

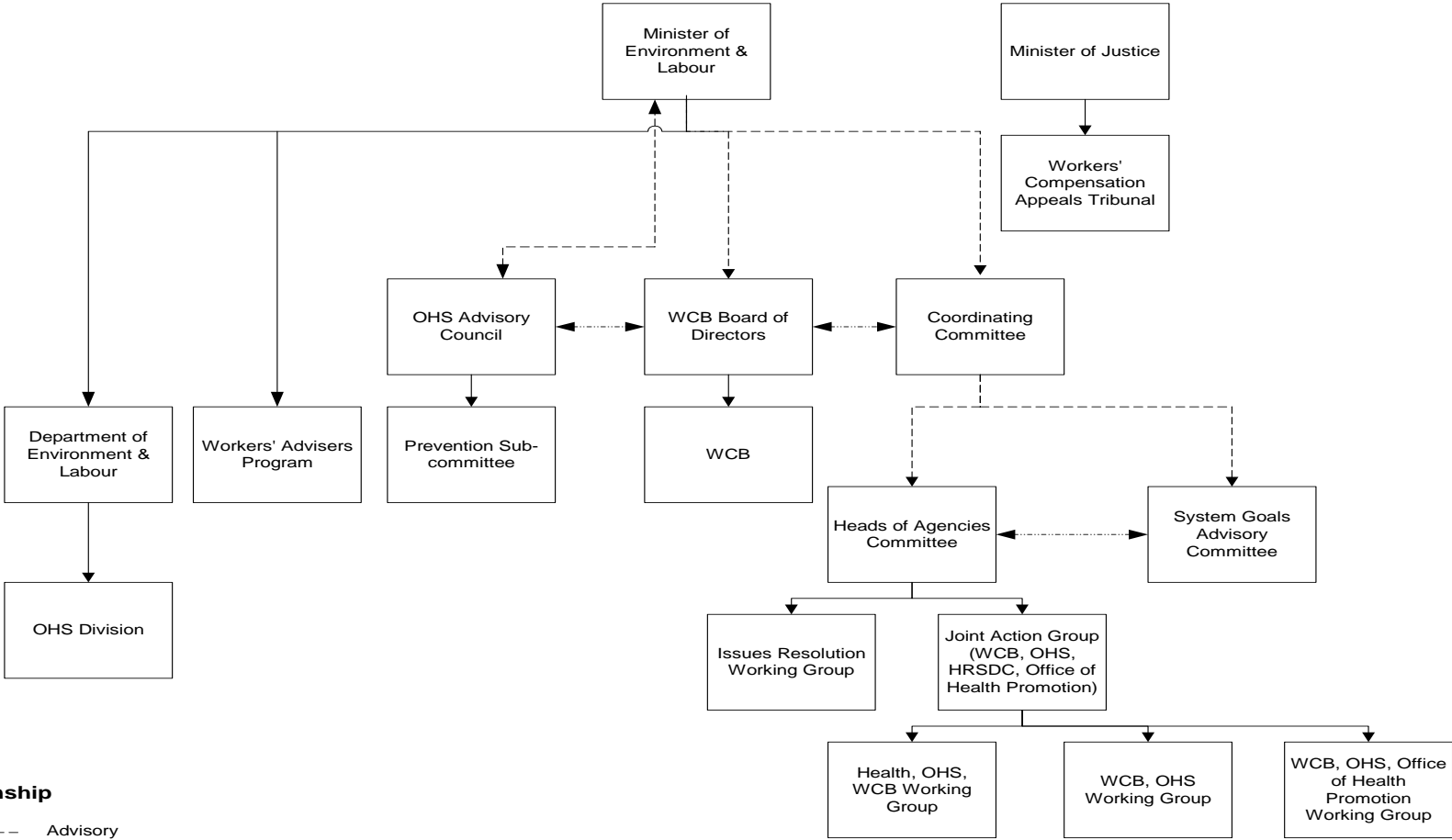
# New Workplace Safety and Insurance System Performance Measures

Last year a group of workers, employers and agency reps who had formed the System Performance Measures Advisory Committee made a series of recommendations about new performance measures. This Committee morphed into the System Goals Advisory Committee who considered the recommendations in light of the revised system strategic plan. They presented final draft measures to the Coordinating Committee for approval. We will begin to report on the performance of the System using these new measures this year.

Included in this package you will find a complete set of the new system performance measures and a detailed system structure chart for your information.

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# Workplace Safety and Insurance System Structure



**Relationship**

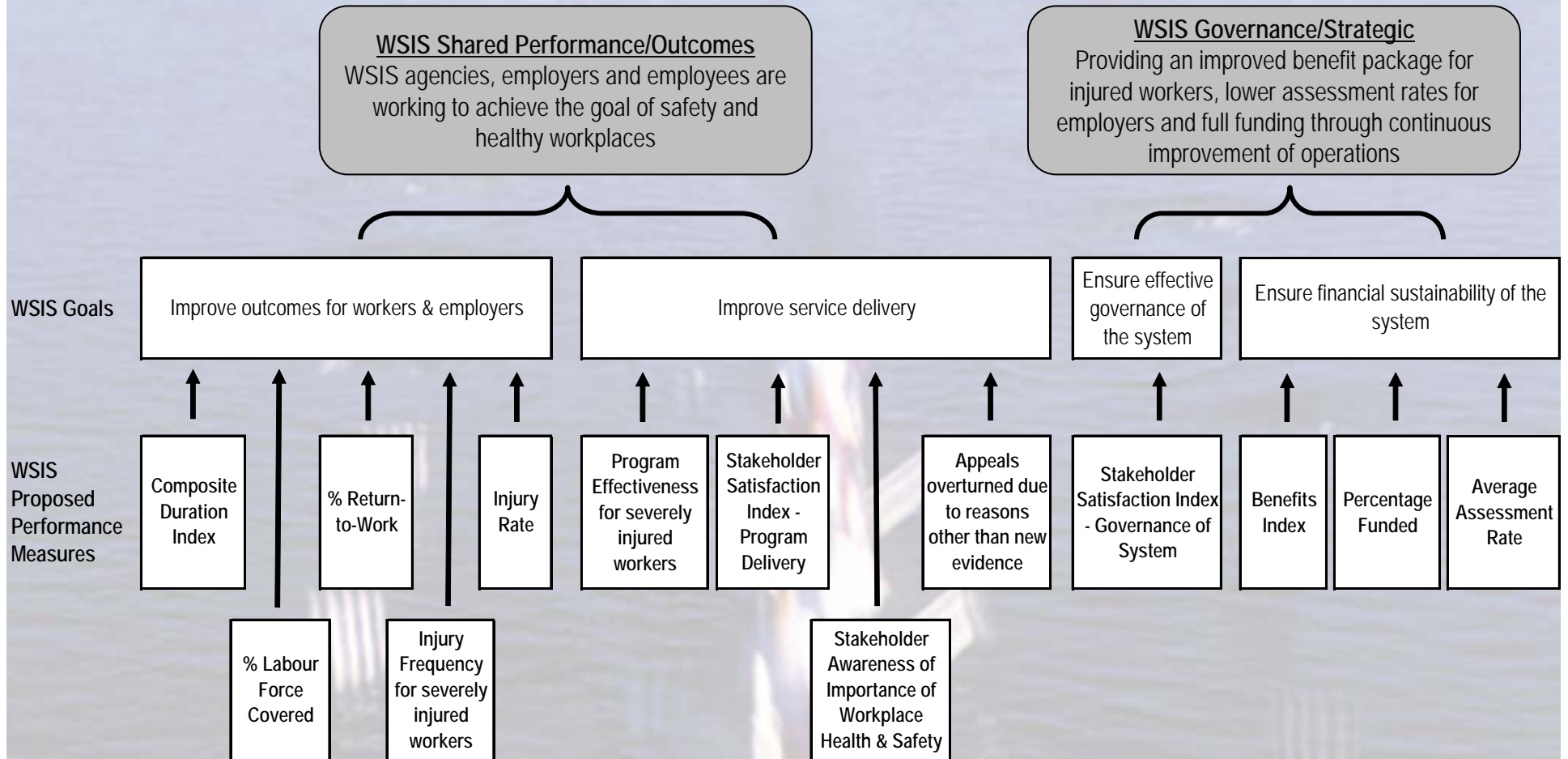
- Advisory
- Reporting
- ..... Working/consulting

