

**Jurisdictional Update Report**

**Date:** April, 2014

**To:** Compensation and Benefits Committee **From:** Manitoba

**Committee Member(s):** Allayne Porco

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| **Committee Mandate** |  |
| 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** |  |
| 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. | |

| **Objective** | **Activities** | **Target Date(s)**  **/Status** | **Budget** |
| --- | --- | --- | --- |
| **Improving Return to Work Outcomes/Reducing Durations**  **(Share work that is being done within your organization to support RTW, reduce duration etc )**   1. **Organizational Changes to support RTW** 2. **New Initiatives** 3. **Best Practices** 4. **Outcomes** | **Case Management Review: Enhancing Customer Service and RTW**.  This project has us working with an external consultant to review our current practices and work through a business process renewal for Case Management. We have conducted cross jurisdictional scan of information on a number of items in 2013, and are now reviewing internal data, working with staff on the following areas:   * Telephone service options * Best practices for our service delivery model for Case Managers * Transfer criteria from our Short Term Claims (STC) area to Case Management. what files are being transferred and why, to determine best use of our resources * VR Services- changed from having the VRCs integrated within our Case mgmt teams to having them report to one manager to increase communication and consistency of service delivery to meet policy and expectations. * Managers role review- looking to have the managers more involved with employers to develop relationships with employers and assist with the development and management of RTW with employers. * Review of Medical Aid payment process- pending. this will include electronic billing and reporting, as well as a review of the med aid policy and our processes, simplify some aspects of our processes and address resource needs   **Supports for Daily Living- Policy**  Policy amended effective March 1, 2014. Key drivers of the policy change was the will to remove the limitations on service to injured workers beyond 6 months in order to properly address the medical needs of the worker, remove the limitation on home modifications with respect to the value of the property, and to clarify the specific items that fall within the policy to help with clarity and accountability.  **New for 2014 - RTW and WCB Basics training to external clients**   * Due to Provincial reviews of our prevention initiatives in 2013, the current department- SAFE Work Services will become a separate entity from the WCB and amalgamate with Workplace Safety and Health to deliver prevention initiatives across the province. As a result of this change, current courses offered by the department that deal with WCB will become part of the mandate of our division.   There are two courses offered, WCB Basics, which is a 1 day course outlining what WCB is all about, from the employer and worker perspective. A RTW Basics course is also available to assist employers and their representatives in developing and maintaining effective RTW programs in their workplaces. |  |  |
|  | Manitoba does not report on a RTW measure. This has been identified as a need and will be addressed in the later part of 2014/2015. |  |  |
| **Service Delivery / Quality Initiatives**  **Share what is being done in your organization to improve Customer service delivery and to support Quality service/ decisions to stakeholder)**   1. **New Initiatives** 2. **Best Practices** 3. **Outcomes** | As outlined above, the Case management Review should help us address customer service initiatives in the area.  Our Service Quality Department is changing to address quality assurance of the WCB as a whole, so our cyclical reviews have been disrupted. Quality Assurance of our claims will be addressed in the later part of 2014 to identify a new process and resources for this important function. |  |  |
| **Emerging Issues / Changes in Policy or Legislation**  **Share information that is related to changes in legislation, policy and other significant changes within your organization.** | Our Vocational Rehabilitation Policies are on the list for review and amendment in the later part of 2014/2015.  Review of the WCB Act- 2014  Immigrant workers- This information is unchanged, currently within our legal Services area. Injured workers are handled in the same manner, we have had limited exposure in this area. We do use a language line for interpretive services.  Innovation- Business Innovation Unit created in 2013. Currently hiring staff and addressing innovation within a number of areas, especially in our IT area at this time.  Compliance Division- cross jurisdiction information obtained and we are launching a Compliance division under our legal Services area. Intention is to increase awareness of the need for compliance on the employer and worker side of the business. this unit will include our Special Investigations unit.  Customer Service Manager- To be hired and create customer service standards for the organization. |  |  |
| **Shared information / opportunities**  **Additional Information / Items** | Training and Development- See attached outline  Identification of high risk claims- See attached  Claim information:   |  |  |  | | --- | --- | --- | |  | 2013 | 2012 | | Total injury claims | 29,777 | 31,018 | | Time loss injury claims | 14,979 | 15,136 | | Fatality claims | 24 | 36 | | Time loss injury rate (per 100 full time workers) | 3.2 | 3.3 | | Average days paid for all wage loss claims | 32.7 | 34.0 | | Claim costs incurred | $ 268,255,000 | $ 216,021,000 | |  |  |