

# Building the Future

of Nova Scotia's Workplace  
Safety and Insurance System

**Quarterly Performance Report to the WCB Board of Directors**  
**Quarter Ending March 31, 2005**



**Date report prepared: May 24, 2005**

*For the June 2005 Board of Directors meeting*

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## EXECUTIVE SUMMARY

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### WORKPLACE SAFETY AND INSURANCE SYSTEM (WSIS) QUARTERLY REPORT – QUARTER ENDING MARCH 31, 2005

As identified in Government's Response to the Dorsey Report (and subsequently the Workplace Safety and Insurance System Strategic plan), the System agencies will "*provide reports to the WCB Board of Directors on a quarterly basis to update and get feedback from the Board on issues and results*" (Nova Scotia Workers' Compensation Program Response Plan pg. 3, WSIS strategic plan pg. 23).

This quarterly report includes information covering the period January 1 – March 31, 2005 from all agencies – the Workers' Compensation Board, Workers' Compensation Appeals Tribunal, Workers' Advisers Program, and Occupational Health and Safety Division. Detailed agency reports are attached as appendices, for your information.

In addition to the detailed agency reports, this report includes an update on the implementation of the System Strategic Plan, a section on each agency's compliance with their respective Acts, and a summary of data on key indicators for the System that are identified in the Strategic Plan.

### REPORT HIGHLIGHTS

- ▶ *System Strategic Plan Implementation:* All System Strategic Plan initiatives that were scheduled to begin by March 31, 2005 are underway and on schedule.
- ▶ *Compliance with Statutory Requirements:* For the quarter ending March 31, 2005, all agencies are compliant with the applicable sections of their respective Acts.
- ▶ *WSIS Performance Measures:* Data on key indicators for the System has been summarized from the agency detailed performance reports. The available data for these indicators is provided below:
  - ▶ *Injury Rate* – In prior editions of this report, injury frequency (number of time loss claims per 100 person years of employment) was calculated using the date a claim was opened. The calculation is revised and now uses injury date as we believe this more accurately reflects the frequency of workplace injuries in Nova Scotia. The latest data for January 2005 is 2.98.
  - ▶ *Fatalities* – For the quarter ending March 2005, there were 4 workplace fatalities (WCB covered and non-covered) in the province. Results for the same quarter last year totaled 6 workplace fatalities.
  - ▶ *Number of Appeals* – Appeals volumes received continued on a downward trend. For WCAT, appeals received from January – March decreased 10% compared to same quarter last year. Internal Appeals remained constant compared to the same quarter last year.
  - ▶ *Timeliness of Internal Appeal Decisions* – WCB timeliness of internal appeals decisions is above the 95% target with 100% of paper review decisions issued within 90 days of receipt of the appeal.

- ▶ *Client Satisfaction* – For the quarter ending March 31, 2005, 80% of injured workers were satisfied with the promptness of benefits provided by the WCB. WAP continues to survey injured workers (began surveying in April 2003). Ninety-five percent of respondents were satisfied with the service provided by WAP staff.

A number of other significant developments for the System occurred during this period including:

- ▶ WAP continues to work on controlling the waiting time for service. In Halifax, the average wait time for service was 2.5 weeks for the quarter ended March 31, 2005 and for Sydney, the average wait time for service was 1.08 weeks for the same period. The target is 2 – 4 weeks.
- ▶ For WCAT, 55% of appeals during the last quarter were resolved within five months and 65% of appeals were resolved within six months. Timeliness statistics for WCAT include all appeals, paper reviews and oral hearings.
- ▶ The number of Orders issued by OHS Officers in Q1 2005 was down 30% over the same period last year.
- ▶ An issues resolution committee, comprised of designated representatives of the WCAT, WAP, WCB Internal Appeals, and WCB Client Services Division, has been meeting monthly to discuss ways to improve the system, and make recommendations. These meetings also provide an opportunity to discuss current challenges, and explore “quick hits” for addressing those challenges.
- ▶ The System Performance Measures Advisory Committee submitted a draft performance measures recommendation to initiative sponsor, Louis Comeau. The draft paper is also being circulated among stakeholders for feedback. At the end of the feedback cycle, all comments will be considered in the development of a final recommendation. It is anticipated that a final recommendation will be provided near the end of June.

# WSIS STRATEGIC PLAN INITIATIVES - PROGRESS TO DATE

<u>Initiatives</u>	<u>Timeline</u>						<u>Progress</u>
<b>Goal: To improve outcomes for workers and employers</b>							
		<u>2004</u>			<u>2005</u>		
<b>Prevention Initiatives</b>	<b>Ref. Pg*</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	
OH&S Grant Program	10	C					completed
Social Marketing Campaign	10	O	O	O			work is underway & on schedule
Core Curriculum	11	O	O	O	O	O	work is underway
Youth education program	11	O	O	O	O	O	this is an ongoing initiative
Explore options for Certification of Trainers Program	11		O	O	O	O	Deferred to Q4 due to PEP implementation
Employer Account Look Up	12	O	O	O	O	O	Work well underway and on schedule
Develop industry support networks	12	O	O	O	O	O	this is an ongoing effort
Investigate experience rating range	12	O	O	O	O	O	Program underway – completed by Sept 05
Develop new safety incentive program	12	O	O	O	O	O	Program underway – completed by Sept 05
Develop priority employer program	12	O	O	O	O	O	Advisory Council briefed on project – to be released in Q2
Develop safety audit program	12	O	O	O	O	O	Program underway – completed by Sept 05
Develop disincentives	13	O	O	O	O	O	Ongoing initiative
<b>Return to Work Initiatives</b>							
Develop baseline measurements & set targets	15	O	O	O			Baseline measures established based on current measurement approach. Targets established. Will be revisited once new RTW model is established.
Develop survey tool for RTW	15						scheduled to begin in Q4
Develop strategy & train staff to educate employers	15	O	O	O	O		work is underway. This education effort will in part, be integrated with Prevention efforts.
Implement most effective delivery model for RTW	15	O	O	O	O		New model in design; planning to roll out in September 2005.
Consult stakeholders & train staff re. best practices	16				P	P	Work is underway. In part this will be addressed in the delivery model for RTW (above). Further best practice work to occur later.
Improve mgmt of service provider contracts	16				P	P	Work on physiotherapy and primary care underway. Expect to have new contracts implemented by September 2005. Other health care disciplines to follow.
Support Disability Prevention & Mgmt course	16	O	O	O	O	O	Worker is underway. Primary Care Physicians to be trained by ACOM in June 2005.
Explore certificate in Occupational Health	16				P	P	not starting until 2005
Educate physicians on RTW	16	O	O	O	O	O	this is an ongoing effort
<b>Goal: To improve service delivery</b>							
<b>Accessibility Initiatives</b>							
Youth education program	19	O	O	O	O	O	this is an ongoing effort
Regional workshops	19	O	O	O	O	O	this is an ongoing effort
New service channels	19	O	O	O	O	O	this is an ongoing effort
Create System web-site	20		O	C			Phase 1 (design of gateway pg for system)
Investigate integrated telephone inquiry service	20				P	P	to be investigated in MYBP
Develop single document describing System	20				P	P	not starting until 2005
Determine reading level of clients	20			P			scheduled to begin in Q4
Develop plan for communicating with special needs clients	21				P	P	not starting until 2005
<b>Issue Resolution Initiatives</b>							
Joint working group to explore new forms of issue resolution	22	O	O	O	O	O	ongoing
Develop opportunities for joint agency training	22	O	O	O	O	O	ongoing
Provide WAP with access to expedited services	22					O	Assigned to Issues Resolution Working Group

**Initiatives****Timeline****Progress****Goal: To ensure effective governance of the System**

	Ref. Pg.	<u>2004</u>			<u>2005</u>		Progress
		Q2	Q3	Q4	Q1	Q2	
Produce quarterly agency reports	23	O	O	O	O	O	1st joint report in Nov. 03
<b>Additional WSIS Initiatives</b>							
Governance Review - as announced by Minister of E&L	N/A				O	O	Recommendation presented at AGM
<b>Completed WSIS Initiatives</b>							
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
Establish System performance measures group	26-27						Inaugural meeting June 4/04

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

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

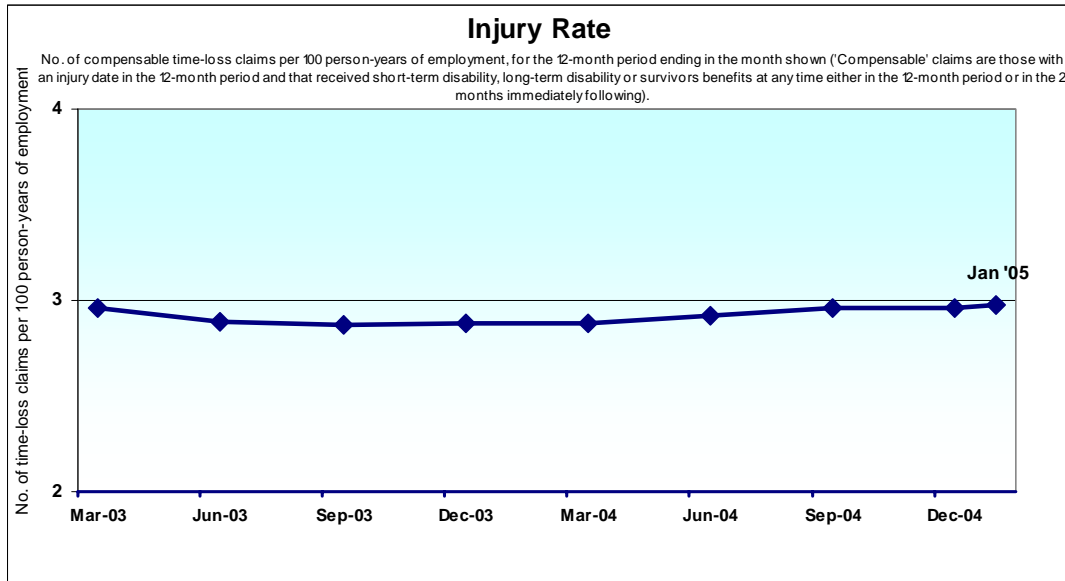


# WSIS PERFORMANCE MEASURES

Please note this section is a 'work in progress'. Enhancements will be made over the next year as the System Performance Measures Advisory Committee continues their work.

Currently, the agencies collect some data on key indicators for the System identified in the Strategic Plan. The available data for these indicators is provided in Figures 1 – 3 and Tables 1 – 3.