## Partner Responsibilities Within the Workplace Safety and Insurance System

Minister of Environment & Labour	Responsible for Part I & III of the WC Act and OHS Act	Workers' Advisers Program	Provides advise, assistance and representation for eligilble injured workers who have been denied benefenits under the WC Act
Minister of Justice	Responsible for Part II of the WC Act		
Workers' Compensation Appeals Tribunal	Hears and decides appeals from hearing officer decisions	Occupational Health & Safety Division	Responsible for establishing, promoting and enforcing clear standards to reduce occupatiional injury & illness
WCB Board of Directors	Responsible for the governance of the Workers' Compensation Board	Workers' Compensation Board	Responsible for WCB strategic plan; responsible for operational oversight of the WCB Insurance and Prevention Programs
OHS Advisory Council	Stakeholder Advisory Group Advises the Minister of Environment & Labour on OHS matters and participates on the SGAC	Joint Action Group	WCB, OH&S, Human Resources Development Canada (HRSDC), Office of Health Promotion Provides advice to HAC on cooperation opportunities for the prevention program
Prevention Sub-Committee	Provides advice to OH&S Advisory Council on the prevention program		
System Coordinating Committee	Chair and Deputy Minister Responsible for coordinating recommendations for legislative change; work to promote the alignment of the strategic and business planning processes with shared goals and objectives; ensuring consultations and linkages between the HAC and SGAC	Issue Resolution Working Group	Provides advice to HAC on strategies to improve the effectiveness and efficiency of issue resolution within the system
Heads of Agencies Committee	WAP, WCAT, WCB, OH&S Measures and reports performance on system goals & objectives; provides the SGAC with information & other inputs it needs to provide the HAC with advice; coordinates implementation of system goals & objectives	Various JAG Working Groups	Identify opportunity for joint initiatives with varous JAG members
System Goals Advisory Committee	Provides advice to the agencies on system goals and objectives; and on measuring and evaluation system performance		
Department of Environment & Labour	Responsible for DEL business plan and for generally supporting the Minister of Environment & Labour		

# WSIS Performance Measures

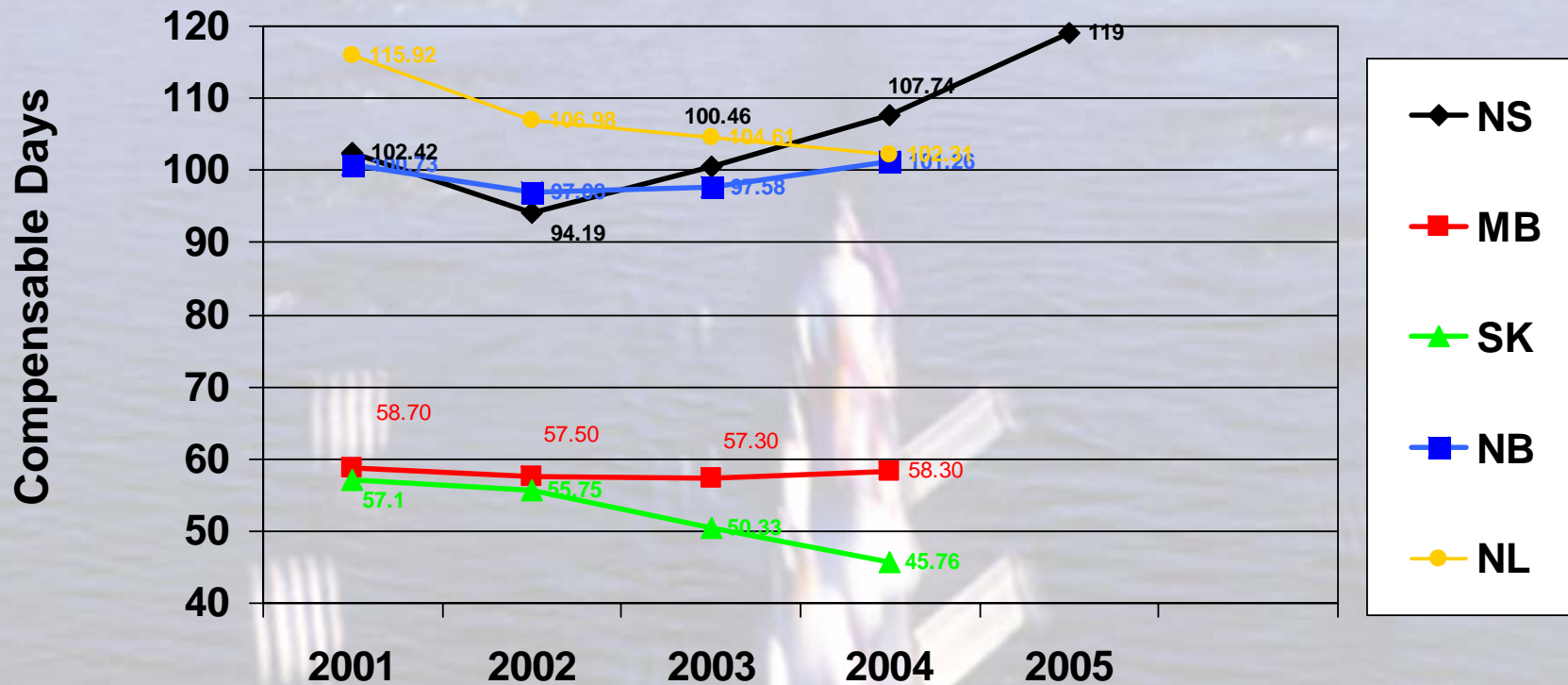
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# Composite Duration Index

