

Saskatchewan Workers' Compensation Board 2016 Committee of Review Report Updates

1. *Focus on corporate culture and develop a customer-centric service delivery model. This can be achieved through:*

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Investing in time and training to meet customer service survey targets.	This opportunity will develop through the claims transformation initiative	<p>Work Disability Prevention and Mitigation project training stream will upskill staff to provide customer centric services. An example is motivational interviewing training, which has further expanded within Prevention and Operations in 2023.</p> <p>New quality assurance standards/process now in place in Appeals which will assist with training and/or coaching staff.</p> <p>Quality Assurance practice/ standards/ process created for Employer Services and Prevention.</p>

1. Focus on corporate culture and develop a customer-centric service delivery model. This can be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
<p>Developing service quality standards and ensure they are met.</p>	<p>This opportunity will develop through the claims transformation initiative</p>	<p>Claims Entitlement quality assurance (QA) program full implementation date launched June 30, 2023 to assess quality of adjudication decisions. Revised processes for the QA program are anticipated to be rolled out September 2023 which will include enhanced scoring methods and guides for QA staff.</p> <p>Continue to advance opportunities resulting from December 2022 stakeholder engagement event for psychological injury claims. Prioritized opportunities include finalizing policy review, focus on timeliness of initial adjudication decision, awareness, training and skill development for an improved customer experience, and increasing care provider capacity.</p> <p>The provincial training standard for asbestos continues to move forward, the first external training provider was accredited with another one in the process.</p> <p>New quality assurance standards/process now in place in Appeals.</p>
<p>Increasing WCB Claim Entitlement Services Unit hours beyond conventional business hours, including noon.</p>	<p>Noon hour coverage done - December 12. Extended hours to be negotiated.</p>	<p>Partially complete</p>

1. Focus on corporate culture and develop a customer-centric service delivery model. This can be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Improving operational decision-making in the claims adjudication process so as to reduce the number of appeals at the tribunal level.	This opportunity will develop through the claims transformation initiative	Claims Entitlement quality assurance (QA) program full implementation date launched June 30, 2023 to assess quality of adjudication decisions. Revised processes for the QA program are anticipated to be rolled out September 2023 which will include enhanced scoring methods and guides for QA staff.
Developing open and clearly written communication to provide to injured workers.	This opportunity will develop through the claims transformation initiative	This will continue to be advanced through the forms strategy that is within the scope of claims transformation. Customer communication is also being explored through the Timeliness of Adjudication process improvement opportunity as well as Work Disability Prevention and Mitigation Project.
Minimizing number of caseworkers per claim.	This opportunity will develop through the claims transformation initiative	Partially implemented. Workers with catastrophic, fatality, and psychological injuries have adjudication and management happen by the same WCB staff member, reducing hand offs. Further analysis of this structure is planned as part of the work disability prevention and mitigation project.
Shortening the length of time from date of injury to initial payment by half.	This opportunity will develop through the claims transformation initiative	Timeliness of payment processing (post claim acceptance decision) continues to be an area of focus with our payment team, with 87% of payments processed within 2 days at the end of Q2, which is the same as Q1 results. Our biggest opportunity continues to be reducing time to initial decision, which ultimately will speed up the customer's time to first payment. Further details can be found within section 4.3.3. Operations.

2. Modernize Board structure to reflect the diversity of skills sets required to guide the work of the WCB. This can be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Developing a formal skill set matrix and recruitment process of choosing Board members.	Matrix done. Government hires	N/A
Expanding the Board structure to include seven-members - three full-time members and four part-time members with equal representation from both employer and employee groups.	Government decision	N/A

3. Significantly reduce the average number of days to a decision and communicate clearly with appellants throughout the process. This can be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Providing clear communication and explanation of appeal decisions including an explanation of medical information.	Appeals Department has implemented clear communication standards for written decisions	New quality assurance standards/process now in place in Appeals.
Providing training for frontline staff to alleviate the number of appeals at all levels of appeals.	Appeals Department will use insights to provide coaching to frontline operations staff and provide input into training needs based on thematic analysis of claims issues.	We are currently recruiting for a new QA/Trainer. Future training program has not yet been formalized but will incorporate work from newly created QA training standards.

4. Strengthen the Psychological Injury Policy (POL 01/2009) regarding Post Traumatic Stress Disorder and mental health coverage for Saskatchewan workers by:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Updating the policy to define coverage for PTSD and mental health	Policy and procedure approved	Interdepartmental consultations occurred during Q2. Expect finalized drafts to be submitted for approval before year end.
Coordinate benefits between the WCB and SGI to ensure that no worker is disadvantaged in the event of a work-related motor vehicle accident.	SGI provides top-up	No action required as SGI provides for a top-up to WCB benefits.

7. Repeal sections 173 and 174 of The Workers' Compensation Act, 2013 to comply with the provisions of The Freedom of Information and Protection of Privacy Act and update the WCB's privacy policy to align with the changes.

2016 COR Recommendation:	Strategy or Action Plan	2023-10-03 Status Update:
	Legislative decision	N/A

8. Establish an Employer Resource Centre, coordinated through the Office of the Workers' Advocate, dedicated to helping employers navigate the workers' compensation system.

2016 COR Recommendation:	Strategy or Action Plan:	2023-Q1 Status Update:
	Employer Resource Centre was developed (includes website, email and new 1-800 number). The Data Processing Clerks in Employer Services and the Account Managers in Prevention will manage the phone calls and email requests.	A plan is being developed to further promote the Employer Resource Centre through advertising. Implemented automated proactive process for newly registered employer accounts (introduction, Account Manager contact, priorities, invite to meet in person). Looking ahead we will continue to exploring options to proactively reach out to customers experiencing first time loss claim, and assist safety associations with warm introduction to new businesses registered in their rate codes.

10. Ensure best practices are fair and equitable for all employers and not excessively punitive for small employers. This can be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Educating and ensuring the Rate Review Committee has the skill sets necessary to conduct their review.	Revisions made to Experience Rating	This question was raised by 2021/22 Committee of Review. Internal analysis of the program was completed and communicated to the COR. No further action taken at this time.
Analyzing changes to the standard discount to alleviate the potential for unintended consequences prior to implementation.	Revisions made to Experience Rating	Completed as part of 2021/22 Experience Rate Review. No further action taken at this time.

11. Strengthen ongoing communication with stakeholders regarding Committee of Review recommendations and implementation. This could be achieved through:

2016 COR Recommendation:	Strategy or Action Plan:	2023-10-03 Status Update:
Making the Committee of Review report a more prominent agenda item at the Annual General Meeting.	Already part of Stakeholder Report	We will start publishing quarterly updates on the WCB website following the Oct 3, 2023 Board meeting.
Providing stakeholders with a rationale for Committee of Review recommendation decisions made by the WCB.	Already part of Stakeholder Report	Rationale for decisions made by WCB will be provided in the quarterly updates.