

Building the Future

of Nova Scotia's Workplace
Safety and Insurance System

Quarterly Performance Report to the WSIS Coordinating Committee
Quarter Ending June 30th, 2006



Final Report prepared: September 18th, 2006

For the September 2006 Board of Directors meeting

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EXECUTIVE SUMMARY

WORKPLACE SAFETY AND INSURANCE SYSTEM (WSIS) QUARTERLY REPORT – QUARTER ENDING JUNE 30, 2006

This quarterly report includes information covering the period April 1 – June 30, 2006 from all agencies that make up the Workplace Safety and Insurance System – Workers' Compensation Board, Workers' Compensation Appeals Tribunal, Workers' Advisers Program, and the Occupational Health and Safety Division of the Department of Environment and Labour.

In particular, this report includes an update on the implementation of the System Strategic Plan and data on the proposed new system performance measures. Summary reports from each agency are also attached as appendices for your information.

REPORT HIGHLIGHTS

- ▶ *System Strategic Plan Implementation*: All System Strategic Plan initiatives that were scheduled to begin by the beginning of 2006 are underway and on schedule.
- ▶ *WSIS Performance Measures*: Data on some of the new proposed system performance measures is provided below: *Please note that the information provided is primarily based on the latest AWCBC data (2004).*
 - ▶ *Composite Duration Index* – Latest data available for jurisdictional comparison is for 2004 where NS has the highest duration (107.74 days) compared to NB, MB, NL and SK.
 - ▶ *% Labour Force Covered* – Compared to other jurisdictions (NB, MB, NL, SK), NS has the second lowest % of labour force covered (71%) for 2004.
 - ▶ *% RTW at 100% Pre-Injury Earnings* – 93.53% of injured workers returned to work at their full pre-injury earnings in Q2 2006.
 - ▶ *Appeals Overturned for Reasons other than New Evidence* – For April to June 2006, 4% of appeals overturned by WCAT were for reasons other than new evidence.
 - ▶ *Percentage Funded* – For 2004, Nova Scotia was 72.4% funded - the lowest funding level when compared to other jurisdictions (NB, MB, NL, SK).
 - ▶ *Average Actual Assessment Rate* – For 2004, Nova Scotia's average actual assessment rate was \$2.59. Compared to other jurisdictions, only Newfoundland has a higher assessment rate than NS for 2004.

WSIS STRATEGIC PLAN INITIATIVES – PROGRESS TO DATE

Initiatives

Timeline

Progress

Goal: To improve outcomes for workers and employers

Prevention Initiatives	Ref. Pg*	2006			2007	
		Q2	Q3	Q4	Q1	
Social Marketing Campaign	10	O	O	O	O	Work is underway & on schedule
Core Curriculum	11	O	O	O	O	Work is underway
Youth education program	11	O	O	O	O	This is an ongoing initiative
Explore options for Certification of Trainers Program	11	O	O			Work is underway
Employer Account Look Up	12	O	O	O	O	Work well underway and on schedule
Develop industry support networks	12	O	O	O	O	This is an ongoing effort
Investigate experience rating range	12	O	O	O	O	Program underway
Develop new safety incentive program	12	O	O	O		Program to be rolled out in Q4 2005 and implemented in 2006
Develop safety audit program	12	O	O	O		Ongoing initiative
Develop disincentives	13	O	O	O	O	Ongoing initiative

Return to Work Initiatives

Develop baseline measurements & set targets	15	O	O	O	O	Baseline measures & targets established based on current measurement approach. Will revisit once new RTW model is done
Develop survey tool for RTW	15			P		This will be incorporated in an overall review of the stakeholder survey in 2006
Develop strategy & train staff to educate employers	15	O	O	O	O	Work underway. Will be integrated with Prevention and RTW Redesign efforts.
Consult stakeholders & train staff re. Best practices	16	O	O	O		Work underway. Will be addressed in the delivery model for RTW (above). Further best practice work to occur later.
Improve mgmt of service provider contracts	16	O	O	O	O	New physiotherapy contracts implemented in Sept. 2005. New contract signed with Doctors NS in Q3 2006. Other health care disciplines to follow.
Explore certificate in Occupational Health	16	O	O			Work is underway
Support Disability Prevention & Mgmt Course	16	O	O	O	O	Work is underway. Primary Care Physicians trained by ACOM in June 2005.
Educate physicians on RTW	16	O	O	O	O	This is an ongoing effort

Goal: To improve service delivery

Accessibility Initiatives

Youth education program	19	O	O	O	O	This is an ongoing effort
Regional workshops	19	O	O	O	O	This is an ongoing effort
New service channels	19	O	O	O	O	This is an ongoing effort
Investigate integrated telephone inquiry service	20				P	To be investigated in Service Delivery Model Analysis in 2007
Determine reading level of clients	20				P	Will be linked to Service Delivery Model review and start in 2007
Develop plan for communicating with special needs clients	21				P	Will be linked to Service Delivery Model review for WCB component and start in 2007

Issue Resolution Initiatives

Joint working group to explore new forms of issue resolution	22	O	O	O	O	Ongoing
Develop opportunities for joint agency training	22	O	O	O	O	Ongoing
Provide WAP with access to expedited services	22	O	O			Assigned to Issues Resolution Working Group

Initiatives**Timeline****Progress****Goal: To ensure effective governance of the System****2006****Ref. Pg. Q1 Q2 Q3 Q4**

Produce quarterly agency reports	23	O	O	O	O	1 st joint report in Nov. 03
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Additional WSIS Initiatives

System Navigator	N/A	O	O	O	O	Meeting with stakeholders Nov. 30 2005. Sub working group created to further examine the issue in 2006. Development is underway.
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Completed WSIS Initiatives