**Figure 1 Injury Rate (from WCB Performance Report)**



Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Jan-05
3.01	2.99	2.92	2.96	2.93	3.01	3.05	2.96	2.98

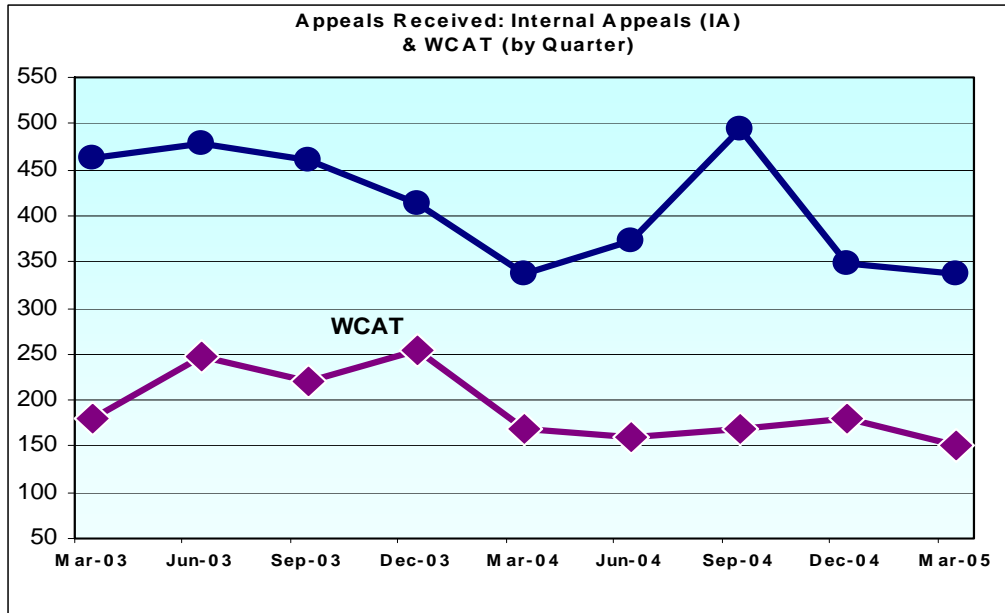
In prior editions of this report, injury frequency was calculated using the date a claim was opened. The calculation has been revised and now uses injury date as we believe this more accurately reflects the frequency of workplace injuries in Nova Scotia. The injury rate has remained relatively consistent through 2003 and 2004 and is currently at 2.98.

**Table 1 Number of Fatalities (from OH&S Performance Report)**

Year	March 31 <sup>st</sup>	June 30 <sup>th</sup>	Sept. 30 <sup>th</sup>	Dec 31 <sup>st</sup>	Annual Total
2005	4				
2004	6	3	3	15	27
2003	10	3	6	3	22
2002	11	9	3	5	28

*\*Please note: These values were attained from a combination of WCB data, news releases and other sources in which fatalities were being reported. In terms of accuracy, we have records of additional fatalities for which there was no date specified – as such, these are not represented in these figures.*

**Figure 2 Number of Appeals Received (from WCB & WCAT Performance Report**



	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
WCAT	180	247	221	254	169	159	168	181	152
IA Received	462	479	461	414	338	372	495	348	338

Appeals volumes received continued on a downward trend. For WCAT, appeals received from January – March decreased 10% compared to same quarter last year. Internal Appeals remained constant compared to the same quarter last year.

**Table 2 WAP Requests for Service Quarterly Totals (from WAP Performance Report)**

# Active Files 2005 = 866

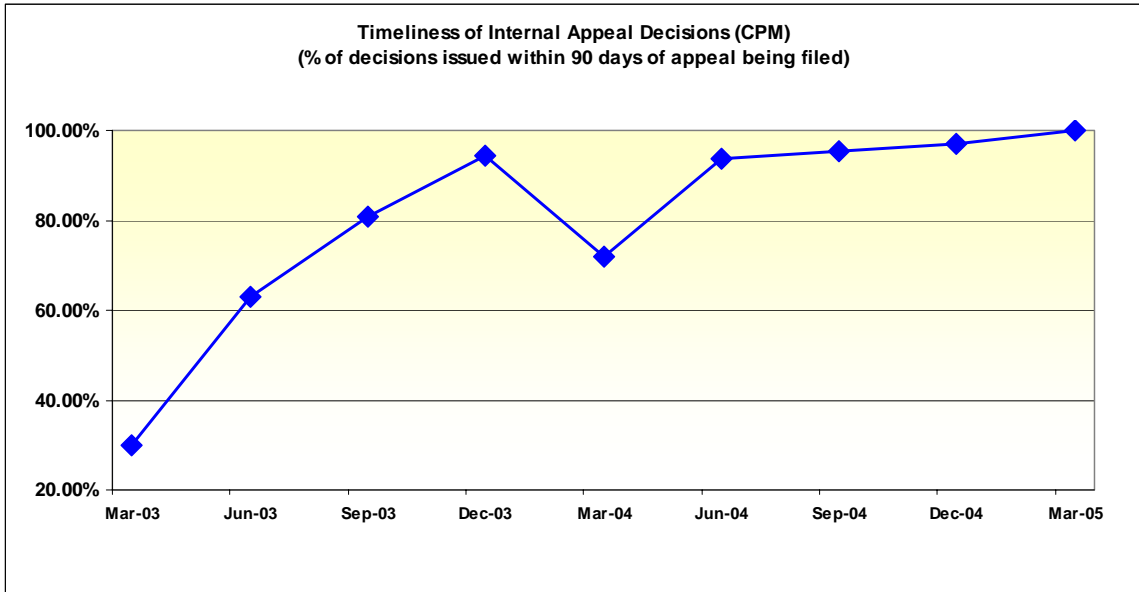
#Active Files 2004 = 1325

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	195+435 = 630	185	476	36	0	2052
2004	196+239 = 435	189	227	25	0	2348

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

Total requests for service are 45% higher than the same period in 2004 and the total number of active files at the end of the period is lower (55%). The number of files opened to date in 2005 is 2% lower than for the same period in 2004 and the number of files closed is 110% higher. To the end of the quarter, WAP served 13% fewer clients than were served to the end of the same period in 2004.

**Figure 3 Timeliness of Internal Appeal Decisions (from WCB Performance Report)**



Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
30.00%	62.90%	80.80%	94.40%	72.00%	93.60%	95.30%	96.90%	100.00%

Internal Appeals is above the 95% target with 100% of paper review decisions issued within 90 days of the receipt of the appeal.

**Table 3 Client Satisfaction with Service (from WAP & WCB Performance Reports)**

	% of clients satisfied with service provided by WAP staff*	% of clients satisfied with promptness of benefits**
Client Satisfaction	95	80

\*WAP data from WAP surveys that began in April 2003

\*\*WCB data provided by the quarterly Injured Worker Survey

# APPENDIX 1 - WORKERS' ADVISERS PROGRAM DETAILED REPORT

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## OPERATIONS

The Program continues to work on controlling the waiting time for service. In Halifax, the average wait for service was 2.5 weeks and in Sydney, the average wait was 1.08 weeks. Wait for service continues to be monitored monthly. The target remains as 2 – 4 weeks. Subject to delays requested by the worker or extraordinary circumstances, we are able to maintain a reasonable wait for service.

In accordance with s. 263 (b) we continue to monitor the caseload of the Program by County to determine if the numbers warrant an office in another area of the Province. The numbers do not warrant the opening of an additional office at this time.

Resources/Early Assistance continues to provide service to workers and others who require general information and assistance. We received 489 Resource/Early Assistance calls in this period. Almost 4% of workers had no denial and 1.02% required additional evidence to proceed. Advisers assisted with forms in 6.13% of the calls and 11.04% were referred to intake. In 14.93% of the calls, the worker's issue was resolved at this level.

## FINANCIAL

Budget figures ending March 31, 2005 from the Department of Finance indicate we have spent 89.2% of our authority.

## CLIENT OPERATIONS

Surveys continue to be sent to all workers when we close their files.

The Program closed 476 client files during this period and received 128 returned surveys representing 27% of those sent out. One hundred and ten were successful appeals and eighteen were not successful. In general, we continue to receive detailed and valuable information.

## OPERATIONS

**Table 4 January Case Summary Statistics**

# Active Files 2005 = 1007

#Active Files 2004 = 1348

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	45+123 = 168	43	195	1	0	1910
2004	68+3 = 71	62	39	0	0	2221

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

**Table 5 February Case Summary Statistics**

# Active Files 2005 = 897

#Active Files 2004 = 1327

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	86+183 = 269	71	180	22	0	1981
2004	51+12 = 63	49	70	13	0	2270

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

**Table 6 March Case Summary Statistics**

# Active Files 2005 = 866

#Active Files 2004 = 1287

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	64+129 = 193	71	101	13	0	2052
2004	77+5 = 82	78	118	12	0	2348

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

**Table 7 Quarterly Case Summary Totals**

# Active Files 2005 = 866

#Active Files 2004 = 1325

Year	*Requests for Service + Resource Calls	Files Opened	Files Closed	Pending Files	Second Opinions Approved	# Clients Served to Date this Year
2005	195+435 = 630	185	476	36	0	2052
2004	196+239 = 435	189	227	25	0	2348

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

**Table 8 Service Waiting Time**

Time Frame	Average Waiting Time in Weeks for Halifax		Average Waiting Time in Weeks for Sydney	
	2004	2005	2004	2005
January	2.4	1.75	1.7	0.6
February	2.6	2.75	1.25	1.1
March	2.5	3.0	1.1	1.5
Quarterly Average	2.5	2.5	1.35	1.08

**Table 9 Client Count by County**

<b>County</b>	<b>Jan 05</b>	<b>Jan 04</b>	<b>Feb 05</b>	<b>Feb 04</b>	<b>Mar 05</b>	<b>Mar 04</b>
Annapolis	12	25	10	25	13	25
Antigonish	8	8	8	10	9	10
Cape Breton	281	302	267	310	257	306
Colchester	28	46	25	41	26	39
Cumberland	43	66	34	60	36	60
Digby	15	28	12	28	12	27
Guysborough	9	7	5	7	5	7
Halifax	276	440	243	434	235	412
Hants	32	42	26	40	25	40
Inverness	11	14	11	13	10	16
Kings	60	91	56	88	49	78
Lunenburg	92	96	84	93	82	92
Pictou	57	66	42	64	38	65
Queens	12	15	12	14	9	15
Richmond	17	27	13	27	13	27
Shelburne	13	12	12	12	12	13
Victoria	9	15	5	15	4	15
Yarmouth	15	20	15	20	14	16
Other	17	28	17	26	17	24
<b>TOTAL</b>	<b>1007</b>	<b>1348</b>	<b>897</b>	<b>1327</b>	<b>866</b>	<b>1287</b>

**Table 10 January Program Statistics**

	<b>Submissions/Hearings Done</b>			<b>New Appeals Filed</b>		
	<b>Court</b>	<b>Hearing Officer</b>	<b>WCAT</b>	<b>Hearing Officer</b>	<b>Court</b>	<b>WCAT</b>
<b>2005</b>	1	5	35	22	0	22
<b>2004</b>	1	12	25	18	1	29
<b>2003</b>	0	17	61	19	4	49

**Table 11 February Program Statistics**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	6	9	41	15	1	21
<b>2004</b>	1	14	35	20	0	26
<b>2003</b>	2	23	63	22	6	31

**Table 12 March Program Statistics**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	4	8	25	12	0	44
<b>2004</b>	0	18	35	38	0	29
<b>2003</b>	0	17	52	24	7	41

**Table 13 Quarterly Program Statistics**

	Submissions/Hearings Done			New Appeals Filed		
	Court	Hearing Officer	WCAT	Hearing Officer	Court	WCAT
<b>2005</b>	<b>11</b>	<b>22</b>	<b>101</b>	<b>49</b>	<b>1</b>	<b>87</b>
<b>2004</b>	<b>2</b>	<b>44</b>	<b>95</b>	<b>76</b>	<b>1</b>	<b>84</b>
<b>2003</b>	<b>2</b>	<b>57</b>	<b>176</b>	<b>65</b>	<b>17</b>	<b>121</b>

Court 2005 – 11 = 5 submissions, 2 chambers, 4 hearings

**Table 14 Resource/Early Assistance**

	<b>January</b>	<b>February</b>	<b>March</b>	<b>Program Total</b>
<b># Calls Taken</b>	133	202	154	489
<b>Time Recorded</b>	49	75.35	41.9	166.25
<b>Questions/Categories</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>
<b>General</b>	94	102	106	302
<b>No Written Decision</b>	6	7	6	19
<b>Needs More Evidence</b>	1	0	4	5
<b>Assist with Forms</b>	4	14	12	30
<b>Calls by WAP</b>	22	12	8	42
<b>Resolved at EA</b>	16	35	22	73
<b>Ancillary Issues (ie CPP/EI)</b>	0	0	0	0
<b>Referred to Intake</b>	10	19	25	54
<b>Proforma plan **</b>	2	2	4	8

Each call may deal with multiple questions/categories

\*\* Refers to assistance WAP could have provided had mandate and resources existed to do so.