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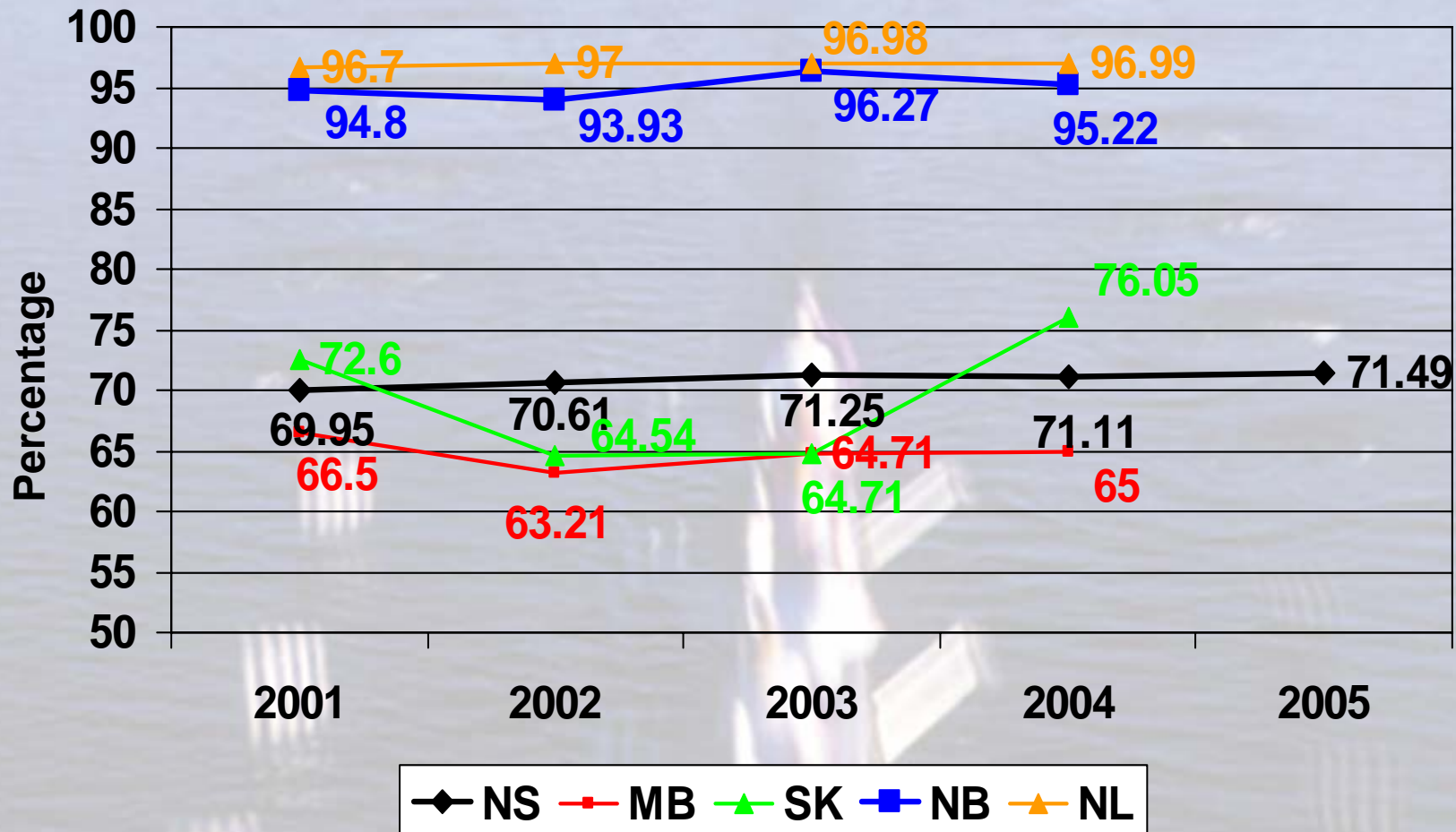
Composite duration is the estimated total number of calendar days compensated for short-term disability over the first five calendar years of duration/lifetime of a typical lost-time claim if current conditions are continued for the future years. Short-term disability benefits are all income benefits during the initial period after the injury, before the injury has stabilized, plateaued or consolidated



The 2/5ths waiting period in NS means that a significant number of short term claims are excluded therefore results will always appear higher when comparing to a jurisdiction with no waiting period. Note NB has a three day waiting period and therefore is impacted in the same manner as NS