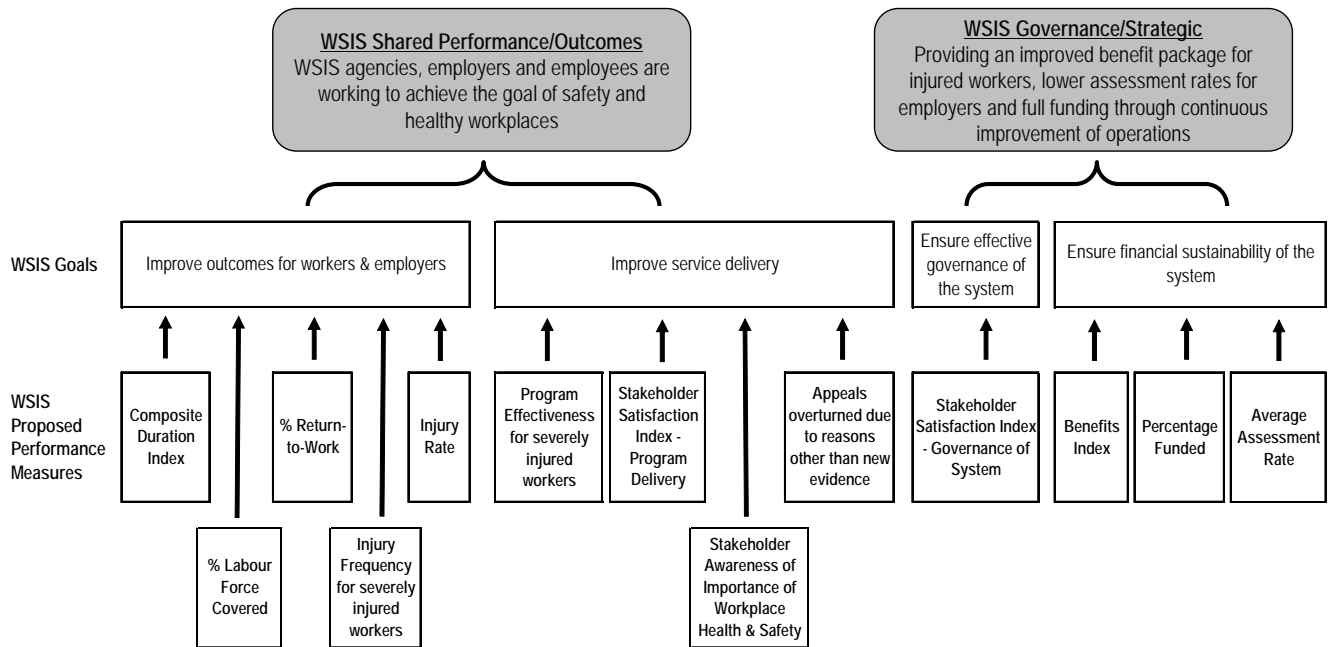
Collaborate with Medical Society re. web-site	16					Completed in 4th quarter, 2003
Organize first WSIS Annual General Meeting	25					Completed in Q2, will be an annual event
Develop policy for stakeholder consultation	25					Presented to BoD Q1 2004
Establish inter-agency policy forum	26					Completed in Q1 2004
OH&S Grant Program	10					Completed in Q2 2005
Establish System performance measures group	26-27					Inaugural meeting June 4/04
Create System web-site	20					Phase 1 (design of gateway pg for system) completed in Q4 2004
Develop priority employer program	12					Completed in Q4 2005 and is now operational
Implement most effective delivery model for RTW	15					Monitoring began in Q3 2005
Develop single document describing System	20					Incorporated in the WSIS web site

*Refers to the page in the System Strategic Plan where the initiative is discussed

O = Ongoing Activity; P = Planned Activity; C = Completed Activity

WSIS PERFORMANCE MEASURES

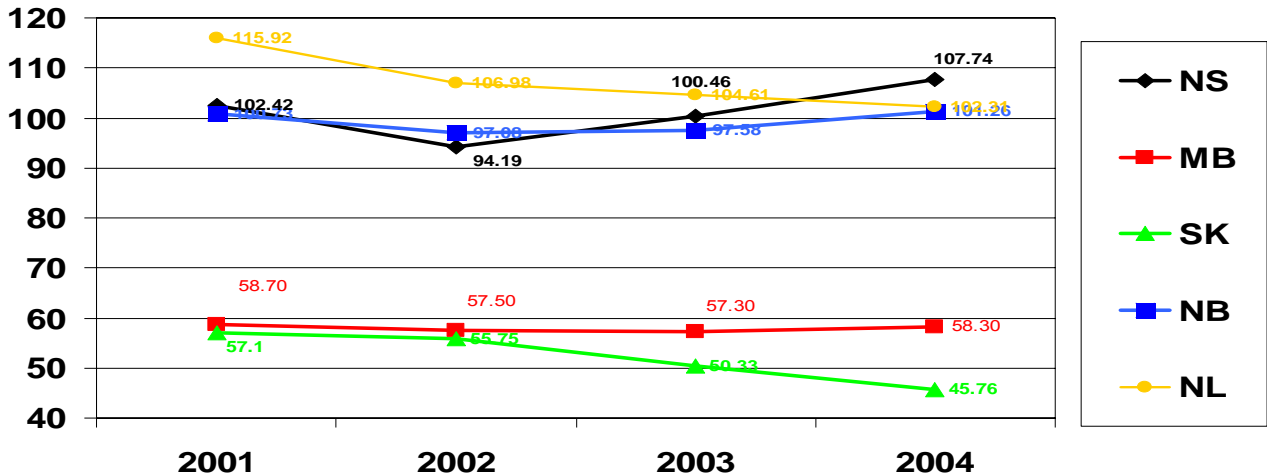
The System Performance Measures Advisory Committee (SPMAC) completed its recommendation regarding System Performance Measures in August 2005. Following up on this work, the System Goals Advisory Committee (SGAC) has been formed to consider these recommendations in light of the revised system strategic plan and make a final recommendation on performance measures for the System. The following diagram outlines the 13 proposed system performance measures recommended by SGAC in the context of the WSIS goals:



The following graphs provide data for the new System performance measures. Note, this is still a work-in-progress as some of the measures still need to be created and others require further refinement.

Graph 1 – Composite Duration Index

Definition: 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

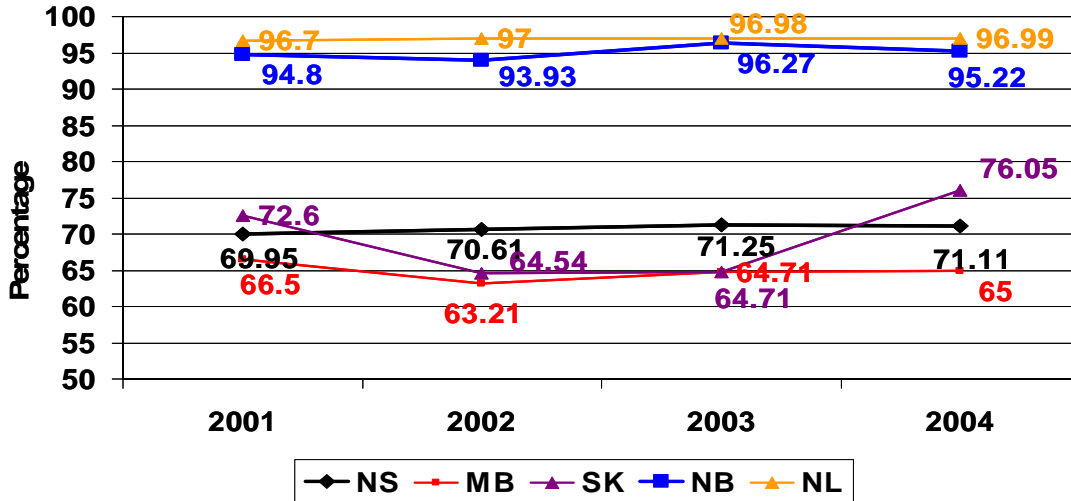


The 2/5ths waiting period in NS means that a significant number of short term claims are excluded therefore results will always appear higher when comparing to a jurisdiction with no waiting period. Note NB has a three-day waiting period and therefore is impacted in the same manner as NS.