## FINANCIAL

The March 31, 2005 report provided by the Department of Finance indicates the following expenditures:

**Table 15 WAP Expenditures**

	<b>2005</b>	<b>2004</b>
<b>Salaries &amp; Benefits</b>	1,336,684.00	925,854.00
<b>Administrative</b>	421,692.00	297,447.00
<b>Medical Reports &amp; Expert Fees</b>	225,628.00	178,707.00
<b>External Legal Fees &amp; Disbursements</b>	36,739.00	36,651.00
<b>Consulting Fees</b>	82,787.00	61,866.00
<b>TOTAL</b>	<b>2,103,530.00</b>	<b>1,500,524.00</b>
<b>% of Authority Spent</b>	<b>89.2%*</b>	<b>63.6%</b>

\* Based on fiscal year for WAP of April 1, 2004 to March 31, 2005



## CLIENT SATISFACTION

### Client Survey Results

The surveys began in April 2003 and will continue so that future results will allow us to track and address any satisfaction trends. Specific results to our questions are included in the following tables.

**Table 16 The percentage of clients who agreed with statements regarding service**

Question	Strongly Disagree %	Disagree %	Agree %	Strongly Agree %	No Answer %
<i>The Program staff I dealt with were professional and friendly at all times.</i>	1.5	0	22	76.5	0
<i>In my experience, I felt Program staff had the knowledge and experience for dealing with my situation.</i>	1	1	23	72	1
<i>I feel Program staff did their very best to provide me with the best possible service</i>	2	2	24	71	1

**Table 17 The percentage of clients reporting a certain level of service**

Question	Never %	Sometimes %	Most of the time %	All the Time %	No Answer %
<i>My calls were returned within 24 hours</i>	1	3	26.5	68	1.5
<i>My questions were answered to my satisfaction</i>	1	6	19.5	72	1

### Comments Section

Ninety-one clients took the time to make a personal comment at the bottom of their survey and all but seven were complimentary. Examples are as follows:

*Thanks so much. The Workers' Advisers Program is a great one.*

*Even though I didn't win my appeal, I still feel my workers' advisor did all he could to help me*

*I have nothing but praise for the staff.*

*It is nice to know that the Workers' Advisers Program is there to assist people..*

## **APPENDIX 2 – WORKERS’ COMPENSATION APPEALS TRIBUNAL DETAILED REPORT**

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### **OVERALL RESULTS**

March 31, 2005 marks the end of WCAT’s fiscal year. The fact that the Tribunal processed such a large number of appeals by means of a section 251 referrals following, for the most part, written submission has marked the statistical summary of the Tribunal’s operations. Overall parameters (appellant type, representation, appeal issue type and mode of hearing) up to March, 2005 have varied slightly from the overall results of fiscal 2003-04. However, compared to 2003-2004, the number of appeals received has decreased by 26% and the number of decisions rendered has increased by 8%. As of March 31, 2005 there were 302 appeals before WCAT.

### **OPERATIONS (SEE FIGURES 4 - 11)**

- ▶ Oral hearings represented 57% of decisions rendered in the past three months. Although the chronic pain appeals have lowered the overall statistic to 39% for 04-05 as the majority was done by paper review, over 50% of non chronic pain appeals are being heard by oral hearing, an increase over previous years.
- ▶ The average number of appeals received per month for the period January – March is 51. This compares with 56 per month in 03-04, 59 per month in 02-03 and 83 per month in 01-02.
- ▶ WCAT rendered an average of 56 decisions per month in the period January – March. The average for the same period in previous years was 38 decisions in fiscal 03-04, 67 decisions in 02-03 and 82 decisions in 01-02.
- ▶ 302 appeals remained outstanding as of the end of March. This compares with 489 outstanding at the end of the 4th quarter of fiscal 2003-04, 398 outstanding at the end of the 4th quarter of fiscal 02-03 and 419 at the end of the 4th quarter of fiscal 01-02.
- ▶ 44% of appeals up to the end of the 4th quarter of fiscal 04-05 were resolved within 5 months (WCAT’s performance target for resolution of appeals, from date of filing to decision). This compares with 61% for fiscal 2003-04, 65% of appeals in 02-03 and 64% of appeals in 01-02. Timeliness has been affected by the resolution of 191 chronic pain appeals which had been on hold at WCAT since October, 2003. For the period January-March, 55.56% of appeals were resolved within 5 months and 65.5% of appeals were resolved within 6 months (not represented in a chart).
- ▶ Of the 168 decisions rendered in the past three months, 50% were accepted or accepted in part, 31.5% were denied and 18.5% resolved by other means (including appeals returned to the Hearing Officer). This compares with 57% accepted/accepted in part in 03-04, 51% accepted/accepted in part in 02-03 and 51% in 01-02.
- ▶ As of March 31, 2005, there were 17 active appeals before the Nova Scotia Court of Appeal from WCAT decisions. This is approximately 2% of the volume of decisions rendered in the past year. Annually, active appeals before the Court of Appeal have comprised about 2% of the number of decisions rendered by WCAT in years 03-04, 02-03 and 1% in 01-02. The number of chronic pain appeals adjourned by the Court of Appeal has decreased significantly; as of March 31, 2005 there were 6 (down from 322 at the end of September, 04). The

majority of chronic pain appeals have been returned to the WCB for adjudication under the new chronic pain regulations by means of a consent order.

- ▶ To the end of the 4th quarter of fiscal 04-05, appeals continue to be filed predominantly by workers (94%). The WAP represents approximately 72% of workers, while workers are self-represented in 20% of appeals and represented outside of the WAP in 9% of appeals. (Not represented in a chart)
- ▶ New/additional temporary benefits constitute 14% of the issues decided in appeals in the past three months. New/increased benefits for permanent impairment comprise 29%, extended earning replacement comprise 13% and medical aid comprise 18%. Recognition of Claim comprises 11% of the issues decided in the past three months. (Not represented in a chart)

## **FINANCE**

- ▶ WCAT's actual expenditures as of the end of March, 2005 were within 71% of budget authority. This was due to several unforeseen events including an Appeal Commissioner taking a one year leave of absence, the former Chief Appeal Commissioner leaving for a two year term with Justice in early July and reduced rent expenses because of a forced relocation to the World Trade & Convention Centre following a flood at 5151 Terminal Road.

## **CLIENT SATISFACTION**

- ▶ WCAT has not conducted any client surveys during the period January – March, 2005.

## **STRATEGIC PLAN INITIATIVES**

### **Innovation**

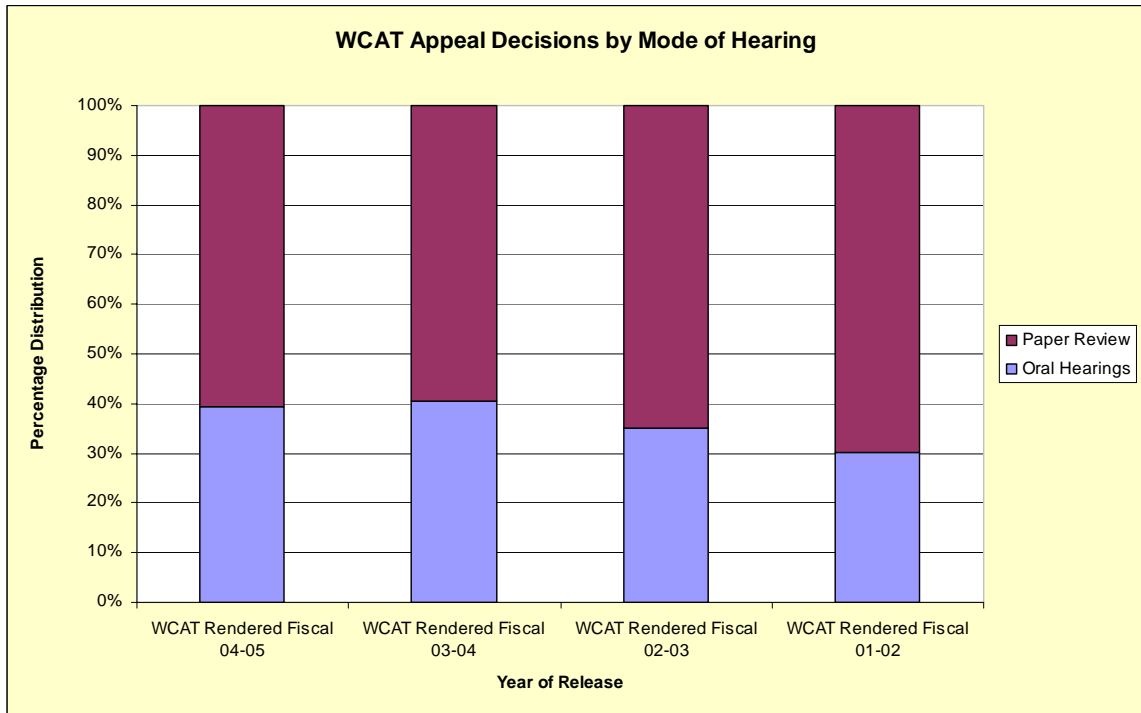
- ▶ On February 22, 2005 the Tribunal's support staff and Appeal Commissioners held a day-long strategic planning session to review the past year's accomplishments and to identify objectives and initiatives for the fiscal year 2005-06. Several key initiatives were completed in achieving our strategic goal of delivering high quality service in the resolution of appeals.
- ▶ In the last half of the year just ended, emphasis was placed on completing our Case Management Review process to implement a more streamlined and efficient appeal management system. The Board's Information Technology department worked with the Tribunal to develop new reports using the Board's AS400 data base, which will allow the Tribunal to track more efficiently the status of appeals.
- ▶ The Tribunal prepared a draft Practice Manual incorporating all current practices and policies. The draft was circulated for feedback to all regular Tribunal participants, including the WAP, the Board, injured workers' groups and employer representatives. The Practice Manual is designed as a reference tool for both the Tribunal and participants who appear before it. The purpose of the Manual is to better ensure fairness, predictability, consistency, transparency and efficiency in all functions performed by the Tribunal. The Tribunal took the opportunity to meet with regular participants to discuss implementation of the Practice Manual, together with any other issues of concern.

