: none"> Discussion of host province and topics to include in the Fall 2019 meeting 	All	

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"> New Initiatives Best Practices Outcomes 			
<p>What is being done to improve customer service.</p> <ul style="list-style-type: none"> New initiatives Best practices outcomes 	<ul style="list-style-type: none"> <i>Addition of Case Aids to team to remove administrative burden from Case Managers</i> <i>Introduction of online Claims Cost Report</i> <i>2 day Cross Cultural Safety training for all employees</i> <i>Employer Report of Incident scheduled to go online by end of year</i> 	All	

Customer/Client Service Training	<ul style="list-style-type: none"> • <i>Launch of “Ask, You’re Worth It!” a comprehensive OHS program directed to young workers. Program includes an interactive, animated e-certificate program specific to our region (Start Safe. Stay Safe) The departments of Education are supporting the course, making it a resource that their students will access through their internal web sites. For those who are in internet challenged communities, we have a downloadable version and the option to take the exam only, online, minimizing band width and internet usage, but giving them the certificate on successful completion.</i> 	All	
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Human Resources/Training

Objectives Human Resources/Training <i>Share information on staff related issues including training, recruitment, management oversight etc..</i> 1. Staffing Issues 2. New Initiatives 3. Training	Activities	Target Date(s) / Status	Budget
Internal Training <ul style="list-style-type: none"> • 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. 	N/A	All	

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			
Medical Marijuana <ul style="list-style-type: none"> • anything legislative or policy related to be updated here 	<i>Impairment Legislation can into force in October with changes to the Canada Labour Code and the OHS Regulations.</i>	All	
Any changes in policy	<i>Regular policy review included updates changes and approval of Reporting a Payroll and Account Registration and a directive on Governance Directors' Training for the 1st quarter.</i>	All	
Any changes in legislation	N/A	All	
Any changes that will impact the organization	<i>President/CEO retiring. Board currently recruiting a replacement.</i>	All	

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"> • Format • Structure • Chair/Co Chair succession plans 	We will do a quick review of the TOR and selection of a co-chair	Wade	

<ul style="list-style-type: none"> • Terms of reference • Orientation guide 			
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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	<p>TTFP : 88.6% in 20 days. Average Days to First Payment was 15.9</p> <p>Short term duration: 70.2% compensated for 10 days or less</p> <p>RTW outcomes (excludes claims compensated for 10 days or less – already being captured in above measure):</p> <p>Within 6 months: 65.9%</p> <p>After 6 months: 13.2%</p> <p>Without successful RTW – despite employability (medically cleared): 14.9%</p> <p>No RTW – no medical clearance or can't confirm: 6.0%</p> <p>Time to entitlement decision: 73.4% within 15 days.</p>	All	
Any other KPI's that would be of interest	<p>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.</p> <p>(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).</p>	All	

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 			
Case Management Systems <ul style="list-style-type: none"> ○ Learning from the case management models Lessons learned Pros and cons Dashboards 		All	
Update on online services for clients and service providers	<i>Employer Report of Incident – eConnect to be implemented Q4</i>	All	
Other Technological initiatives		All	