Source: AWCBC Key Statistical Data.

Graph 2 – % Labour Force Covered

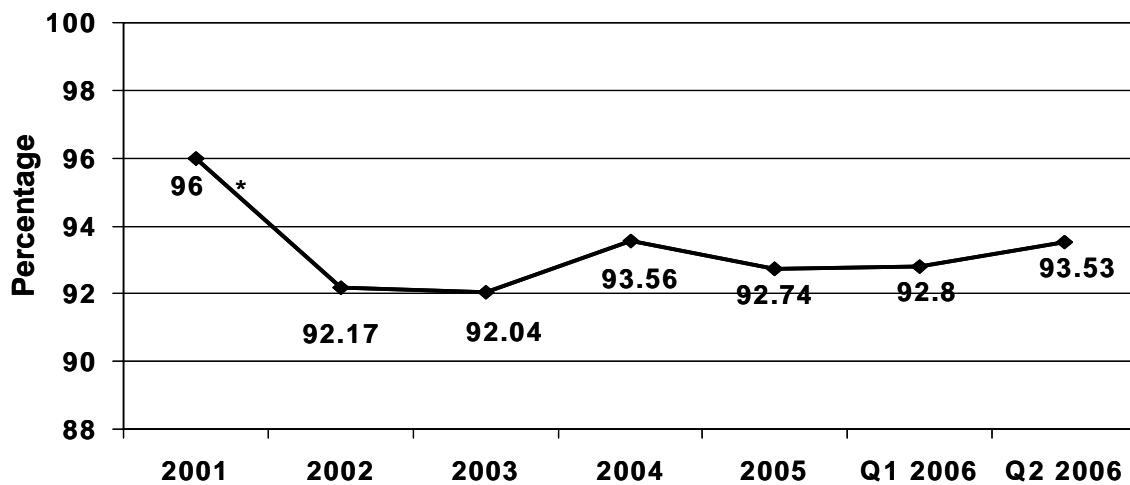
Definition: The percentage of the workforce that is covered by the *Workers' Compensation Act*



Source: AWCBC Key Statistical Data

Graph 3 - % RTW at 100% Pre-injury Earnings

Definition: Percentage of injured workers that have returned to work at full pre-injury earnings.

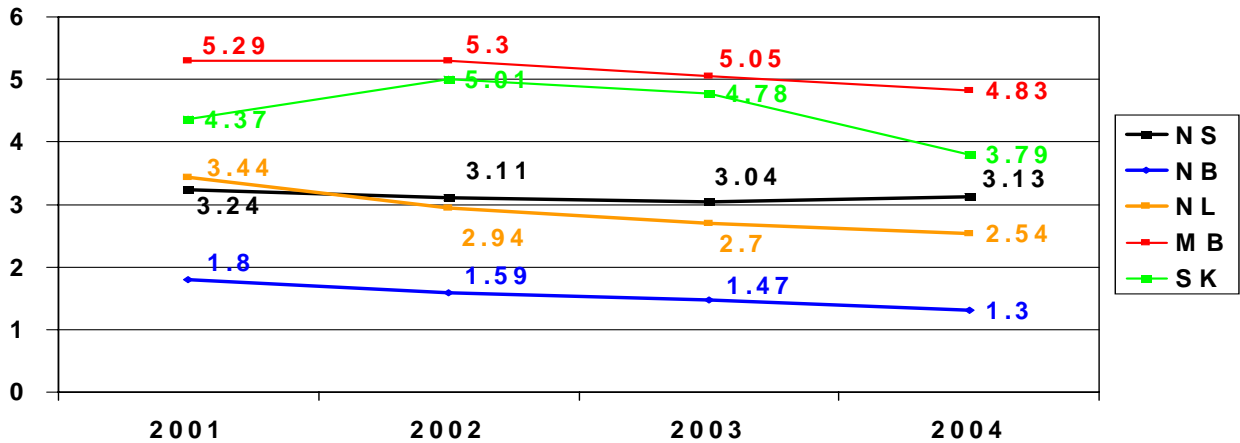


This measure does not consider capacity to return-to-work, it considers actual RTW
 * WCB suspects coding issues may make 2001 data unreliable

Source: WCB Statistics Department

Graph 4 – Injury Frequency

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

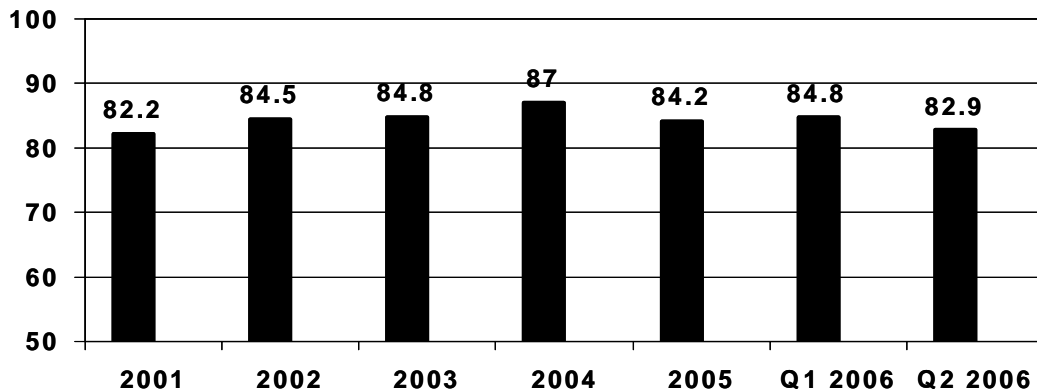


New Brunswick and Nova Scotia have a waiting period that will reduce the number of time-loss claims relative to jurisdictions with no waiting period. Numbers may differ from Annual Reports as AWCBC statistics include regular classified firms only.