- ▶ The conclusion of pilot projects on oral hearing and paper review scheduling led the Tribunal to adopt a flexible approach to scheduling, while implementing an appeal-readiness policy which sets parameters for the scheduling of appeals.
- ▶ The Tribunal finalized an outline of parameters for performance measures in light of its statutory mandate, addressing, particularly, timeliness and communications concerns raised in a previous worker survey.
- ▶ The Tribunal began revising its web site with the assistance of Communications Nova Scotia. The Tribunal also revised three information pamphlets, entitled: *Appealing a Hearing Officer Decision*; *A Guide to Oral Hearings*; and *A Guide to Appeals Proceeding by Written Submission*; and prepared a new pamphlet entitled *Employer Participation*. These pamphlets are designed to provide unrepresented participants (workers and employers) with easily accessible, basic information on Tribunal proceedings.
- ▶ The Tribunal completed its Self-Represented Worker Project, implementing a new approach to assist self-represented workers with the appeal process. The project objectives were aligned with the results of our initial Worker satisfaction survey conducted in the summer of 2003. The Tribunal implemented a self-represented worker procedure which includes direct telephone contact to assist the worker with his or her understanding of the appeal process. As well, an FAQ (Frequently Asked Questions) protocol was developed for the use of Tribunal staff to improve telephone communication with clients.
- ▶ Appeal Commissioners participated in training sessions in decision writing, the conduct of an oral hearing and American Medical Association training. An Employee satisfaction survey was completed, which identified internal opportunities for improvement. Appeal Commissioners also adopted a Code of Conduct. Staff were offered many training opportunities to better handle appeal management and communication with Tribunal stakeholders.

### **2005-06 Initiatives**

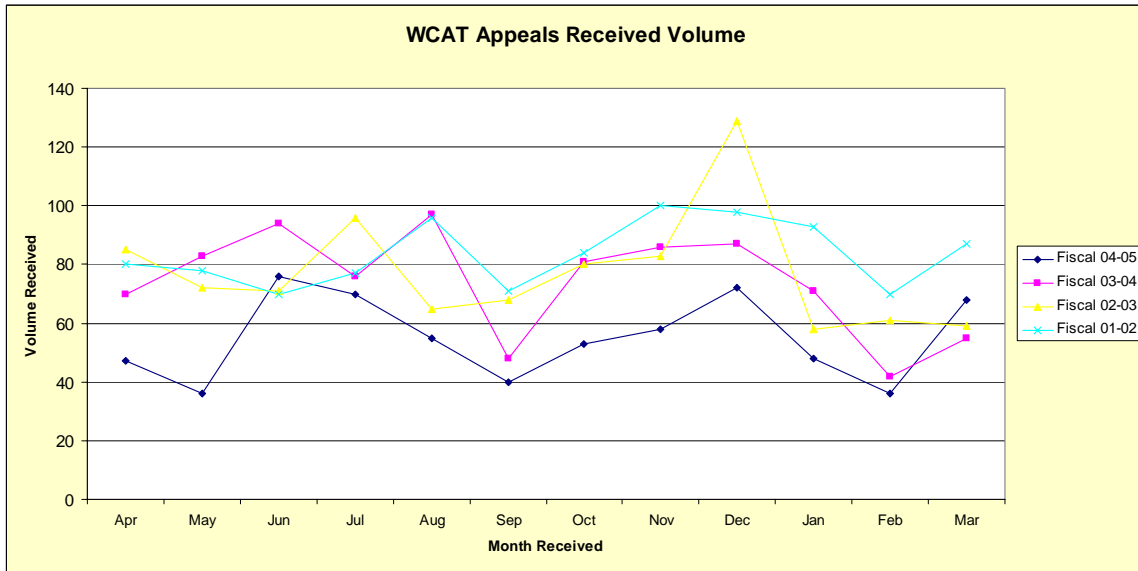
- ▶ Key initiatives for the coming year include the setting of benchmarks for the performance targets and measures as established by the Tribunal, as well as completing the review of performance measures for individual appeal commissioners aligned with the Tribunal's measures. The Tribunal will repeat Worker and Employee surveys and continue revising our website. We will closely monitor the implementation of our appeal management initiatives particularly flexible scheduling and appeal readiness policies. We will cooperate with our partner agencies in implementing performance measures for the system and revising the system strategic plan. The Acting Chief Appeal Commissioner will also continue to participate in opportunities to meet stakeholders, outside of the appeal system, to receive feedback on concerns and to promote a better understanding of the workers' compensation system.

**Figure 4 WCAT Appeal Decisions by Mode of Hearing**



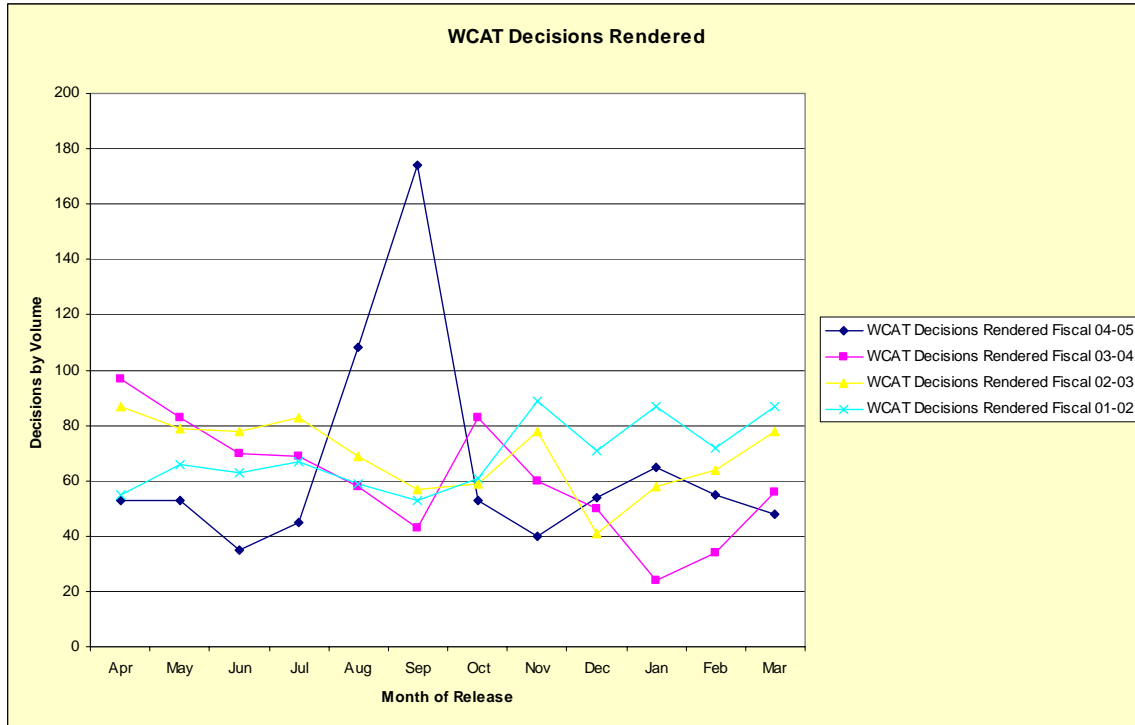
<b>Decisions by Mode of Hearing</b>	<b>Oral Hearings</b>	<b>Paper Review</b>	<b>Total</b>
WCAT Rendered Fiscal 04-05	308	475	783
WCAT Rendered Fiscal 03-04	295	432	727
WCAT Rendered Fiscal 02-03	291	540	831
WCAT Rendered Fiscal 01-02	250	580	830

**Figure 5 WCAT Appeals Received Volume**



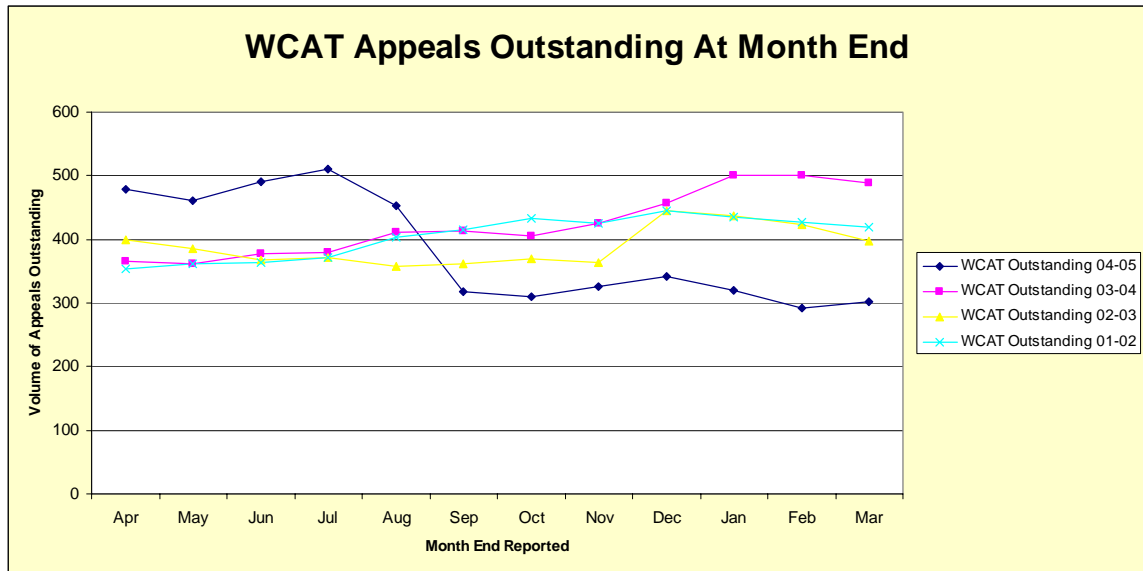
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Fiscal 04-05	47	36	76	70	55	40	53	58	72	48	36	68	659
Fiscal 03-04	70	83	94	76	97	48	81	86	87	71	42	55	890
Fiscal 02-03	85	72	71	96	65	68	80	83	129	58	61	59	927
Fiscal 01-02	80	78	70	77	96	71	84	100	98	93	70	87	1004

**Figure 6 WCAT Decisions Rendered**



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
WCAT Decisions Rendered Fiscal 04-05	53	53	35	45	108	174	53	40	54	65	55	48	783
WCAT Decisions Rendered Fiscal 03-04	97	83	70	69	58	43	83	60	50	24	34	56	727
WCAT Decisions Rendered Fiscal 02-03	87	79	78	83	69	57	59	78	41	58	64	78	831
WCAT Decisions Rendered Fiscal 01-02	55	66	63	67	59	53	61	89	71	87	72	87	830