# % Labour Force Covered

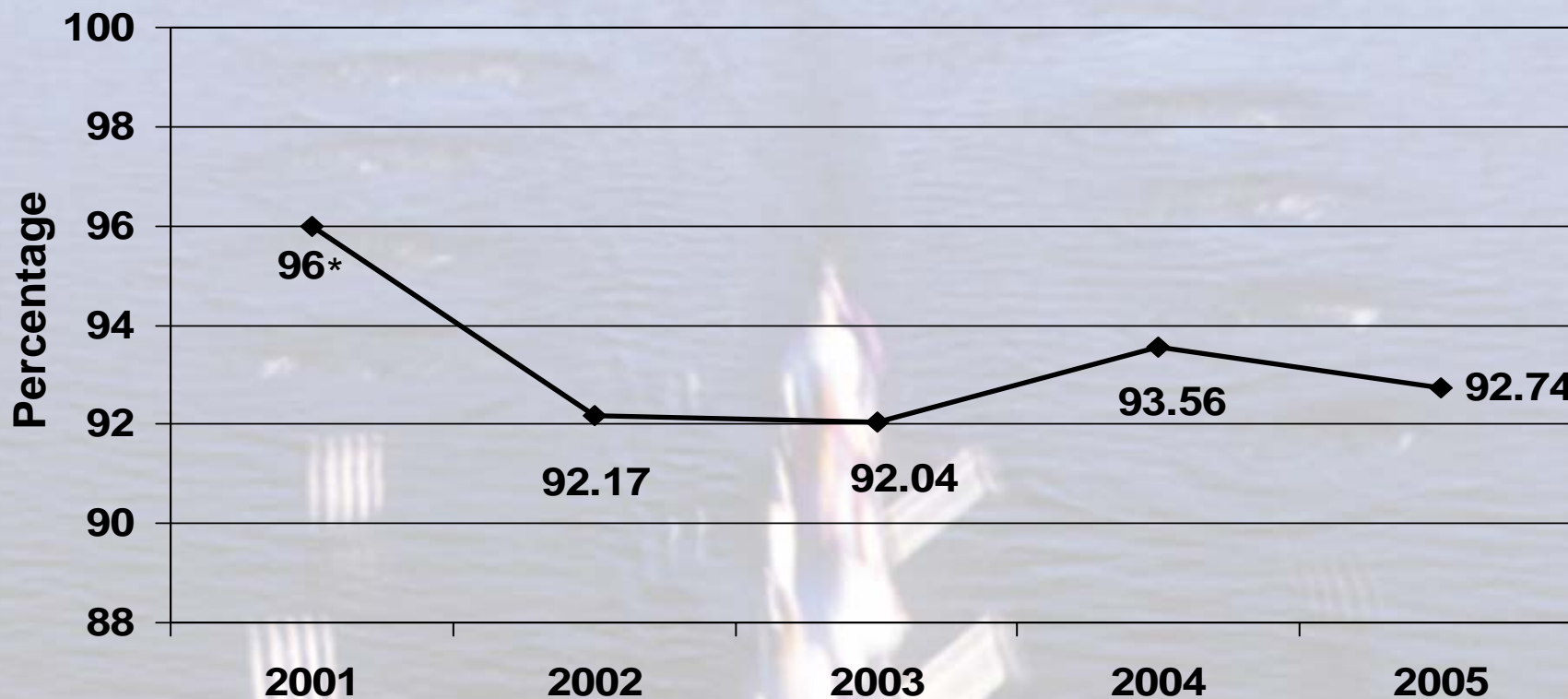
The percentage of the workforce that is by the *Workers' Compensation Act*



# % RTW at 100% Pre-injury Earnings

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Percentage of injured workers that have returned to work at their full pre-injury earnings



This measure does not consider capacity to return-to-work, it considers actual RTW

\* WCB suspects coding issues may make 2001 data unreliable

# Injury Frequency for Severely Injured Workers

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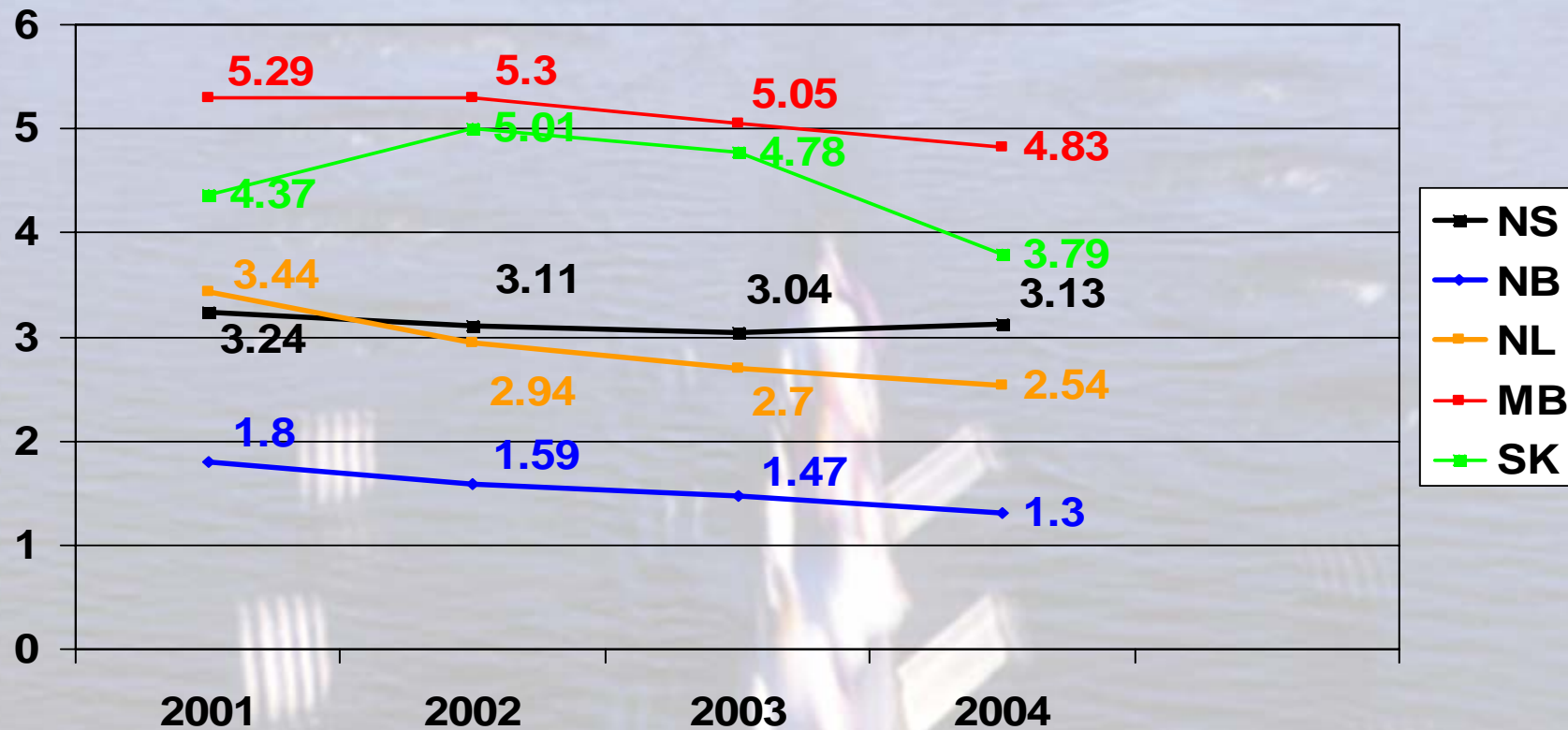
- Not currently measured – to be developed over the next year



# Injury Frequency

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Number of new time-loss claims for assessable employers per 100 person years of employment for assessable employers