Source: AWCBC Key Statistical Data

Graph 5 – Injured Worker Satisfaction Index – Program Delivery

Definition: Based on injured workers' responses to the 7 questions included on the WCB Injured Worker Satisfaction Survey which analysis indicates drive injured worker satisfaction. For 6 of the questions (treated fairly, outcome, ability to answer questions, respect, flexible, and understands needs), the index is based on responses of "completely satisfied" and "mostly satisfied". For the remaining question (employee effectiveness), the index is based on responses of "very effective" and "somewhat effective".

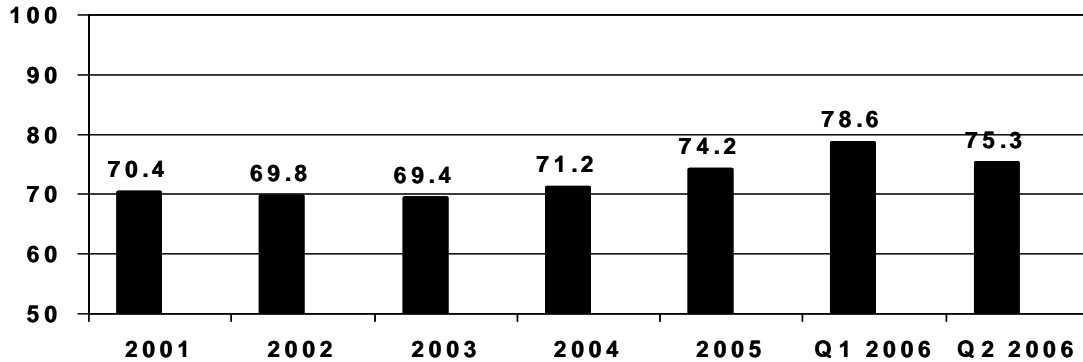


Note: Approximately 1600 workers with a time-loss claim (medium and high risk injuries only) completed the survey, creating a confidence level of 95%.

Source: WCB Injured Worker Satisfaction Survey

Graph 6 – Employer Satisfaction Index – Program Delivery

Definition: Based on employers' responses to the 7 questions included on the WCB Employer Satisfaction Survey which analysis indicates drive employer satisfaction. For 6 of the questions (treated fairly, ability to answer questions, politeness, affordable, employers assessed fairly and coverage provided to workers), the index is based on responses of "completely satisfied" and "mostly satisfied". For the remaining question (employee effectiveness), the index is based on responses of "very effective" and "somewhat effective".

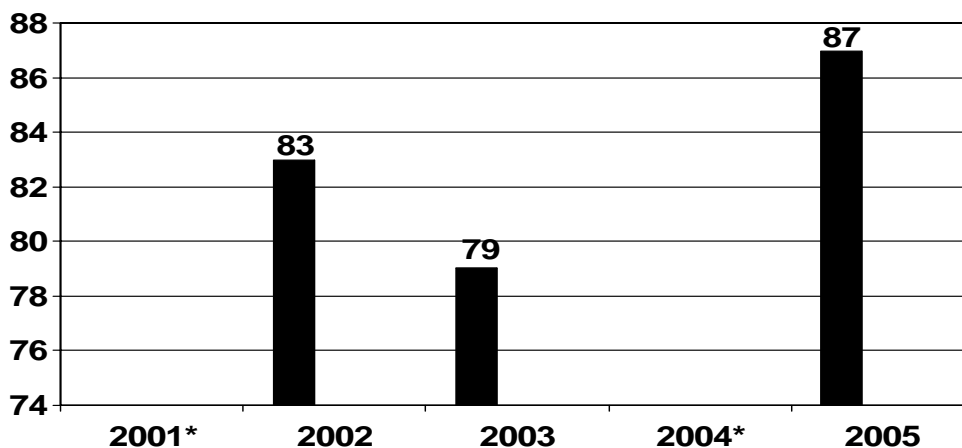


Note: Approximately 1000 firms responded to the survey, creating a confidence level of 95%.

Source: WCB Employer Satisfaction Survey

Graph 7 – Awareness of Importance of Workplace Health & Safety

Definition: 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?"

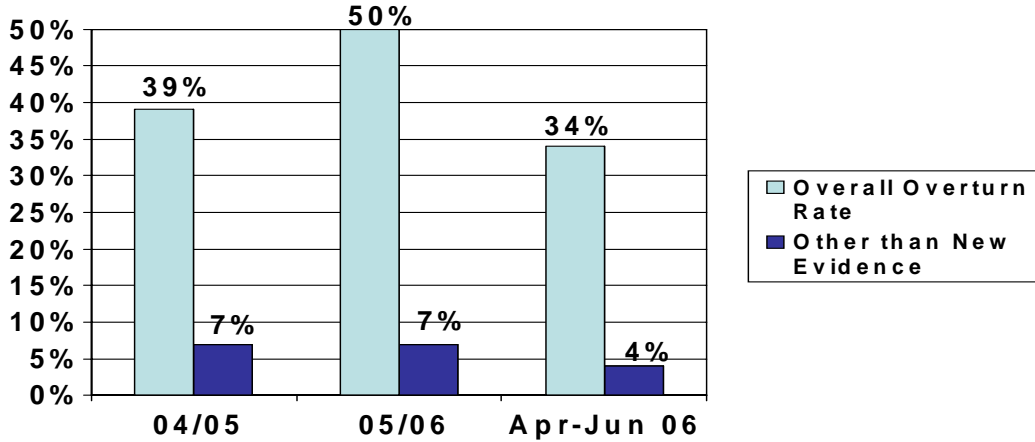


* No Omnibus Survey was conducted in 2001 and 2004.

Source: Atlantic Quarterly Omnibus Survey

Graph 8 – Appeals Overturned for Reasons Other than New Evidence

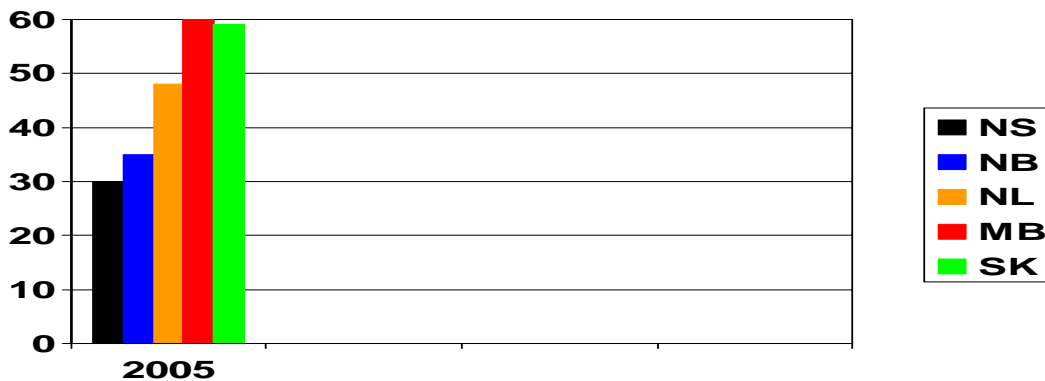
Definition: Overturn rate of appeal decisions issues by WCAT. “Other than New Evidence” is the rate of overturn where there is no new evidence introduced in the appeal.



