



Association of Workers' Compensation Boards of Canada  
 Association des commissions des accidents du travail du Canada

**Jurisdictional Update Report**

**Date:** (add Date here)

**To:** Compensation and Benefits Committee

**From:** Manitoba

**Committee Member:** Dan Holland

<b>Committee Mandate</b>	
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.	
<b>Goals</b>	
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.	

<b>Objective</b>	<b>Activities</b>	<b>Target Date(s) /Status</b>	<b>Budget</b>
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<p><b>Improving Return to Work Outcomes/Reducing Durations (Share work that is being done within your organization to support RTW , reduce duration etc )</b></p> <p><b>1. Organizational Changes to support RTW</b></p> <p><b>2. New Initiatives</b></p> <p><b>3. Best Practices</b></p> <p><b>4. Outcomes</b></p>	<p><b>Case Management Review Project: Enhancing Customer Service and RTW</b></p> <p>Multi-pronged project is currently underway and focused on the following:</p> <ul style="list-style-type: none"> <li>• Development of an Employer Relationship Management function focused on supporting and educating employers with respect to RTW and disability management practices</li> <li>• Review of vocational rehabilitation practices, policies and organizational oversight.</li> <li>• Development of a best practices document for Case Managers throughout the life of a claim</li> <li>• Improved telephone service through organizational/role changes including adoption of a "0" option for all Case Managers to ensure workers always have ability to speak to a live person.</li> <li>• New organizational structure being proposed to support service and to clarify roles.</li> <li>• New transfer criteria for our Short Term Claims department to minimize the unnecessary movement of files to Case Management when minimal work is required.</li> <li>• Review of Medical Aid payment processes to improve efficiencies.</li> </ul> <p><b>Electronic Reporting and Billing Project</b></p> <p>Project underway to develop ability to receive reports and invoices from physicians, physiotherapists and chiropractors in electronic format. Alternate solutions being developed for those healthcare professionals with practice management systems (direct electronic interchange) and those with basic internet access (portal solution). Plan is to roll out in phases to the various professionals beginning in late 2015 and into 2016.</p> <p>It is anticipated that fielded data will provide us with better information in a more timely fashion. Reports to be intuitive in that questions will vary based on area of injury and diagnosis. We anticipate this will help facilitate RTW as well as other entitlement decisions.</p> <table border="1" data-bbox="480 1029 1738 1227"> <thead> <tr> <th colspan="7">Claim Duration</th> </tr> <tr> <th>2009</th> <th>2010</th> <th>2011</th> <th>2012</th> <th>2013</th> <th>Q1/14</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>41.0</td> <td>37.4</td> <td>34.8</td> <td>34.0</td> <td>32.7</td> <td>32.4</td> <td>34 days</td> </tr> </tbody> </table> <p><b>Accepted Timeloss (TL) / No Timeloss (NTL) Injuries - YTD</b></p>	Claim Duration							2009	2010	2011	2012	2013	Q1/14	Target	41.0	37.4	34.8	34.0	32.7	32.4	34 days	<p>Pending budget approval for 2015.</p>	
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<p><b>Service Delivery / Quality Initiatives</b>  <b>Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholder)</b></p> <ol style="list-style-type: none"> <li><b>New Initiatives</b></li> <li><b>Best Practices</b></li> <li><b>Outcomes</b></li> </ol>	<p>Both projects noted above have components of service/quality as well as RTW. The Case Management Review Project is multifaceted and looks to find efficiencies in process and improve consistency of services.</p> <p><b>Modernize our Quality Assurance program:</b> The Quality Assurance (QA) unit continues to implement a new approach for quality reviews at the WCB. Under the new framework, the QA team will track a small number of key dimensions at critical points in the life of a claim. This means that all types of claims will now be reviewed by QA rather than only a small proportion of claims, as was previously the case. Testing and analysis has been completed for two critical periods early in the life of a claim. Analysis shows 96 to 100% compliance with quality expectations.</p>																							

