



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

Jurisdictional Update Report

Date: September 4th, 2014

To: Compensation and Benefits Committee

From: Yukon

Committee Member: Karen Branigan

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
<p>Improving Return to Work Outcomes/Reducing Durations</p> <p>1. Organizational Changes to support RTW</p> <p>2. New Initiatives (none)</p> <p>3. Best Practices</p> <p>4. Outcomes</p>	<p>Our wage rate setting process is under review by a business analyst. The outcome will determine whether this task should remain in claims or become a specialized function and how we can improve the accuracy and timeliness.</p> <p>Number of time loss claims has decreased 13% from 2012 to 2013 and a further 7% this year compared to last. Durations are creeping up over the last three years.</p> <p>Outcomes 2014 year to date RTW Indicators</p> <ul style="list-style-type: none"> • Time to payment 28.5 days • Time to decision 9 days • STD 82% of clients rtw within 90 days • LTD 90% of clients rtw within 360 days • Increase in fatalities 		
<p>Service Delivery / Quality Initiatives/ Customer service</p> <p>1. New Initiatives</p> <p>2. Best Practices</p> <p>3. Outcomes</p>	<ul style="list-style-type: none"> • Training for claims staff continues using Foundations of Administrative Justice and motivational interviewing. In 2014 additional training on mental health and RTW was also undertaken. In the fall FOAJ courses will include decision making and evidence. • Permanently staffed manager of adjudication position after 5 years. This has improved focus on customer service and face to face communication. • Our OT has returned from secondment resumes work on ADL assessment, JDA and ergonomics in workplaces. She is also working with our investigators to refine what factors equate to functional tolerances for work. • Increased capacity in our document management system for auto generation of form letters. Also will be implementing automation of email correspondence directly into document management system. 		
<p>Appeal outcomes</p>	<ul style="list-style-type: none"> • In 2013, 60% of claims appeal decisions were overturned. To date this year 60% of claim decisions have been upheld. 		

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<p>Emerging Issues / Changes in Policy or Legislation</p> <p>Share information that is related to changes in legislation, policy and other significant changes within your organization.</p>	<p>Currently dealing with a mine lead exposure potentially affecting almost 200 workers. This situation clearly illustrates how out of date the OHS Act is and the exposure levels from 1986.</p> <p>Since the Act change in 2008 which included major policy changes we have been reviewing groups of claims policies each year to make minor changes based on use experience rather than waiting until a full substantive review is necessary. This process is working well for us and is improving the congruency within policy groups. This year we are reviewing our earnings loss policies. Pre-existing conditions policy review is underway for substantive changes.</p>		
<p>Best Practices in Health Care</p> <p>Temporary Foreign Workers</p> <p>Risk Factors on New Claims</p> <p>Construction of building addition is underway</p>	<p>MRI machine coming soon to Whitehorse. Unfortunately it will not assist us particularly and is anticipated to create more requests for MRI without access points. The hospital expects a 6 month waiting list because they are only hiring one technician and running a daytime schedule.</p> <p>In July 2014 when the Federal government rolled out new rules for TFW they scrapped the program that was operating in Yukon that was working well for employers. Yukon also has a nominee program for foreign workers which has a longer term focus and potential immigration options. This program has brought in 700+ workers to the territory which far exceeds TFP numbers.</p> <p>We are not currently using a risk factor analysis other than an anecdotal red flags count in triaging claims. We are using risk factors in analyzing which cases are being flagged for investigation. These procedures are in the initial draft stage.</p> <p>Will be managing the changes that go along with construction over the next year and some.</p>		

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