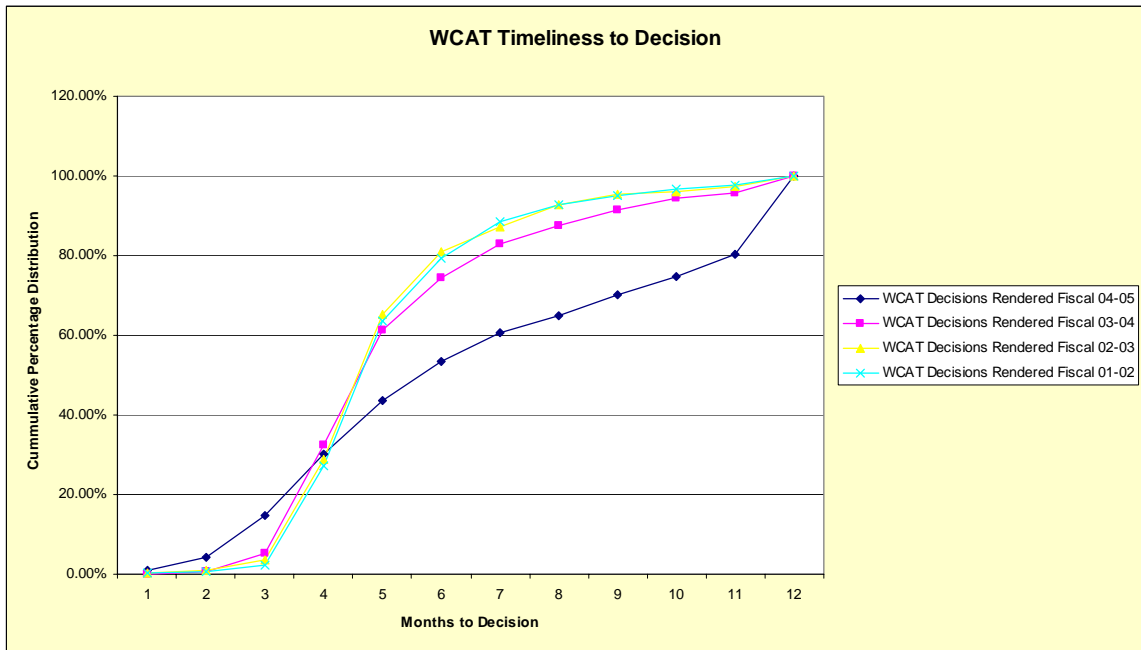
**Figure 7 WCAT Appeals Outstanding**



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
WCAT Outstanding 04-05	479	460	491	510	453	317	309	325	341	319	292	302
WCAT Outstanding 03-04	365	361	378	380	411	413	406	425	457	501	501	489
WCAT Outstanding 02-03	399	386	368	372	358	361	370	363	445	437	424	398
WCAT Outstanding 01-02	353	362	364	371	404	415	433	426	445	435	428	419

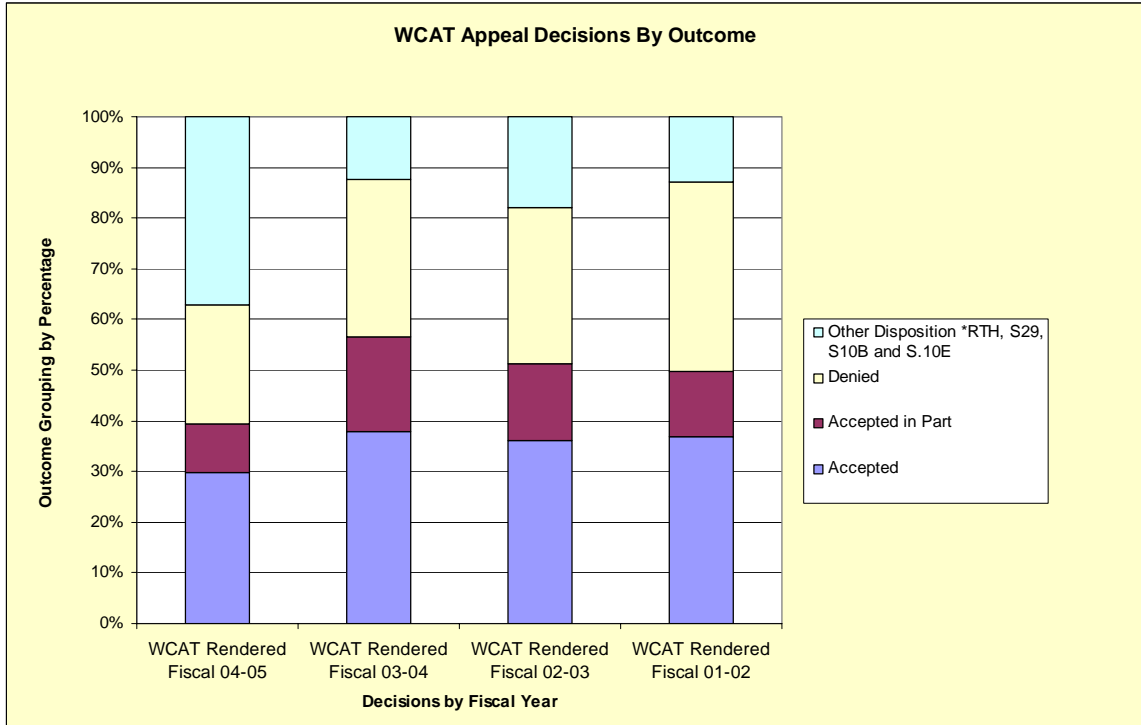


**Figure 8 WCAT Timeliness to Decision**



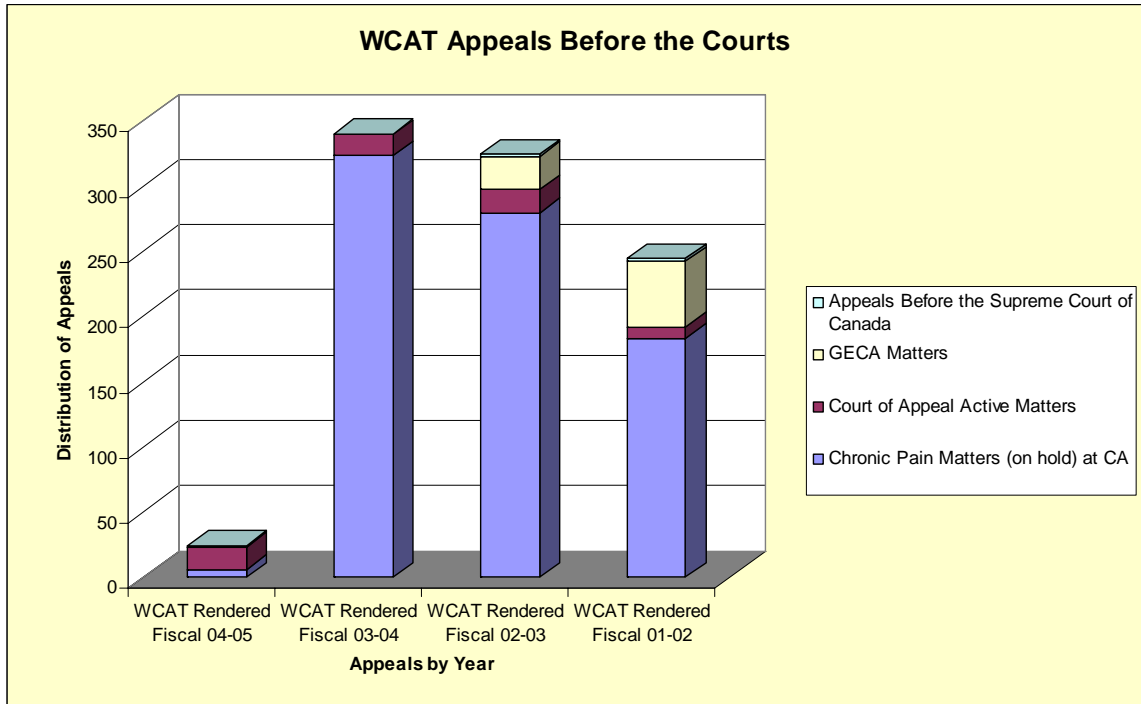
	1	2	3	4	5	6	7	8	9	10	11	>11
WCAT Decisions Rendered Fiscal 04-05	1.02%	4.19%	14.61%	30.11%	43.58%	53.37%	60.61%	65.06%	70.01%	74.71%	80.18%	100%
WCAT Decisions Rendered Fiscal 03-04	0.00%	0.55%	5.36%	32.42%	61.26%	74.59%	82.97%	87.50%	91.62%	94.51%	95.60%	100%
WCAT Decisions Rendered Fiscal 02-03	0.24%	0.97%	3.50%	28.71%	65.14%	81.06%	87.33%	92.88%	95.30%	96.14%	97.47%	100%
WCAT Decisions Rendered Fiscal 01-02	0.24%	0.60%	2.29%	27.29%	63.65%	79.35%	88.65%	92.75%	95.17%	96.86%	97.58%	100%

**Figure 9 WCAT Appeal Decisions by Outcome**



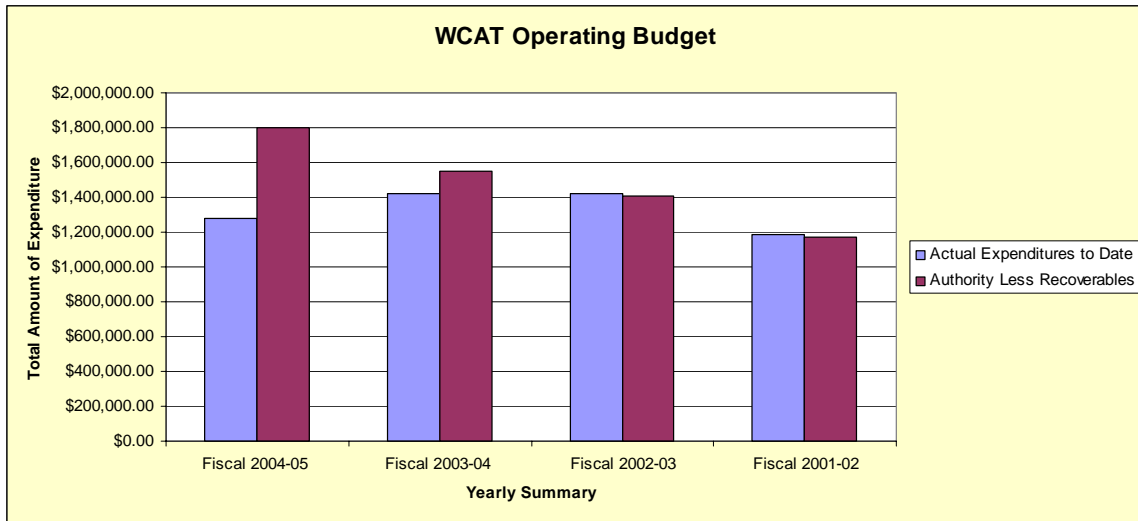
<b>WCAT Decisions by Outcome</b>	<b>Accepted</b>	<b>Accepted in Part</b>	<b>Denied</b>	<b>Other Disposition *RTH, S29, S10B and S.10E</b>	<b>Total</b>
WCAT Rendered Fiscal 04-05	232	75	182	294	783
WCAT Rendered Fiscal 03-04	275	137	225	90	727
WCAT Rendered Fiscal 02-03	300	126	256	149	831
WCAT Rendered Fiscal 01-02	307	105	312	106	830

