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.
Partner Responsibilities Within
the Workplace Safety and Insurance System

<table>
<thead>
<tr>
<th>Role/Committee</th>
<th>Responsibilities</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minister of Environment &amp; Labour</td>
<td>Responsible for Part I &amp; III of the WC Act and OHS Act</td>
<td>Provides advice, assistance and representation for eligible injured workers who have been denied benefits under the WC Act</td>
</tr>
<tr>
<td>Minister of Justice</td>
<td>Responsible for Part II of the WC Act</td>
<td>Occupational Health &amp; Safety Division</td>
</tr>
<tr>
<td>Workers' Compensation Appeals Tribunal</td>
<td>Hears and decides appeals from hearing officer decisions</td>
<td>Workers' Compensation Board</td>
</tr>
<tr>
<td>WCB Board of Directors</td>
<td>Responsible for the governance of the Workers' Compensation Board</td>
<td></td>
</tr>
<tr>
<td>OHS Advisory Council</td>
<td>Stakeholder Advisory Group Advises the Minister of Environment &amp; Labour on OHS matters and participates on the SGAC</td>
<td></td>
</tr>
<tr>
<td>WAP, WCAT, WCB, OH&amp;S</td>
<td>Measures and reports performance on system goals &amp; objectives; provides the SGAC with information &amp; other inputs it needs to provide the HAC with advice; coordinates implementation of system goals &amp; objectives</td>
<td></td>
</tr>
<tr>
<td>System Goals Advisory Committee</td>
<td>Provides advice to the agencies on system goals and objectives; and on measuring and evaluation system performance</td>
<td></td>
</tr>
<tr>
<td>System Coordinating Committee</td>
<td>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</td>
<td></td>
</tr>
<tr>
<td>Joint Action Group</td>
<td>WCB, OH&amp;S, Human Resources Development Canada (HRSDC), Office of Health Promotion Provides advice to HAC on cooperation opportunities for the prevention program</td>
<td></td>
</tr>
<tr>
<td>Heads of Agencies Committee</td>
<td>Provides advice to OH&amp;S Advisory Council on the prevention program</td>
<td></td>
</tr>
<tr>
<td>Various JAG Working Groups</td>
<td>Identify opportunity for joint initiatives with various JAG members</td>
<td></td>
</tr>
<tr>
<td>Department of Environment &amp; Labour</td>
<td>Responsible for DEL business plan and for generally supporting the Minister of Environment &amp; Labour</td>
<td></td>
</tr>
</tbody>
</table>
WSIS Performance Measures

**WSIS Shared Performance/Outcomes**
WSIS agencies, employers and employees are working to achieve the goal of safety and healthy workplaces

**WSIS Governance/Strategic**
Providing an improved benefit package for injured workers, lower assessment rates for employers and full funding through continuous improvement of operations

**WSIS Goals**
- Improve outcomes for workers & employers
- Improve service delivery

**WSIS Proposed Performance Measures**
- Composite Duration Index
- % Return-to-Work
- Injury Rate
- Program Effectiveness for severely injured workers
- Stakeholder Satisfaction Index - Program Delivery
- Appeals overturned due to reasons other than new evidence
- Stakeholder Satisfaction Index - Governance of System
- Benefits Index
- Percentage Funded
- Average Assessment Rate

**Workplace Safety & Insurance System 2006 AGM**
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.

Composite Duration Index

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 percentage of the workforce that is covered by the *Workers’ Compensation Act* is shown in the graph. The data is sourced from AWCBC. The key statistical data shows the percentage of the workforce covered over the years 2001 to 2005 for different regions: NS, MB, SK, NB, and NL. The graph indicates that the percentage has generally increased over the years, with some fluctuations.
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

Source: WCB Statistics Department
Injury Frequency for Severely Injured Workers

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

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.

Source: AWCBC
Key Statistical Data

WORKPLACE SAFETY & INSURANCE SYSTEM

2006 AGM
Program Effectiveness for Severely Injured Workers

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

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%.

Source: WCB Employer Satisfaction Survey
Awareness of Importance of Workplace Health & Safety

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?”

- 2001*: 74%
- 2002: 83%
- 2003: 79%
- 2004*: 76%
- 2005: 87%

* No Omnibus Survey was conducted in 2001 and 2004

Source: Atlantic Quarterly Omnibus Survey
Appeals Overturned For Reasons Other than New Evidence

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

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

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.

Source: AWCBC
2006 Comparison of WC Benefits
Percentage Funded

Ratio of total assets to total liabilities plus reserves

Source: AWCBC Key Statistical Data
Average Actual Assessment Rate

Assessment revenue divided by assessable payroll

Source: AWCBC Key Statistical Data