New Brunswick and Nova Scotia have a waiting period which will reduce the number of time-loss claims relative to jurisdictions with no waiting period. Numbers may differ from Annual Reports as AWCBC statistics include regular classified firms only

# Program Effectiveness for Severely Injured Workers

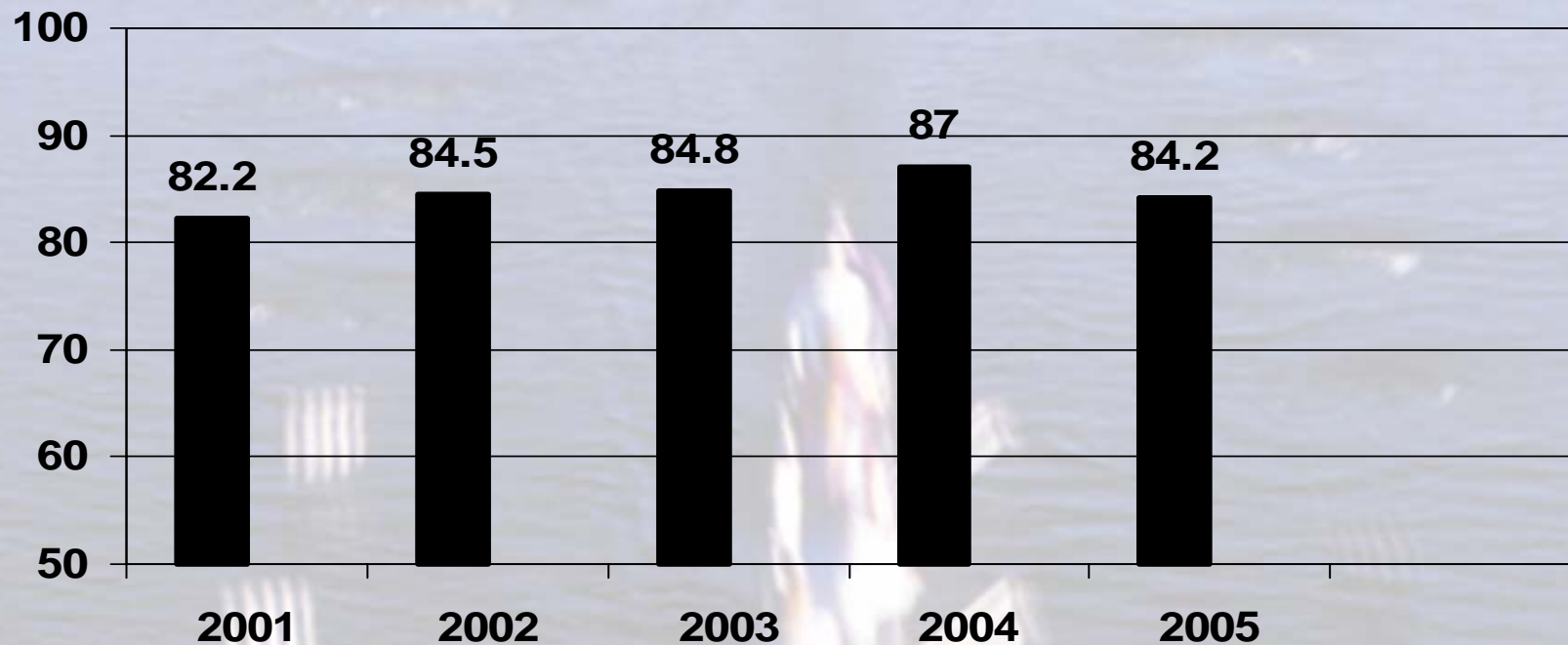
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- Not currently measured – to be worked on over the next year

# Injured Worker Satisfaction Index – Program Delivery

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Based on responses to “treated fairly, outcome, employee effectiveness, ability to answer questions, respect, flexible, and understands needs” which are questions that analysis has indicated drive injured worker satisfaction

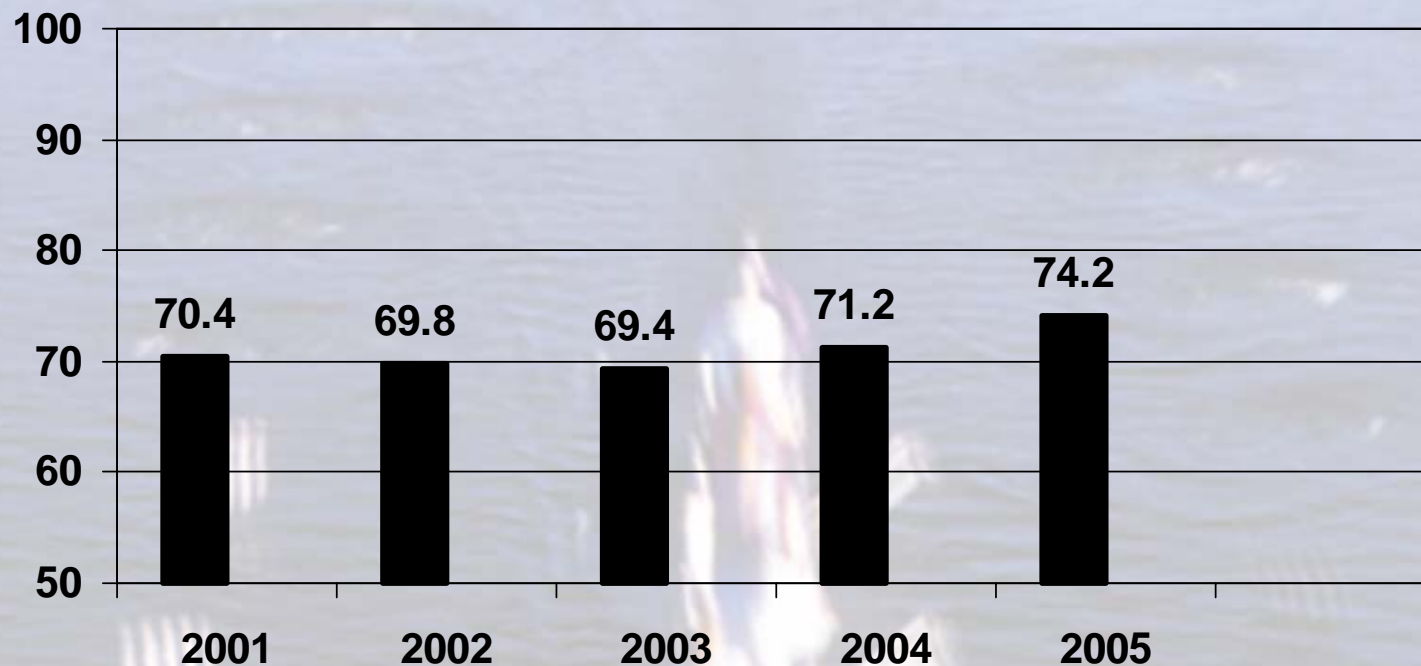


Note: Approximately 1600 workers with a time-loss claim (medium and high risk injuries only) completed the survey, creating a confidence level of 95%