**Figure 10 WCAT Appeals Before the Courts**



Appeals Before the Court of Appeal	Chronic Pain Matters (on hold) at CA	Court of Appeal Active Matters	GECA Matters	Appeals Before the Supreme Court of Canada	Total
WCAT Rendered Fiscal 04-05	6	17	0	1	24
WCAT Rendered Fiscal 03-04	323	16	0	1	340
WCAT Rendered Fiscal 02-03	279	18	25	2	324
WCAT Rendered Fiscal 01-02	183	9	50	2	244

**Figure 11 WCAT Operating Budget**



	<b>Actual Expenditures to Date</b>	<b>Authority Less Recoverables</b>	<b>Percentage of Total</b>
<b>Fiscal 2004-05</b>	\$1,269,176.90	\$1,796,600.00	71%
<b>Fiscal 2003-04</b>	\$1,422,687.14	\$1,550,800.00	92%
<b>Fiscal 2002-03</b>	\$1,421,848.19	\$1,409,500.00	101%
<b>Fiscal 2001-02</b>	\$1,183,530.19	\$1,173,400.00	101%

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

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### HIGHLIGHTS

- ▶ The number of Field Officer activities carried out in Q1 2005 was down 22% over the same period last year.
- ▶ The number of Orders issued by OHS Officers in Q1 2005 was down 30% over the same period last year.
- ▶ The percentage of Orders that was closed later than the stated compliance date fell below 40%.
- ▶ The number of Inquiries recorded on the Contact Tracking System in Q1 2005 (784) and the number of OHS Web Site page-views in Q1 2005 (95,319) indicate a sharp increase over years past if these trends hold throughout the year.
- ▶ Work was started on a quality management program with an expected completion date sometime in 2005/2006.

### TIME INTERVALS IN TABLES

With the exception of the financial tables presented in Section 4 & 5 (where data is grouped by fiscal year), all of the data displayed in this Quarterly Report is based upon the calendar year – January 1<sup>st</sup> to December 31<sup>st</sup>. In many of the tables, you will see rows or columns that are entitled March, June, September and December (or some variation of these). These are meant to represent each of the four quarters in a year and therefore pertain to the following time periods:

March = January 1<sup>st</sup> to March 31<sup>st</sup>

June = April 1<sup>st</sup> to June 30<sup>th</sup>

September = July 1<sup>st</sup> to September 31<sup>st</sup>

December = October 1<sup>st</sup> to December 31<sup>st</sup>

### OPERATIONAL

**Table 18 Breakdown of All Recorded Workplace Fatalities in NS Over Previous 3 Year Period**

Year	Annual Total
2003	22
2004	27
2005 – as of March 31 <sup>st</sup>	4

*\*Please note: These values were obtained from a combination of WCB data, news releases and other sources in which fatalities were being reported.*

**Table 19 Breakdown of Tracked Workplace Activity By Type Over Previous 3 Year Period**

Period	General Inspections	Re-Inspections	Targeted Inspections	Complaints	Work Refusals	Discriminatory Action	Incident Investigation	Total
March 03	342	120	98	164	3	16	67	917
June 03	448	130	35	228	5	5	64	1016
Sept. 03	351	154	47	217	6	15	76	1022
Dec. 03	257	111	75	156	2	9	54	941
2003 Totals	1398	515	255	765	16	45	261	3896
March 04	386	94	99	199	1	13	65	1149
June 04	217	113	186	242	0	40	100	1107
Sept. 04	274	128	119	235	1	7	82	979
Dec. 04	243	125	77	197	25	16	65	866
2004 Totals	1139	475	482	882	27	77	321	4162
March 05	251	120	59	173	2	10	73	893
2005 Totals	251	120	59	173	2	10	73	893

*\*Please note: The 2005 values shown above were attained from Inspection Tracking System data compiled in April, 2005.*

**Acronym Definitions for Table 20 – presented below**

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

**Table 20 Breakdown of Orders Issued By Law Over 3 Year Period**

Period	OHS Act	FPSR	FAR	GBR	OHR	OSGR	TWTRC	WHMIS R	UMR	Total Orders Issued
March 03	553	127	226	0	3	659	3	149	NA	1720
June 03	641	192	244	3	7	731	4	149	NA	1973
Sept. 03	513	136	197	0	9	622	2	152	NA	1634
Dec. 03	389	137	128	4	8	480	1	91	14	1283
2003 Totals	2096	592	795	7	27	2492	10	541	14	6610
March 04	624	148	236	8	11	859	0	173	114	2198
June 04	684	128	185	1	7	764	6	154	22	1976
Sept. 04	572	188	172	10	2	661	19	115	9	1766
Dec. 04	506	156	168	15	7	571	14	87	24	1563
2004 Totals	2397	627	769	34	27	2901	39	530	169	7576
March 05	569	101	161	3	2	554	1	115	2	1531
2005 Totals	569	101	161	3	2	554	1	115	2	1531

*\*Please note: The 2005 values shown above were attained from Inspection Tracking System data compiled in April, 2005.*

**Table 21 Breakdown of Prosecutions and SOT Outcomes Over Previous 3 Year Period**

Period	Prosecutions Initiated			SOTS Decided		
	Full Form Prosecutions (i.e. non-SOT)	SOTS Issued		Paid, no trial	Trial	
		Non Compliance with Order	No Compliance Notice		Verdict = Guilty	Verdict = not Guilty
2003 Totals	43	NA	NA	NA	NA	NA
2004 Totals	53	10	6	5	6	3
March 05	5	2	0	0	4	0
2005 Totals	5	2	0	0	4	0

*\*Please note: 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 that 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 22 Breakdown of Full Form Prosecution Outcomes Over Previous 3 Year Period**

Period	Charges Decided Guilty	Charges Decided Not Guilty	Charges Decided Dismissed	Charges Withdrawn	Charges Stayed	Total Decided Charges
2003 Totals	29	0	2	29	0	60
2004 Totals	114	54	6	12	52	48
March 05	16	12	3	6	3	24
2005 Totals	16	12	3	6	3	24

**Table 23 Breakdown of Additional Tracked Activities Over Previous 3 Year Period**

Period	Stop Work Orders Issued	Regulation Deviation Requests	Regulation Deviation Granted	Codes of Practice Under Regulations	Appeals Filed of Officer's Decisions or Orders	Appeals Filed of Director's Decisions or Orders
2003 Totals	129	70	28	15	20	10
2004 Totals	119	24	21	30	27	8
March 05	12	4	3	4	4	0
2005 Totals	12	4	3	4	4	0

*\*Please note: The 2005 values shown above were attained from Inspection Tracking System data compiled in April 2005.*

In Table 24 (presented below), performance service measures are shown. Specifically, the column headings represent statistics used to measure / ensure **Proper Internal Management**.

**Table 24 Breakdown of Performance Measures Over Previous 3 Year Period**

Period	Average Number of Activities per OH&S Officer	Average Number of Targeted Inspections per OH&S Officer	Closed Orders That Went Past the Stated Compliance Date (%)
2003	96.6	6.3	47.7
2004	118.2	13.7	44.10
March 05	25.99	1.72	39.61
2005 Projected	103.96	6.88	N/A

*\*Please note: The 2004 values shown above were attained from Inspection Tracking System data compiled in April, 2005.*



The Division is accountable for meeting the outcomes and outcome measures noted in the Department's Annual Business Plan (see [http://www.gov.ns.ca/enla/pubs/b\\_plan04.pdf](http://www.gov.ns.ca/enla/pubs/b_plan04.pdf)). These are shown in Table 25 below.

**Table 25 Breakdown of Outcomes and Outcome Measures Over Previous 3 Year Period**

Outcome	Measure	Target	2003	2004	Mar 05	Jun 05	Sep 05	Dec 05	2005 All
A Safe Work Environment	Annual Percentage of targeted inspections where a health and safety order is not issued.	Increase the Percentage from the base year (2001) measure of <b>43.5%</b> .	52.5	36.0	49.2				N/A
	Number of registered WCB claims per 100 employees, compared to the 5-year running average.	Maintain or decrease number of claims relative to 5 year running average ( <b>8.14</b> ). **	7.73	7.72	Provided Annually by WCB				
	Average number 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 ( <b>32.88</b> ). **	38.2	41.01	Provided Annually by WCB				

*\*Please note: The 2005 values shown above in row 1 were attained from Inspection Tracking System data compiled in April, 2005.*

*\*\* Also: the 5-year running averages giving in Table 25 are based on data from 2000 to 2004.*

On January 1<sup>st</sup>, 2004, the Division began using a Contact Tracking System (CTS) to keep track of OH&S Complaints and Inquiries. Table 26, shown below, portrays a handful of the statistics compiled from the CTS database.

**Table 26 Statistics from the Divisions Contact Tracking System (CTS)**

	2004 Totals	March 05	2005 Totals
# Complaints Received	1170	243	300
# Complaints for Which no Follow-Up Inspection was Performed	N/A	59	87
Avg. # Days Between Receipt of Complaint and Inspection (if one is conducted) (by Quarter End)	N/A	6.04	5.05
# Inquiries Received	2302	784	566

*\* Please note: The Quarterly figures presented above were tabulated shortly following the end of the Quarter. That said, the values for rows 2 & 3 could be drastically different at a later time.*

**Table 27 OH&S Web Site Tracking Statistics**

Period	Total # Page Views (Laws)	Total # Downloads
2003 Totals	245,653	59,505
2004 Totals	334,937	119,934
March 05	95,319	29,737
2005 Totals	95,319	29,737

*\* Please note: The total # of Downloads figures do not include the # of OHS Act downloads as we are unable to track the activity on the server where this document resides.*

**Table 28 OH&S Toll-Free calls received**

Period	Total # Calls received
2003 Totals	4,988
2004 Totals	4,548
March 05	990
2005 Totals	990

**FINANCIAL**

\* Please note: 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 29 Operating Authority 2004/2005**

Business Area	Authority
OHS Administration	1,644,656
OHS Professional Services	964,792
OHS Inspection & Compliance Services	381,002
OHS Inspection & Compliance Services, Central	1,134,177
OHS Inspection & Compliance Services, Southwest	528,667
OHS Inspection & Compliance Services, Northeast	571,297
OHS Inspection & Compliance Services, Cape Breton	589,715
Blaster's Board	14,608
OHS Appeal Panel	6,891
OHS Advisory Council	111,780
Total	5,947,585

## CLIENT SATISFACTION

**Table 30 Client Satisfaction with Email Question / Answer Service**

Question	Percent of maximum score (No. of responses*)		
	2004 / 2005**	2003 / 2004	2002 / 2003
No. of email surveys sent	NA	43	-
Response Rate (%)	NA	63	71
The information answered my question.	NA	82.2 (27)	86.5 (71)
The information was clear, concise and understandable.	NA	80.7 (27)	87.0 (71)
The information was received within an acceptable time frame.	NA	87.9 (28)	86.8 (71)
You are pleased with the information you received.	NA	87.7 (26)	89.3 (71)
Average		84.6	87.4

\* Please note: Not every respondent answers every question. Also, data for 04/05 has not yet been compiled.