Source: Workers' Compensation Appeals Tribunal

Graph 9 – Benefits Index*

Definition: Comprising ten benefit factors with each factor receiving an equal rating out of ten (max score 100), compared to other provincial jurisdictions

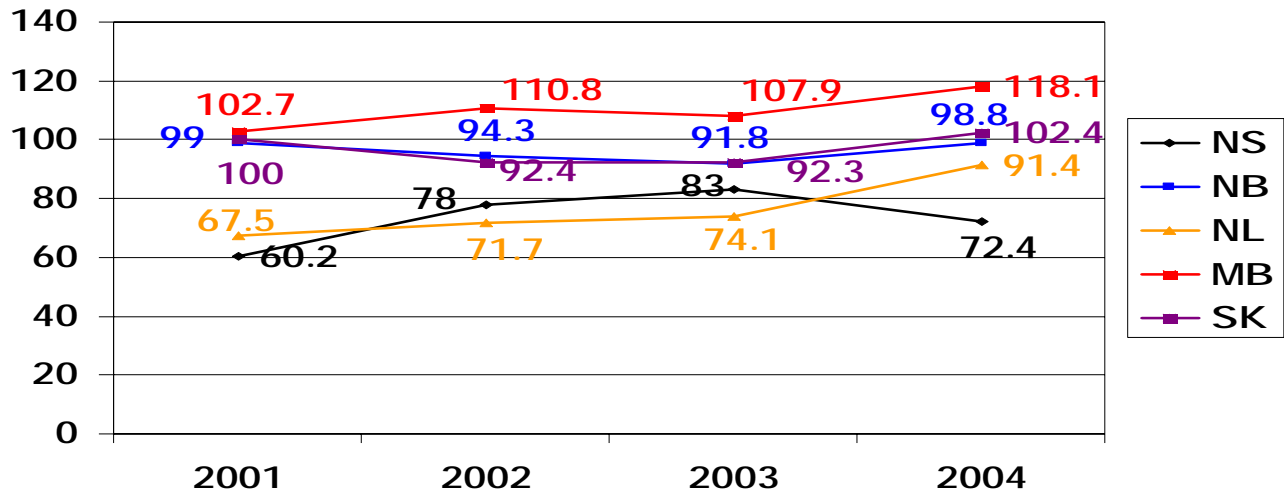


Benefit Factors include waiting period, CPP/annuity offset, % of earnings covered, fatal benefits, max. earnings covered, average PMI/PIB, supplementary benefits, CPI indexing, minimum compensation for weekly earnings * Measure under review

Source: AWCBC 2006 Comparison of Workers' Compensation Benefits

Graph 10 – Percentage Funded

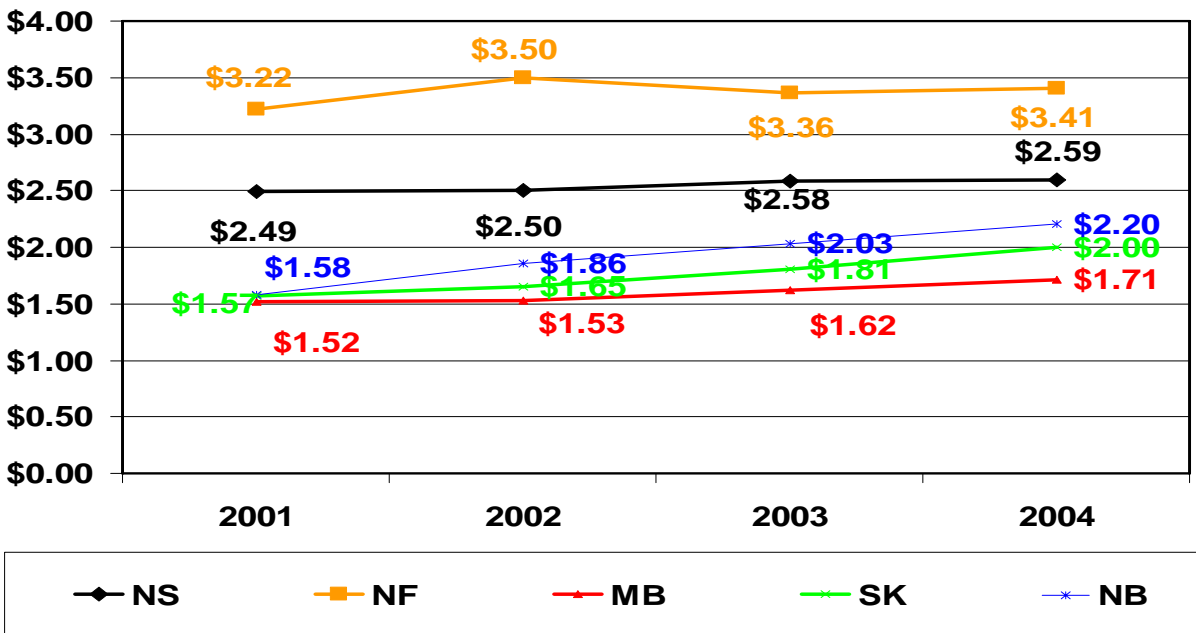
Definition: Ratio of total assets to total liabilities plus reserves



Source: AWCBC Key Statistical Data

Graph 11 – Average Actual Assessment Rate

Definition: Assessment revenue divided by assessable payroll



Source: AWCBC Key Statistical Data

System Performance Measures in Development

The following three system performance measures are not currently measures and will be developed over the next year:

- Injury Frequency for Severely Injured Workers
- Program Effectiveness for Severely Injured Workers
- Stakeholder Satisfaction Index – Governance of System

APPENDIX 1 - WORKERS' ADVISERS PROGRAM SUMMARY REPORT

Operations

- For this period of time, the Program's target of waiting time for service was met. The provincial average is **2.75** weeks (includes local and out of town wait times).
- Resources/Early Assistance continues to provide service to workers and others who require general information and assistance. We received **399** Resource/Early Assistance calls during this quarter.