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<p><b>Human Resources / Training</b></p> <p><b>Share information on staff related issues including training , recruitment , management oversight etc )</b></p> <ol style="list-style-type: none"> <li><b>1. Staffing Issues</b></li> <li><b>2. New Initiatives</b></li> <li><b>3. Training</b></li> </ol>	<p><b>Human Resource Projects :</b> A plan has been developed to improve engagement in the organization in response to the recommendations from the staff engagement survey, including better corporate communications and an increased executive profile in the organization.</p> <p>Work also continues on leadership training and development, both through targeted individual training for selected leaders and through group training on topics ranging from change management to personal resiliency.</p>		

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<p><b>Emerging Issues / Changes in Policy or Legislation</b></p> <p><b>Share information that is related to changes in legislation, policy and other significant changes within your organization.</b></p>	<p>The WCB has introduced a new Compliance department with new Director and support staff this past year. Hiring continues as the new Director works on infrastructure and processes. The following provides a brief overview and background.</p> <p><b>Background</b></p> <p>In 2013, the WCB began the Analysis and Design phases that will guide the new compliance framework going forward. This included understanding current compliance functions performed by the WCB and defining the purpose, functions and organizational structure of the new unit.</p> <p><b>Goal</b></p> <p>The overall purpose of the new compliance unit is to prevent non-compliance, detect where services are needed to support compliance and, in the most serious breaches of the system, use enforcement to protect the system.</p> <p><b>Compliance Model</b></p> <p>The new compliance model has been developed to guide the WCB's actions in preserving the integrity of the workers compensation system.</p> <ul style="list-style-type: none"> <li>• At the foundation of the model is the belief that most stakeholders will comply providing they are given the education and tools to help them understand their responsibilities under the system.</li> <li>• The second level of the pyramid shows the WCB's commitment to develop tools to help identify where the system may be vulnerable and stakeholders are struggling to comply. It focuses resources on areas where the system may be in jeopardy and where interventions may be required.</li> <li>• The top level of the pyramid shows the WCB's commitment to protect the system by using various sanctions to gain compliance. This is reserved for those who decide</li> </ul>		

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	<p>not to comply.</p> <p><b>Services</b></p> <p>The services provided under the new compliance unit will include:</p> <ul style="list-style-type: none"> <li>• Enhancing education and awareness materials and programs</li> <li>• Enhancing support both internally and externally by providing centralized and easy to access expertise</li> <li>• Enhancing enforcement by investigating and applying the appropriate sanction for the level of offence</li> <li>• Building formal partnerships for cross-agency data sharing and creating internal cross-functional teams to share data and coordinate solutions</li> <li>• Enhancing the audit program to include service provider audits and widen the scope of employer audits</li> <li>• Using technology and data to identify areas of potential abuse and implement solutions to protect the system.</li> </ul> <p><b>Rate Setting model review:</b> Following the report on claims suppression, it was suggested that our rate setting model may inadvertently contribute to this problem. A commitment to reviewing our model was mad accordingly. After a competitive process, Morneau Shepell was selected to undertake the review. WCB has provided Morneau with historical rate-setting data in order to test various rate model options. Morneau has engaged Mr. Douglas Stanley to conduct the stakeholder consultations. The first meeting with the Stakeholder Advisory Group took place in March. Stakeholder consultations began in the second quarter.</p>		
<p><b>Shared information / opportunities</b></p>			

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<p><b>Additional Information / Items</b></p>	<div data-bbox="478 272 1743 337" style="background-color: #1a4a8e; color: white; text-align: center; padding: 5px;"> <b>Payment Timeliness, Claims Paid within 14 days of Injury (%)</b> </div> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Payment Timeliness Data</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>63</td> <td>70</td> </tr> <tr> <td>2010</td> <td>66</td> <td>70</td> </tr> <tr> <td>2011</td> <td>68</td> <td>70</td> </tr> <tr> <td>2012</td> <td>66</td> <td>70</td> </tr> <tr> <td>2013</td> <td>71</td> <td>70</td> </tr> <tr> <td>Q1 2014</td> <td>69</td> <td>70</td> </tr> </tbody> </table>	Year	Actual (%)	Target (%)	2009	63	70	2010	66	70	2011	68	70	2012	66	70	2013	71	70	Q1 2014	69	70		
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