# Employer Satisfaction Index – Program Delivery

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Based on responses to “treated fairly, ability to answer questions, employee effectiveness, politeness, affordable, employers assessed fairly and coverage provided to workers” which are questions that analysis has indicated drive employer satisfaction

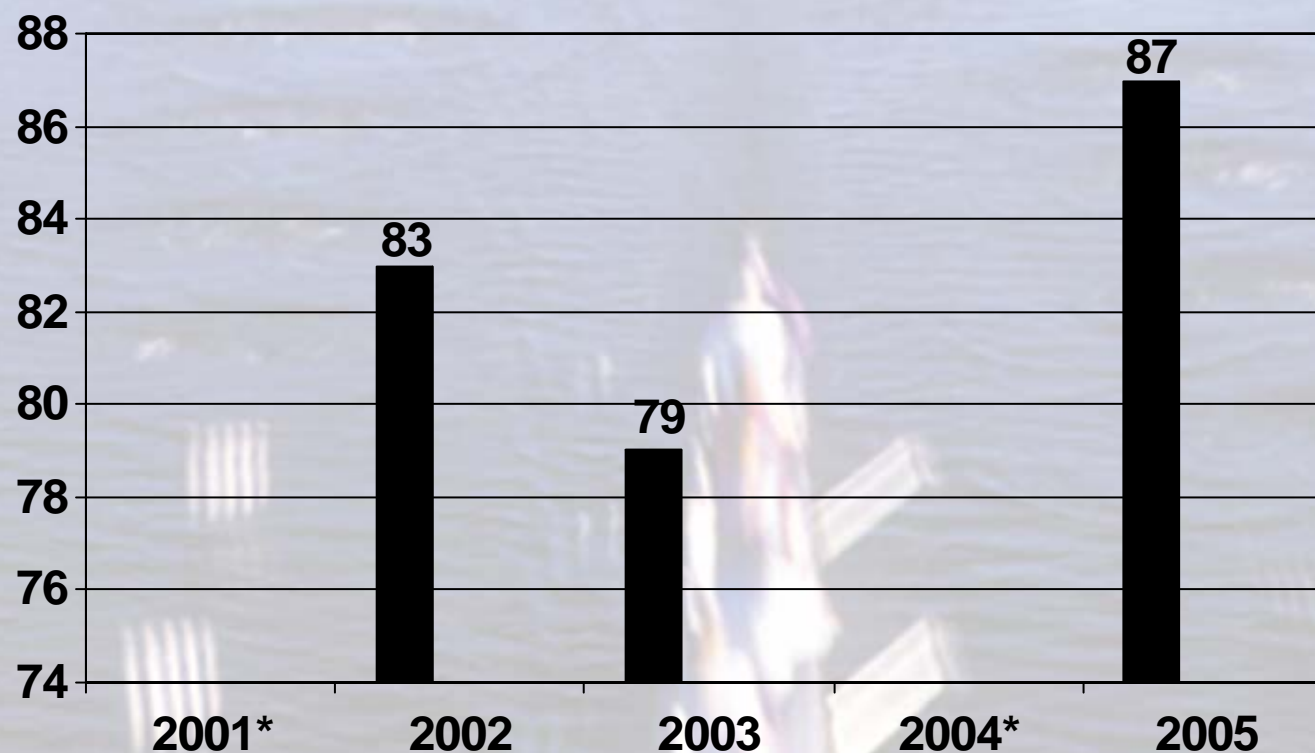


Note: Approximately 1000 firms responded to the survey, creating a confidence level of 95%

# Awareness of Importance of Workplace Health & Safety

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Percentage of Nova Scotians (sample of 400 surveyed) responding “critically important” or “important” to the question “How important is Occupational Health & Safety to you in your day to day work?”