Table 1: Case Summary Statistics

2006	# Active Files	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served at the end of reported period
April	899	*145+96=241	142	132	13	0	1041
May	909	*143+85=228	148	148	8	0	1189
June	907	*140+110=250	133	136	15	0	1322
Quarter	907	428+291=719	423	416	n/a	0	1322

*Includes Requests directly to intake + calls referred to resource not forwarded to intake.

Process

Service Waiting Time

- The waiting time for service for all in-take is calculated from the date the worker first contacts the Program to the date of the worker's first appointment with an adviser. The only exception is in-take involving appeals for "chronic pain".
- The wait time for service for "chronic pain" files, is calculated from the date the file is received by the Workers' Advisers Program to the date when an Adviser contacts the worker (in person or by telephone) to discuss the worker's appeal.

Table 2: Service Waiting Time Local Offices

Intake Period	Halifax	Sydney
April	3.29	1.86
May	2.28	2.51
June	3.32	2.14
Average for local offices	2.96	2.17
Quarter Average	2.56	

Table 3: Service Waiting Time Out of Town

Intake Period	Bridgewater/ Yarmouth	Digby/Kentville Amherst/Truro	New Glasgow/ Antigonish/ Port Hawkesbury
April	3.23	2.23	2.81
May	2.20	3.48	3.60
June	2.45	2.70	3.60
Quarterly Average for area	2.63	2.80	3.34
Out of Town Average Waiting Period for the Quarter			2.92

Table 4: Program Statistics

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Court	Hearing Officer	WCAT
April	2	8	21	0	11	34
May	2	9	30	0	23	40
June	0	6	30	0	37	55
Quarter	4	23	81	0	71	129

Financial

- Budget figures ending June 30, 2006 from the Department of Finance indicate we have spent **16.57 percent** of our authority (\$2,262,000).
- The budget authority for 2006-2007 is \$2,262,600.00, which is 1 percent (\$26,400) less than the approved budget for 2005-06.

Table 5: WAP Financial Data

	As of June 30, 2006
Salaries & Benefits	\$314,015.68
Administrative	\$49,871.21
Medical Reports & Expert Fees	\$11,052.50
External Legal Fees & Disbursements	\$63.00
Consulting Fees	\$0.00
TOTAL	\$375,002.39
% Of Authority Spent	16.57%

Client Satisfaction: Client Survey Results

- Surveys continue to be sent to all workers when we close their files. The Program closed **416** client files during this period and received **67** returned surveys representing **16.1** percent of those sent out.

Table 6: Client Survey Results

	April 2006	May 2006	June 2006	Total	% Return for Quarter
Closed Files	132	148	136	416	
Returned Surveys	14	34	19	67	16.1%
Not Positive Outcome	9	17	12	38	56.7%
% Monthly Return	10.6%	23.0%	14.0%		
Of the surveys returned,					
Provided Comments	10	27	10	47	70.1%
Negative Comments	1	4	0	5	7.5%

- 84.72 percent** of the clients responding to our survey either “**strongly agreed**” or “**agreed**” that the service provided by the Program staff satisfied their requirements.
- 56.7 percent** of the clients who completed surveys (38 of the 67 returned) did not have a positive outcome in their appeals.

Table 7: Satisfaction rates for the quarter

	<i>Professionalism</i>	<i>Knowledge</i>	<i>Effort</i>	<i>Response /Time</i>	<i>Response / Satisfaction</i>
Agree or Strongly agree	89.3%	86.4%	84.0%		
All of the time or Most of the time				85.2%	79.6%

The detailed report of the Workers’ Advisers Program operations for the period including April, May and June 2006 is available at our website www.gov.ns.ca/enla/wap

APPENDIX 2: WORKERS' COMPENSATION APPEALS TRIBUNAL SUMMARY REPORT

OPERATIONS OVERVIEW

- The number of appeals received (292) has increased significantly in this first quarter. Appeal volumes at WCAT have doubled since March 2006. The average number of appeals per month for the period April to June 2006 was 97. An increase in the number of appeals is as a result of appeals by workers seeking entitlement to chronic pain benefits. This is now the primary issue before the Tribunal. WCAT has also noticed an increase in self-represented appellants, mainly workers, and, therefore, a corresponding increase in the number of appeals heard by oral hearing. As of June 30, 2006, there were 401 appeals before WCAT. WCAT continues to meet service delivery objectives.

WCAT STRATEGIC PLAN INITIATIVES:

WCAT Initiatives

- *Annual Report:* WCAT's Annual Report was published in mid-June 2006 and was circulated to stakeholder representatives. It is also available on WCAT's website.
- *CCAT Conference:* Several appeal commissioners participated in the Canadian Council of Administrative Tribunals' Annual Conference in Ottawa in June 2006. The conference provides appeal commissioners with an opportunity every year to meet with our counterparts from all across the country. Appeal commissioners from Nova Scotia take a lead role in facilitating the workshop on workers' compensation matters. The workshop addressed several emerging issues such as chronic pain, stress and dealing with unrepresented appellants.

WSIS Joint Initiatives

- *WSIS Annual Meeting:* WCAT participated in the WSIS Annual Meeting held on May 3, 2006 in Sydney. WCAT's presentation as part of the meeting focused on joint initiatives undertaken by the agencies in the last year. While in Cape Breton, WCAT's Chief Appeal Commissioner took the opportunity to meet with representatives of injured worker groups as well as employer representatives to discuss primarily the processing of chronic pain appeals and related issues.
- *Joint Training:* On May 25, 2006, appeal commissioners, hearing officers, case managers and workers' advisers participated in a joint training session. They heard a presentation by a WCB Medical Consultant on forms of hearing loss and quantifying impairments for hearing loss. They also heard an interesting presentation from a psychologist, Professor Stephen Porter, on assessing credibility.
- *Other Initiatives:* WCAT, in the last quarter, has participated in ongoing joint initiatives with partner agencies in WSIS such as the Issues Resolution Working Group and Appeal Issues Discussion Group.