\*\* 2004/2005 data not yet available

## STRATEGIC PLAN / BUSINESS PLAN

### Workplace Safety and Insurance System

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

### Occupational Health and Safety Division, Department of Environment and Labour

During the 1<sup>st</sup> Quarter of 2005, the Division:

- 1) Completed work on:
  - a. Support for Advisory Council reports on the Underground Mining and Fall Protection and Scaffolding Regulations.
  - b. Several plain language documents related to the First Aid and Occupational Safety General Regulations.
- 2) Started or continued work on:
  - a. A quality management program, expected to be completed in 2005/2006
  - b. Several law amendment projects, including:
    - i. Regulations for liquefied natural gas (LNG) plants
    - ii. An overall review of previously proposed law amendment projects
  - c. A reformatting of the annual report to make the report more focused

## APPENDIX 4 – WORKERS’ COMPENSATION BOARD DETAILED REPORT

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### HIGHLIGHTS

In March the percentage of injured workers receiving their first cheque within 15 days of injury was 81.29%, slightly below the target of 83%. Injury Reporting continued below target and this has a direct impact on the ability to pay claims on time. As well, the 83% target for Timeliness of First Payment is based on the assumption that 53% of claims are low risk. However, only 44.5% were low risk. The timeliness target is being reconsidered in light of these uncontrollable variables.

Average duration for medium-risk claims remains satisfactory and below the 13-week target. For March 2005, duration for high-risk claims is 51.91 weeks, a 7% decrease over last quarter. A Duration Status Update was provided to the Board in December outlining the complexity of the duration challenge and the multi-faceted duration reduction strategy. Client Services and Health Services are focused on implementing this strategy during 2005.

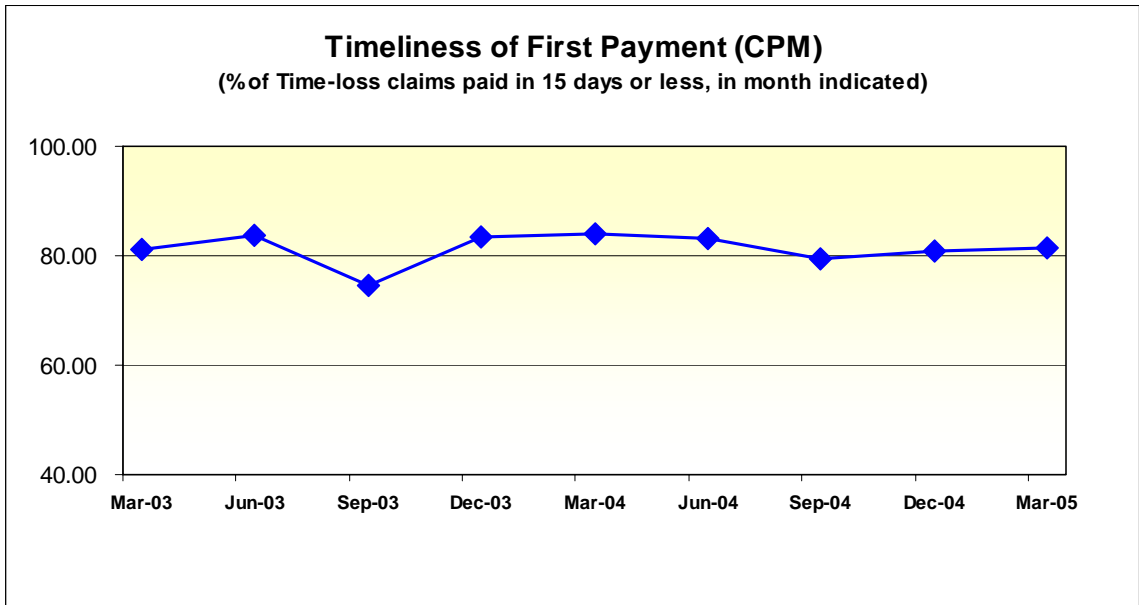
The return-to-work rates continue to show positive results. 95.9% (374 claims) of medium risk claims returned to work (target is 90%) and 80.8% (67 claims) of high-risk claims returned to work (target is 80%).

The number of new appeals received at Internal Appeals (117 for March 2005) decreased by 5% compared to last month (123 for March 2004) and remained constant compared to the same quarter last year. For March 2005, Internal Appeals is above the 95% target with 100% of paper review decisions issued within 90 days of receipt of the appeal.

In general, results from the 1<sup>st</sup> quarter 2005 surveys indicate that injured workers’ satisfaction with WCB service remained relatively stable for Client Services compared to 4<sup>th</sup> quarter 2004 results. Employers’ satisfaction with both Client Services and Assessments showed general improvement compared to 4<sup>th</sup> quarter 2004.

The ‘injury rate’ (the number of time-loss claims per 100 person-years of employment) was previously calculated using the date a claim was opened. The calculation is revised and now uses injury date as we believe this more accurately reflects the frequency of workplace injuries in Nova Scotia. This has resulted in slightly lower injury rates. For example, December 2004 decreased from 3.04 to 2.96. The rate for January 2005 is 2.98.

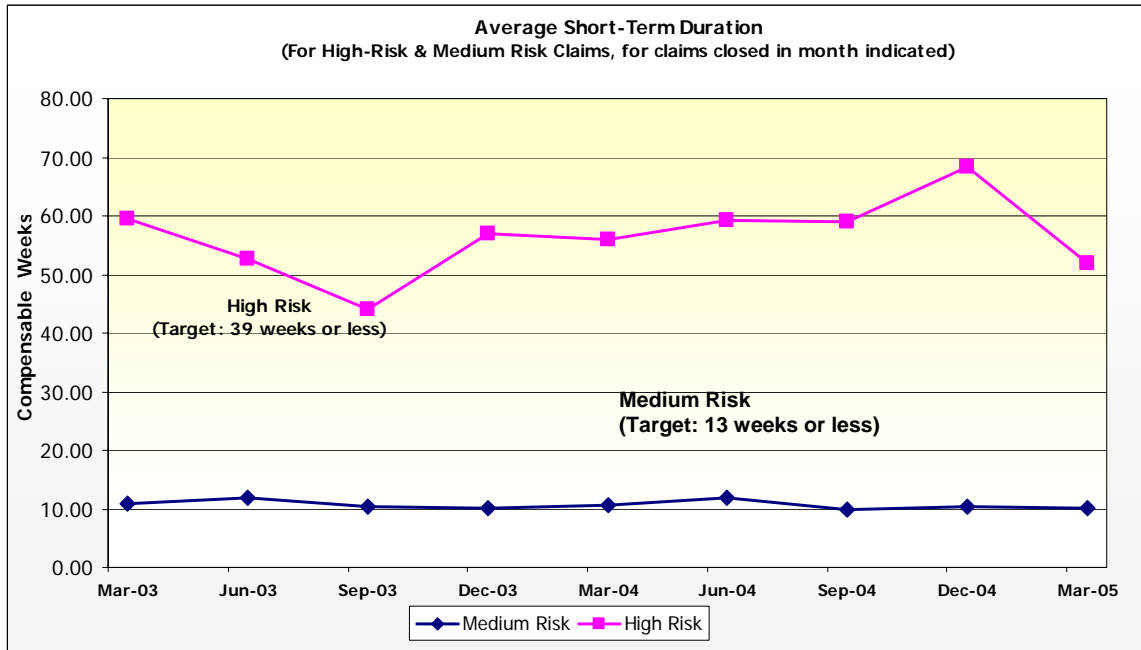
**Figure 12 Timeliness of First Payment**



Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
81.20	83.80	74.60	83.40	83.90	83.20	79.5	80.9	81.29

**Commentary:** In March the percentage of injured workers receiving their first cheque within 15 days of injury was 81.29%, slightly below the target of 83%. Injury Reporting continued below target and this has a direct impact on the ability to pay claims on time. As well, the 83% target for Timeliness of First Payment is based on the assumption that 53% of claims are low risk. However, only 44.5% were low risk. The timeliness target is being reconsidered in light of these uncontrollable variables.

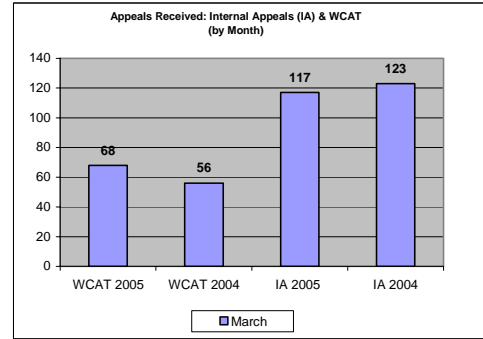
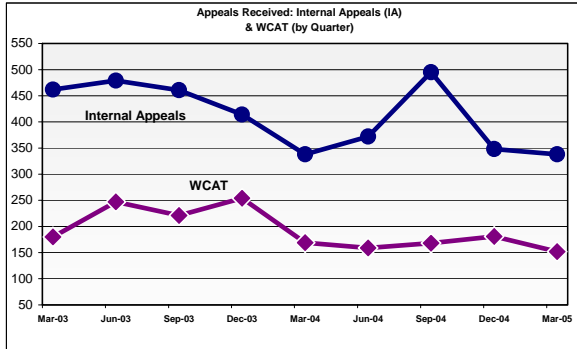
**Figure 13 Average Short-Term Duration**



Claims	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
Medium Risk	10.80	11.86	10.33	10.01	10.63	11.82	9.98	10.43	10.02
High Risk	59.60	52.70	44.16	56.88	55.96	59.31	59.1	68.45	51.91

**Commentary:** Average duration for medium-risk claims remains satisfactory and below the 13-week target. For March 2005, duration for high-risk claims is 51.91 weeks, a 7% decrease over last quarter. A Duration Status Update was provided to the Board in December outlining the complexity of the duration challenge and the multi-faceted duration reduction strategy. Client Services and Health Services are focused on implementing this strategy during 2005.