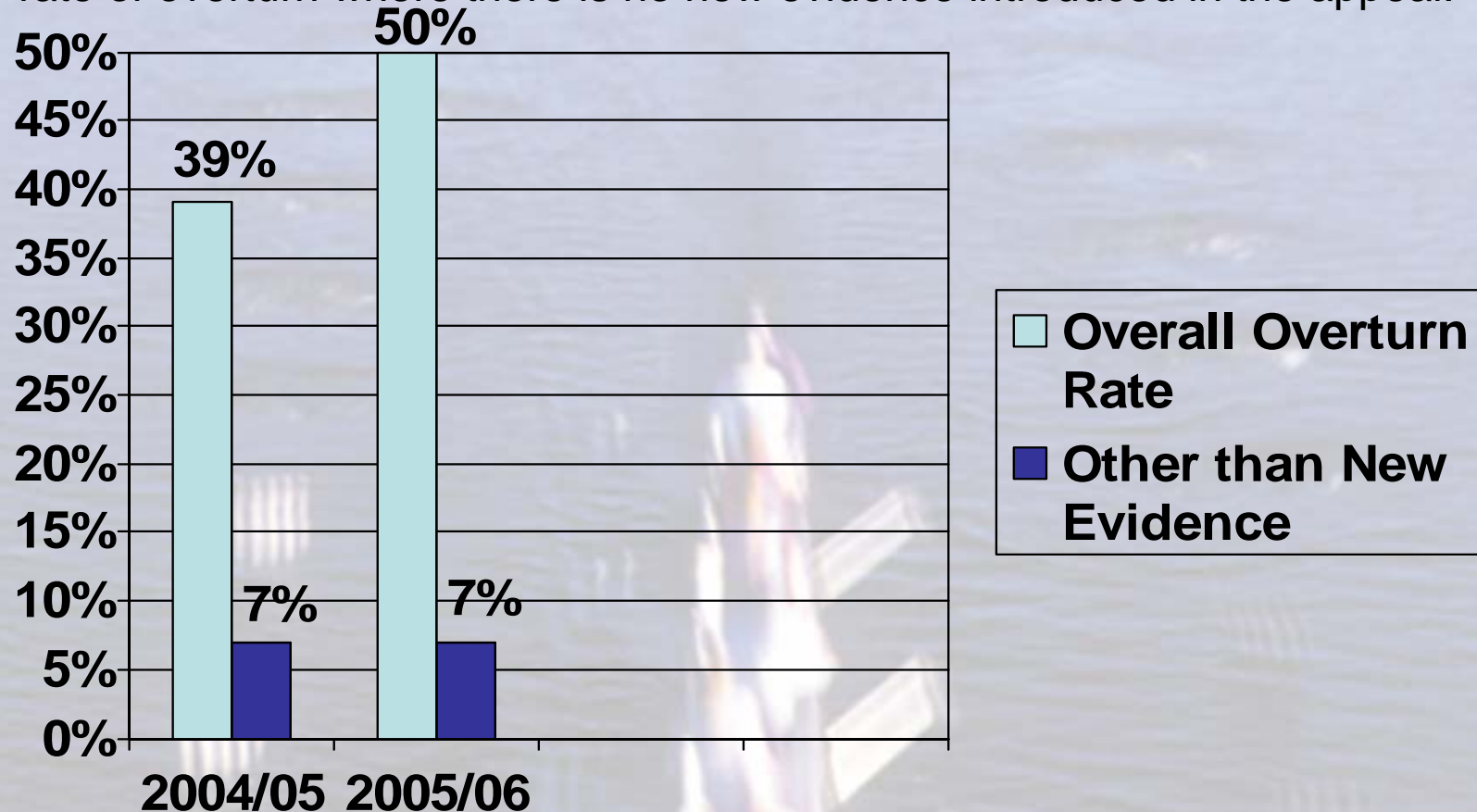


\* No Omnibus Survey was conducted in 2001 and 2004

# Appeals Overturned For Reasons Other than New Evidence

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Overturn rate of appeal decisions issues by WCAT. Other than New Evidence is the rate of overturn where there is no new evidence introduced in the appeal.



# Stakeholder Satisfaction Index – Governance of System

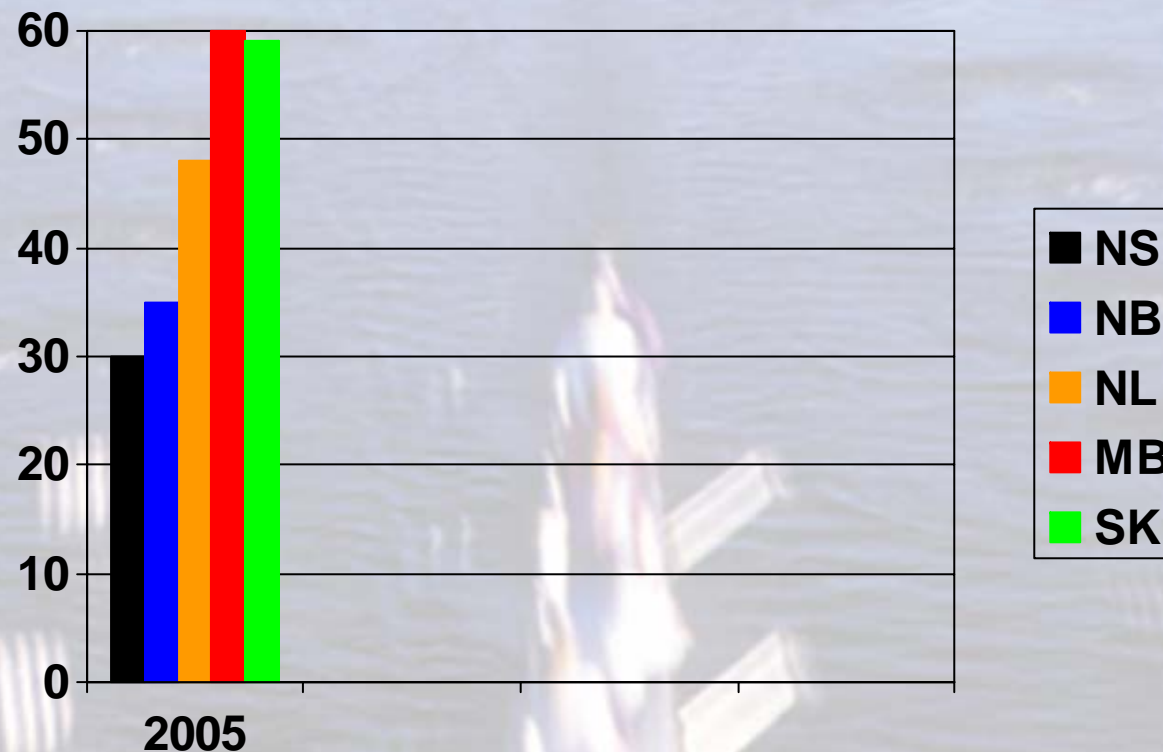
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- Not currently measured – work will be undertaken in the coming year

# Benefits Index \*

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Comprised of ten benefit factors and each factor will receive an equal rating out of ten (max score 100), compared to other provincial jurisdictions