Statistics*	Q1 '06-07	Q2 '06-07	Q3 '06-07	Q4 '06-07
Appeals Received	292			
Decisions Rendered	153			
Appeals Outstanding	401			
Timeliness (resolved within 6 months)	88.24%			
Avg. Days to Decision (fr. date received)	122			
Outcomes				
Accepted/Accepted in Part	34%			
Denied	52%			
Other (RTH, S29)	14%			
Mode of Hearing				
Oral Hearing	63.4%			
Written Submissions	36.6%			
Decisions by Appellant Type				
Filed by Workers	98%			
Employer Participation in worker appeals	20.5%			
Worker Representation				
Self-Represented	32%			
WAP	53%			
Injured Worker Groups, Outside Counsel & others	15%			
Financial Information				
Actual Expenditures	360,580.30			
Authority	1,782,000.00			
Percentage of Total	20.23%			
Detailed Financial Information	Authority	Forecast	Actual Expenditures	
Salaries & Benefits	1,355,500.00	1,355,500.00	281,186.32	
Travel	54,000.00	54,000.00	12,786.84	
Special Services	95,000.00	90,000.00	3,115.80	
Supplies & Services	61,500.00	61,500.00	7,258.24	
Office Rent, Purchases, Dues, Taxes & Rentals	216,000.00	221,000.00	56,233.10	
Sub Total	1,782,000.00	1,782,000.00	360,580.30	
Less Recoveries	0.00	100.00	100.00	
Totals	1,782,000.00	1,781,900.00	360,480.30	
*Detailed statistics are available from WCAT.				

APPENDIX 3: OHS DIVISION, NOVA SCOTIA DEPARTMENT OF ENVIRONMENT AND LABOUR DETAILED REPORT

1) Highlights

- Work continued on updating the General Blasting Regulations and transferring the Blaster Certification Program to the Department of Education.
- Work continued on the new Activity Tracking System and the MY Account Project (the latter in cooperation with the WCB).
- Work started on the Violence and Internal Responsibility System Projects.

2) Time Intervals in Tables

With the exception of the financial tables presented in Section 4 (where data is grouped by fiscal year), all of the data displayed in this Quarterly Report is based upon the calendar year – January 1 to December 31. In many of the tables, you will see rows or columns that are entitled March, June, September and December (or shortened forms of these). These represent each of the four quarters in a year and pertain to the following time periods:

March = January 1 to March 31
June = April 1 to June 30
September = July 1 to September 30
December = October 1 to December 31

3) Operational

Table 8 - Workplace Fatalities in NS

	2003	2004	2005	2006 (YTD)
Fatalities	22	27	23	5 (4 under NS jurisdiction)

**Please note: These values were obtained from a combination of reports to the OH&S Division, WCB data, news releases and other sources in which fatalities were being reported.*

A workplace fatality is counted where all of the following are met:

1. *The injury that caused the fatality occurred at a place that meets the definition of a 'workplace'*
2. *At the time of the injury that caused the fatality, the deceased was:*
 - a. *an employee of a company,*
 - b. *a self employed person, or*
 - c. *neither an employee nor a self employed person but who, at the time of the fatality, was contributing to work at the workplace*
3. *The injury that caused the fatality occurred*
 - a. *within the physical boundaries of Nova Scotia, or*
 - b. *occurred outside the physical boundaries of Nova Scotia and involves an employee of an organization or a self employed person under NS OH&S legislation at the time of the fatality.*

Table 9 – OH&S Division Activity By Type

Period	General Inspect	Re-Inspect	Targeted Inspect	Complaint	Work Refusal	Discrim Action	Incident Invest	Other	Total
2003	1,387	520	239	737	16	45	261	729	3934
2004	1059	467	450	857	26	77	332	946	4214
2005	919	373	172	812	16	43	294	734	3363
Mar	190	89	87	157	3	3	64	150	743
Jun	137	62	93	224	4	9	59	119	707
Sep									
Dec									
YTD	327	151	180	381	7	12	123	269	1450

Table 10 - Orders Issued Broken Down By Law

Period	OHS Act	FPSR	FAR	GBR	OHR	OSGR	TWTCR	WHMISR	UMR	SFR	SFPA	Total
2003	2119	599	804	7	27	2529	10	548	15	11	11	6680
2004	2419	651	769	34	27	2922	41	533	169	25	60	7650
2005	2081	686	639	20	11	2213	72	368	14	1	49	6154
Mar	499	165	158	5	7	638	13	137	2		13	1637
Jun	402	149	181	4	2	629	17	134	0		13	1531
Sep												
Dec												
YTD 2006	901	314	349	9	9	1267	30	271	2		26	3168

Acronym Definitions for Table 22

FAR	First Aid regulations
FPSR	Fall Protection and Scaffolding Regulations
GBR	General Blasting Regulations
OHR	Occupational Health Regulations
OHS Act	Occupational Health And Safety Act
OSGR	Occupational Safety General Regulations
SFR	Smoke-Free Places Regulations
SFPA	Smoke-Free Places Act
TWTCR	Temporary Workplace Traffic Control Regulations
UMR	Underground Mining Regulations
WHMISR	Workplace Hazardous Materials Information System Regulations

Table 11 a) – Full Form Prosecutions Initiated and SOTs issued and decided

Period	Full Form Prosecutions initiated (non-SOT)	SOTs Issued		SOTs Decided		
		Non Compliance with Order	No Compliance Notice	No trial Paid	Trial Verdict = Guilty	Trial Verdict = not Guilty or withdrawn
2003	43	NA	NA	NA	NA	NA
2004	53	10	6	5	6	3
2005	14	4	1	2	5	1
Mar	4	0	0	0	0	0
Jun	2	2	0	0	0	1
Sep						
Dec						
YTD 2006	6	2	0	0	0	1

**In certain instances, the total number of SOTS decided may exceed the total # of SOTS issued for a given Quarter. This is a result of SOTS which were issued in a previous Quarter being decided in a future Quarter (in other words, the SOTS issued in a Quarter and the SOTS decided / paid in a Quarter are not always one in the same).*

Table 11b) – Full Form Prosecution Outcomes (individual charges)

Period	Charges Laid	Charges Decided				Total Decided Charges
		Guilty	Not Guilty	Dismissed	Withdrawn	
2003	NA	29	0	2	29	60
2004	114	54	6	12	52	124
2005	58	24	3	19	15	61
Mar	8	3	0	3	2	8
Jun	24	5	0	2	17	24
Sep						
Dec						
YTD 2006	32	8	0	5	19	32

**Note - charges laid are from prosecutions initiated in the quarter, decided charges may stem from other quarters that were decided in the current quarter.*

Table 12 - Additional Tracked Activities and Statistics

Period	Closed Orders That Went Past the Stated Compliance Date (%)	Stop Work Orders Issued	Deviation Requests	Deviations Granted	Codes of Practice Granted	Appeals Filed of Officer's Decisions or Orders	Appeals Filed of Director's Decisions or Orders
2003	47.7	129	70	28	15	20	10
2004	44.1	119	24	21	30	27	8
2005	41	79	13	8	31	16	3
Mar	32.5	18	5	4	2	0	0
Jun	34.15	23	8	6	9	1	5
Sep							
Dec							
YTD 2006		41	13	10	11	1	5

Table 13 - Outcomes and Outcome Measures

Measure	Target	2003	2004	2005	Mar	Jun
Percentage of targeted inspections where an order is not issued.	Increase the Percentage from the base year (2001 - 43.5% .)	52.5	36	40	37.5	29.79
No. of WCB claims per 100 employees, compared to the 5-year running average.	Maintain or decrease number of claims relative to 5 year running average (7.85)	7.73	7.72	7.68	*	*
Average no. of compensable days for all new compensable time loss claims filed in the year and receiving benefits during the year, compared to the 5-year running average.	Maintain or decrease the average number of days relative to the 5-year running average (37.55)	38.2	41.01	40.07	*	*

* Data not available.

