

**Association of Workers' Compensation Boards of Canada (AWCBC)
National Work Injury Statistics Program (NWISP) Committee**

2014 MINUTES

DATE AND PLACE:

As part of the AWCBC All Committees Meeting, the NWISP Committee met on April 30 and May 1, 2014, at The Omni King Edward Hotel in Toronto.

MEMBERS PRESENT:

Norm Samaroo (AB), Doug Roberts (NS), David Legge (NL), Laura Lee MacEwen (PE), Tara Addison (SK), Kate Jefferson (NT), Shona Barkley (NT), Sylvie Blouin (QC), Amanda Banewski (MB), Pieter Lambooy (AB), Mary Ottorino (ON), Diane Baker (NB), Eve Cyr (AB), Linda Kacur (ON), Michel Daigle (NB), Ray Outair (AWCBC)

OPENING REMARKS/INTRODUCTIONS:

Mary Ottorino and Pieter Lambooy gave the opening remarks. Diane Baker confirmed as Secretary for Meeting Minutes. Committee members introduced themselves. New members for the following jurisdictions: SK, NT, NL, PE.

2013 CODING EXERCISE:

Diane Baker reviewed dates of coding exercise. Twelve cases chosen from 60 samples received. Start date November 29, 2013. End date changed from March 1, then March 17, to March 31, 2014. PEI did not participate. Scores: 67% to 98%. Overall results reviewed (most accurate cases, top three problems, etc.).

Unknown why some jurisdictions (SK, MB, YT) do not code Secondary Source (SS), but Coding Technical Committee (CTC) acknowledges their disadvantage, since the SS Rules may state how to code the Source along with the SS.

Not discussed with everyone, as conversation occurred during break: The CTC also acknowledges that QC would be at a disadvantage. Their coders are unilingual French and must have the cases translated - which could affect their interpretation of the scenario.

REVIEW OF PREVIOUS CODING RESOLUTIONS:

Diane Baker gave status update regarding AWCBC's request to have previous coding resolutions (530 Issues dated 1996 to 2010) reviewed for validity of data (performed by Diane Baker and Norm Samaroo). Recommendations at time (may change as CTC continues present review): Keep 278; Archive 182; 27 specific to Ontario reviewed by Linda Kacur; CTC was working on 5 similar issues, now complete; 38 issues flagged for CTC review now in progress as Issue NB201306 (three moved to "twisting" issue now in progress). Ray Outair advised it is still not possible to archive issues.

Review of flagged issues to be completed by June 30, 2014. Being reviewed under one Issue (NB201306) with most work was done by conference call. Ray Outair advised the CTC could divide our new recommendations by subject, to link to the related issues. It would be overwhelming for coders to search through 35 issues on one document.

REGARDING 2012 CODING EXERCISE:

Two issues are still in progress (due to time spent on flagged issues in NB201306): Review Fire and Explosion wording (created as Issue NB201307) and review Twisting codes and wording (created as Issue BC201300). To be completed by November 30, 2014.

DATA CHECK:

Some jurisdictions have Invalid Code Combinations (ICCs) built into their internal systems. Ray Outair discussed performing Data Check prior to submission attempt. Some jurisdictions perform Data Check quarterly. Data should be submitted by July 31, 2014.

CTC QUESTIONS/CONCERNS:

AOC Coding Manual Alpha Index not always user friendly:

When recommending resolutions, CTC will request updates to AOC Coding Manual Alpha Index. Also, Goal #3, 1.2 on the workplan will keep the Alpha Index up-to-date (developing look-up table and updating coding manual alpha index key words).

Not all jurisdictions track changes that occur on the AOC:

The AOC does not have a list of code titles, as we received in the past when changes were made to the coding Manual. Ray Outair advised these changes can be viewed on the AWCBC's website, under "Code Standard Versions" and also under "Search Codes".

Action Item for Ray Outair:

Inform jurisdictions how to view coding manual changes on the AWCBC website (possibly prepare step-by-step instructions).

Final documents for Issues are under Resolution Tab:

Some jurisdictions do not refer to the Issues section of the AOC (they only refer to the Coder's Reference Manual). For those who refer to the Issues section of the AOC, they may think the documents under the Issue Tab are the final documents. Final documents are under the Resolution Tab.

Coder Notes added that everyone can see:

The CTC will review coder notes for accuracy.

Capturing decisions made during coding exercises:

For tracking purposes, if it is decided how to capture something on a coding exercise that does not have its own code (e.g. tool belt), the CTC should create an issue, so the word can be added to the AOC Coding Manual Alpha Index.

CTC decision-making process/procedures:

If no consensus, the CTC will use the majority's decision as their answer. The NWISP Committee has not been responding to AOC Issues. The CTC was advised not to create new codes, unless it is absolutely necessary, as it is hard for jurisdictions to update their internal systems, and it also changes historical data. CTC is advised to change the code descriptions instead.