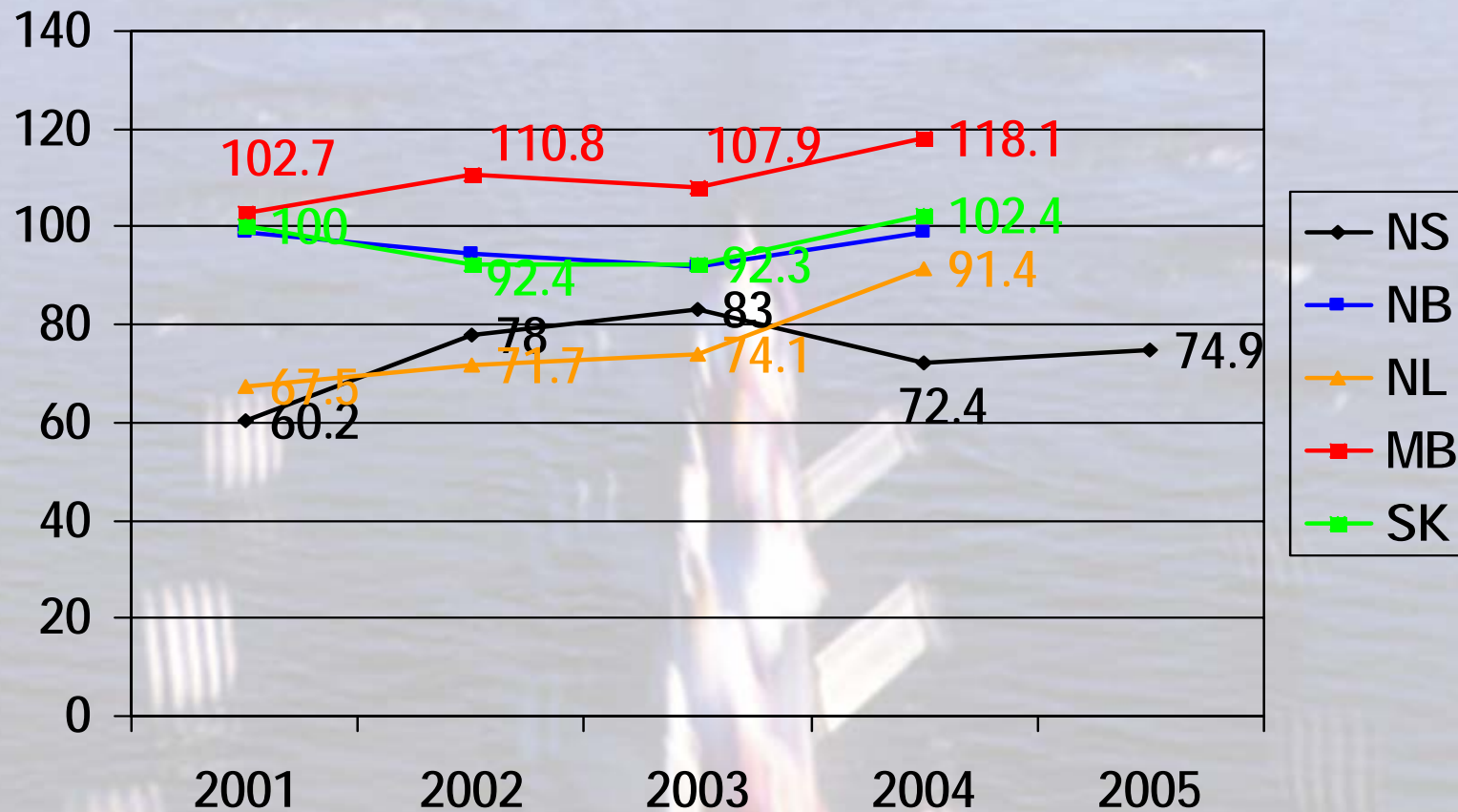
Benefit Factors include waiting period, CPP/annuity offset, % of earnings covered, fatal benefits, max. earnings covered, average PMI/PIB, supplementary benefits, CPI indexing, minimum compensation for weekly earnings \* Measure under review



# Percentage Funded

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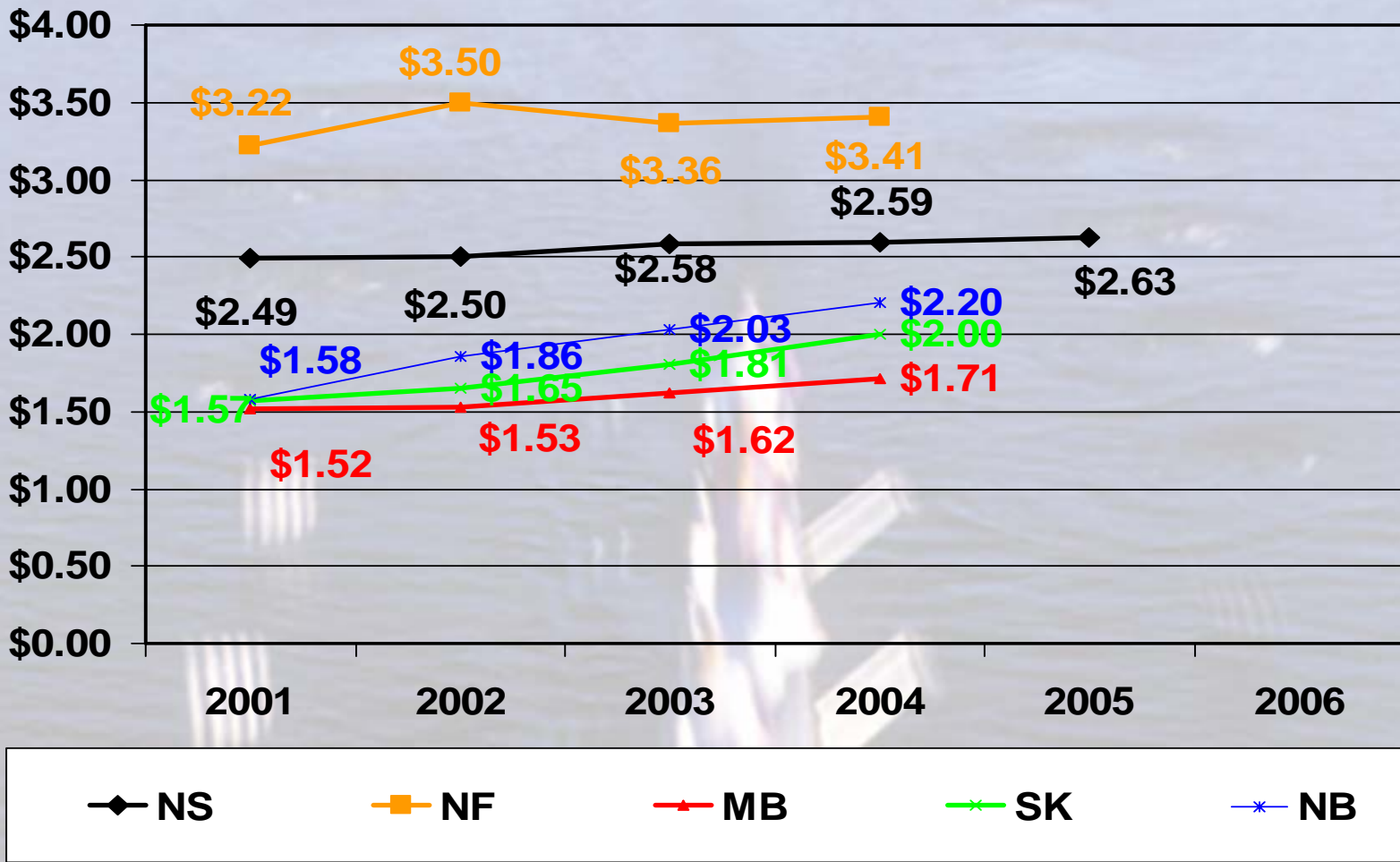
Ratio of total assets to total liabilities plus reserves



# Average Actual Assessment Rate

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Assessment revenue divided by assessable payroll



Source: AWCBC Key Statistical Data