The above outcomes and outcome measures are noted in the Department's 2006/20067 Business Plan (see [see http://www.gov.ns.ca/enla/pubs/docs/NSELBusinessPlan07.pdf](http://www.gov.ns.ca/enla/pubs/docs/NSELBusinessPlan07.pdf)).

Table 14 – Complaints and Inquiries Received

	2004	2005	Mar	Jun
# Complaints Received	1170	1190	238	314
# Complaints for Which no Follow-Up Inspection was Performed (by Quarter end)	NA	NA	188	225
Avg. # Days Between Receipt of Complaint and Inspection (if one is conducted) (by Quarter end)	NA	NA	6.94	6.68
# Inquiries Received	2302	2564	128	66

Table 15 – OH&S Toll-Free calls received

	2003	2004	2005	Mar	June
OH&S Toll-Free calls received	4988	4548	3650	552	867

4) Financial

* The following table showing financial data is broken down by fiscal year- April 1 to March 31 (as opposed to the calendar years used in all other tables in the report).

Table 16- Financial Summary

Business Area	2004/2005 Actual Expenditures	2005/2006 Actual Expenditures	2006/2007 Estimate*
OHS Administration	\$1,644,656	\$1,443,696	1,488,000
OHS Professional Services	\$964,792	\$769,442	2,180,600
OHS Inspection & Compliance Services	\$381,002	\$328,905	412,200
OHS Inspection & Compliance Services, Central	\$1,134,177	\$995,818	1,256,400
OHS Inspection & Compliance Services, Southwest	\$528,667	\$548,647	653,900
OHS Inspection & Compliance Services, Northeast	\$571,297	\$516,471	643,300
OHS Inspection & Compliance Services, Cape Breton	\$589,715	\$505,658	695,500
Blaster's Board	\$15,409	\$9,859	12,300
OHS Advisory Council	\$111,780	\$57,066	52,900
Total	\$5,941,495	\$5,175,562	7,395,100

5) Client Satisfaction

Table 17 - Client Satisfaction with Email Question / Answer Service

Question	Percent of maximum score				
	2005 / 2006	2004/ 2005	2003/ 2004	2002/ 2003	2001 / 2002
The information answered my question.	81.8	82.2	86.5	86.1	83.1
The information was clear, concise and understandable.	82.4	80.7	87.0	87.1	85.5
The information was received within an acceptable time frame.	90.5	87.9	86.8	88.5	87.4
You are pleased with the service you received.	83.8	87.7	89.3	88.7	86.8
Average	84.6	84.6	87.4	87.6	85.6

* Note that not every respondent to the client satisfaction survey answers every question.

Table 18 - Client Satisfaction with Inspection Service

	Management	Non-Management	Overall
Number of responses	10	7	17
Percentage	58.8	41.2	
	Percentage Satisfied with . . .		
Explanation of process	87.5	78.6	83.8
Explanation of law	87.5	78.6	83.8
Answer questions	90.0	71.4	82.4
Give chance for feedback	80.0	75.0	77.9
Understandable report	92.5	85.7	89.7
Overall professionalism	92.5	85.7	89.7
Inspection helped	82.5	71.4	77.9
Order was clear	87.5	75.0	82.1
Order time was adequate	87.5	62.5	76.8
Average	87.5	76.0	82.7

6) Strategic Plan / Business Plan

6.1 Workplace Safety and Insurance System

The Strategic Plan for the Workplace Safety and Insurance System is being implemented.

APPENDIX 4: WORKERS' COMPENSATION BOARD SUMMARY REPORT

<i>WCB CORPORATE OBJECTIVES HIGHLIGHTS</i>						
	Year-End Target 2006	2 nd Quarter 2006	1 st Quarter 2006	Quarterly Variance	Year End 2005	Year End 2004
Worker Satisfaction						
Treated fairly	91%	87%	88%	- 1%	88%	91%
With outcome	76%	68%	72%	- 4%	71%	74%
With employee effectiveness	75%	66%	68%	- 2%	68%	73%
Employer Satisfaction						
Treated fairly	73%	74%	80%	- 6%	73%	70%
With ability to answer questions	70%	73%	81%	- 8%	74%	69%
With employee effectiveness	37%	35%	49%	- 14%	37%	35%
	Year-End Target 2006	2 nd Quarter 2006	1 st Quarter 2006	Quarterly Variance	Year-End 2005	Year End 2004
% RTW at 100% pre-injury earnings	93%	94%	91%	3%	93%	n/a
	Year-End Target 2006	June 2006	March 2006	Variance (YTD to YE Target)	Year End 2005	Year End 2004
Time-loss injuries	2.92	2.80	2.81	(4%)	2.87	2.96
Duration – Composite (days)*	104	112	115	8%	114	108

* Excludes Transition Services Team (TST)

- At the end of Q2 2006, time loss injuries (number of time loss claims per 100 person years of employment) stands at 2.80, well below the year-end target of 2.92. It is still early to know whether this downturn could be due to market forces versus our operations, since we are only one year into truly operationalizing our prevention mandate.
- The composite duration index decreased by 3 days between Q1 and Q2 (115 days to 112 days), and is still well above the year-end target of 104 days. The Index is a lagging indicator and is slow to reflect the positive impact of the initiatives launched in 2005 and 2006 that will ultimately improve claim duration, such as the new physiotherapy contract and the Return-to-Work Redesign. Other short-term leading indicators show favourable results to date on claim durations and we remain committed to the 104 year-end target.
- At the end of Q2 2006, worker satisfaction results for all three corporate performance measures are below the year-end target and have trended downward slightly when compared to Q1 2006. We have analyzed the detailed survey results and, as yet, have been unable to attribute the decrease to any particular factor.

We have seen volatility on a number of factors (e.g. satisfaction with brochures, letters, telephone system) but these are not linked to any actual changes in operations and the results are not consistent from month to month. We will continue to monitor the results and investigate the survey findings with a view to developing an action plan once a causal link can be established.