Action Item for Mary Ottorino, Diane Baker, Ray Outair and Pieter Lambooy:

Discuss what CTC should do when agreement (or majority) cannot be reached.

CTC ROLES DOCUMENT:

Not reviewed; it will be added to the Five Year Business Plan.

NWISP FIVE YEAR BUSINESS PLAN (2014-2018):

Pieter Lambooy reviewed the vision, mission, strategic priorities and key deliverables of our five-year mandate. The five-year plan will be a discussion point every year. It was agreed that a new Data Committee should be created. It was noted that this Committee would not have to attend the annual NWISP meetings.

Action Item for Ray Outair, Joseph Wong and Pieter Lambooy:

Discuss what is necessary to start a Data Committee (appoint a Chair, terms of reference, etc.).

Action Item for Ray Outair and Pieter Lambooy (Complete by February 28, 2015):

Create orientation package material for new Committee members.
(NOTE: CTC role document is already complete)

Action Item for Mary Ottorino, Ray Outair and Pieter Lambooy (Complete by September 30, 2014): Update committee mandate on five-year plan.

SUCCESSION PLANNING:

A few edits will be made to the document. NWISP Committee Chair, Mary Ottorino, will mentor Tara Addison, who will become the next NWISP Chair.

NEW ONLINE CODER TRAINING:

Many changes occurred with supervisors and/or coders in certain jurisdictions. The new NWISP members were very interested in this topic, and would like to know how other jurisdictions train coders and perform quality control. It was noted that the Online Coder Training will be done first in the five-year plan. Training tool for coders to be developed by December 31, 2014.

CHANGES TO THE AWCBC WEBSITE:

Ray Outair reviewed the website enhancements. Only one password needed now for the website and AOC (same AOC account). Under the Members Forum, which is our intranet, we can post documents, such as contact lists, workplans, meeting minutes, meeting materials. The minutes and agenda will be on the website from now on. AOC and AWCBC website will become integrated. The website will contain generic language for stakeholders.

PRESENTATION – NEW NOVA SCOTIA CLAIMS SYSTEM:

Doug Robers discussed past and present coding procedures. Coding was done by 36 different staff throughout the company, and now is done by three dedicated coders. Nova Scotia has seen improved coding exercise results. Doug feels this is a much better process for improving and maintaining consistency at their Board.

REQUEST FOR INFO FROM BC:

For BC's own information, Joseph Wong would like to know what other variables are coded, besides NWISP data, at the jurisdictions.

REQUEST FOR INFO FROM NEWFOUDLAND:

Newfoundland coders have moved to the Prevention Department, and new supervisor, David Legge, stated the coders' job description is outdated and they are not in the correct salary range. He requested information from other jurisdictions regarding job descriptions, etc. Mary Ottorino advised coders in Ontario had their job appraisals and were moved up two pay levels. Their job title changed to Reference Data Analyst. Wes Armstrong and Linda Kacur (CTC members) became Reference Data Specialists, and their pay range is two levels higher than the Analysts. Mary said she will provide David with Ontario's job-appraisal information. Mary noted the emphasis should be placed on the decision-making.

NWISP TO ICD CONVERSION:

Ontario will share their conversion of NWISP codes to ICD 9 codes on the AWCBC website.

Z795 STANDARD:

Ray Outair advised when going through the CSA, could take years for updates. In 2004, NWISP had agreement to publish (but not outside WCBs, as no right to it). In 2009, Mary Ottorino and Ray Outair were on a committee with the CSA, but felt it was not productive. A few months ago, Cheryl Tucker, AWCBC, advised, since we have the expertise and drive the decisions, we should take ownership. AWCBC now has the right to publish (AWCBC Z795). Can now put it on website and users will see everything. Lawyers at Boards will review documents. AWCBC will not have to be in sync with CSA anymore. There will be an end-user's guide to look up data (draft) to be finalized. AWCBC has ownership to take it to the members.

2014 CODING EXERCISE:

The CTC should no longer accept more than one answer on coding exercises. Instead, the Answer Key will be finalized prior to the start date, to allow editing of the scenario if it can be interpreted in more than one way. It was suggested to use some scenarios from the Coder's Reference Manual and also low-scored scenarios from past coding exercises to see if there has been an improvement.

Action Item for Mary Ottorino, Diane Baker, Ray Outair, Pieter Lambooy:
Look at a target for coding consistency on coding exercises (possibly 80%).
If standards are not met, then how do we proceed?

POSSIBLE NEW CTC MEMBERS:

Nova Scotia CTC member may change. Possible new members from: NT, NL, BC.

WORKPLAN:

Previous goals and objectives have not changed. There are new ones.

Please refer to workplan document for details.

Respectfully submitted,

A handwritten signature in cursive script that reads "Diane Baker".

Diane Baker
Secretary for Meeting Minutes