**Figure 14 Appeals Received**

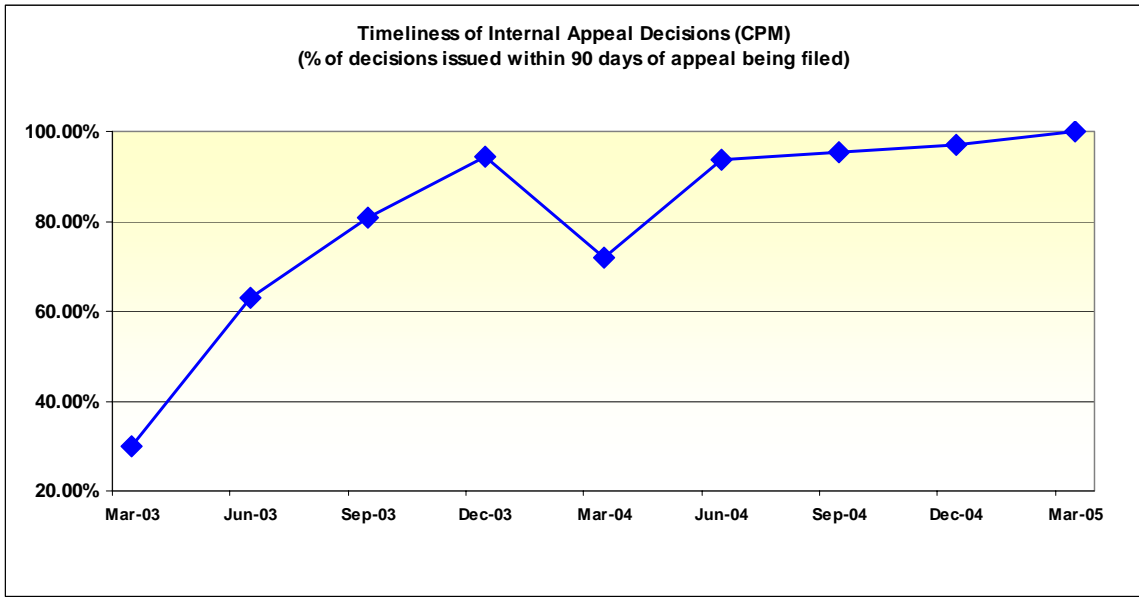


	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
WCAT	180	247	221	254	169	159	168	181	152
IA Received	462	479	461	414	338	372	495	348	338

	March
WCAT 2005	68
WCAT 2004	56
IA 2005	117
IA 2004	123

**Commentary:** Appeals volumes received continued on a downward trend. For WCAT, appeals received from January – March decreased 10% compared to same quarter last year. Internal Appeals remained constant compared to the same quarter last year.

**Figure 15 Timeliness of Internal Appeal Decisions**

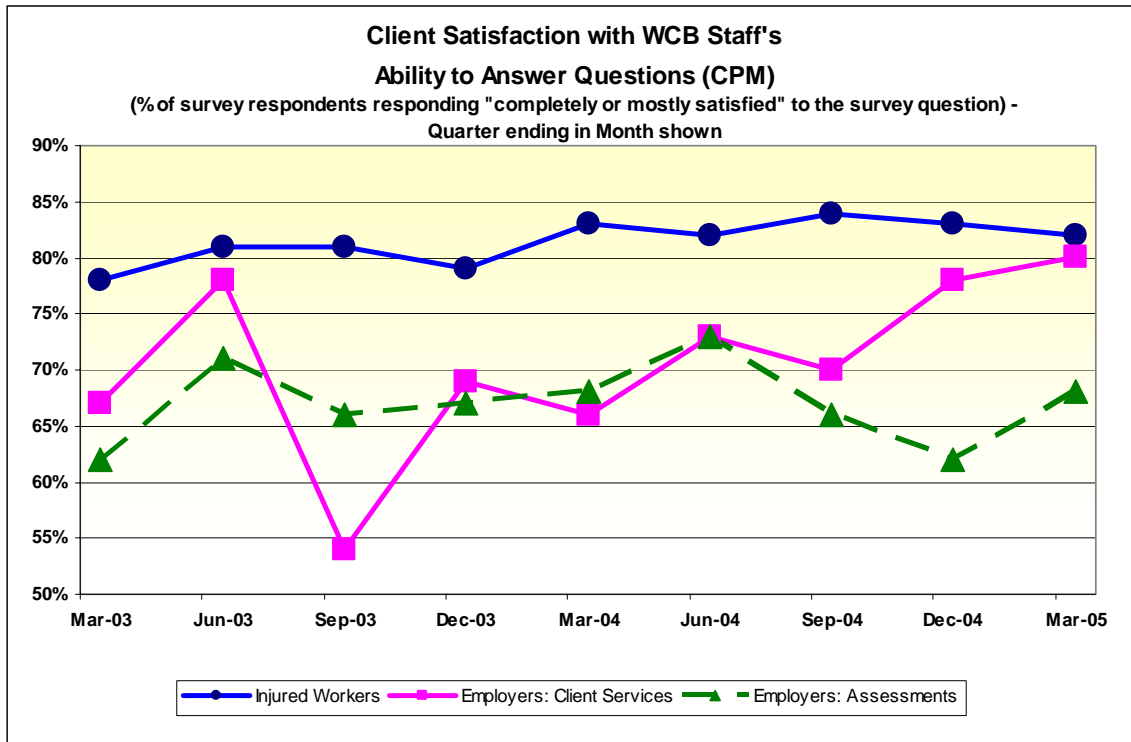


Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
30.00%	62.90%	80.80%	94.40%	72.00%	93.60%	95.30%	96.90%	100%

**Commentary:** In March 2005, Internal Appeals was above the 95% target with 100% of paper review decisions issued within 90 days of receipt of the appeal.



**Figure 16 Client Satisfaction with Ability to Answer Questions**

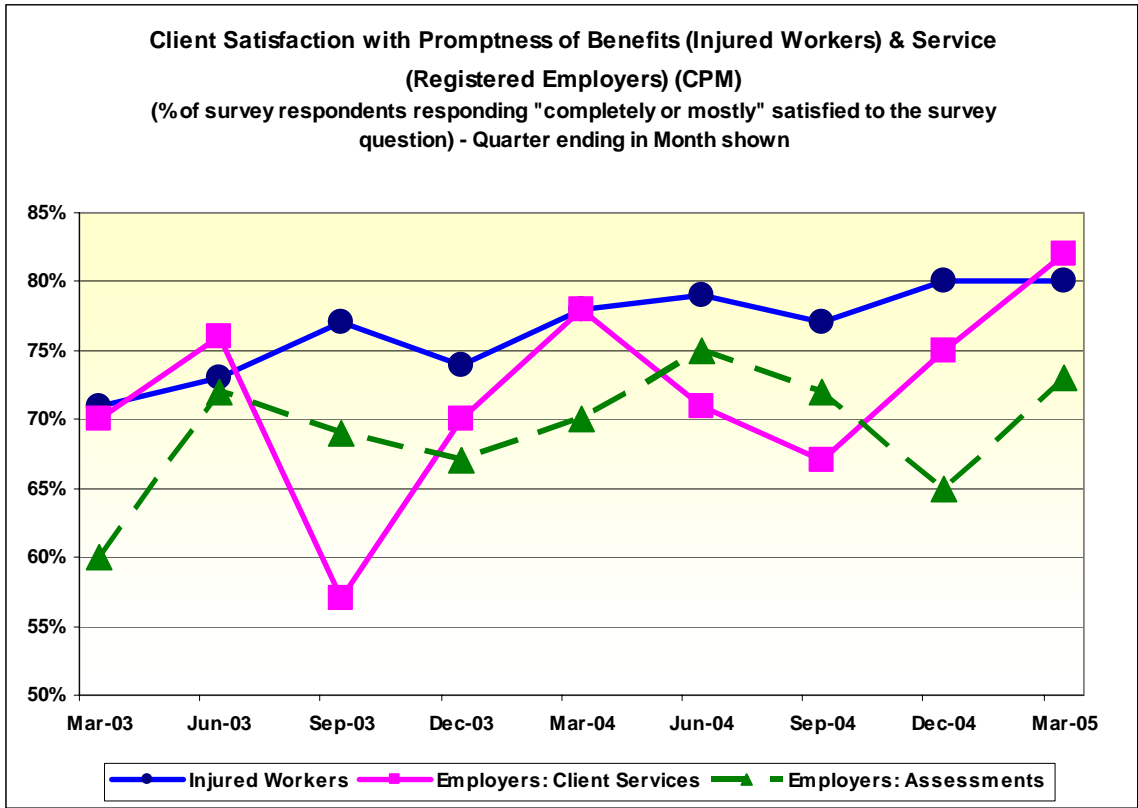


	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
Injured Workers	78%	81%	81%	79%	83%	82%	84%	83%	82%
Employers: Client Services	67%	78%	54%	69%	66%	73%	70%	78%	80%
Employers: Assessments	62%	71%	66%	67%	68%	73%	66%	62%	68%

**Commentary:** Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

**Figure 17 Client Satisfaction with Promptness of Benefits and Service**

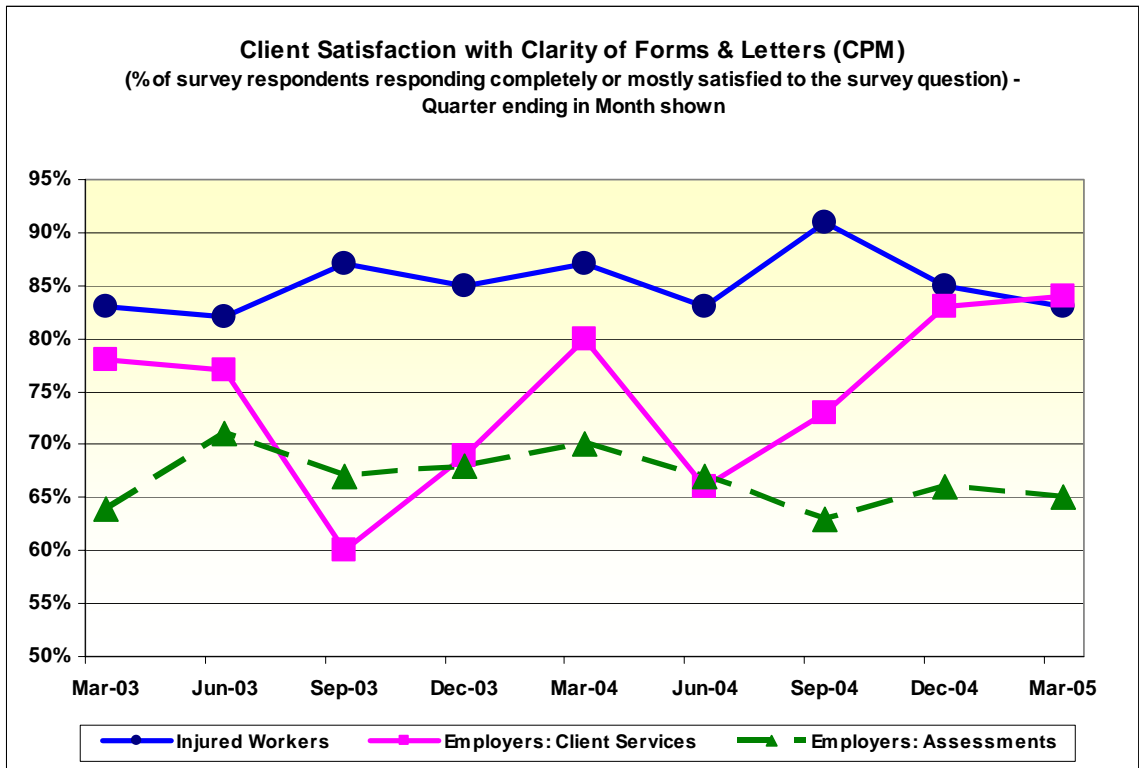


	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
Injured Workers	71%	73%	77%	74%	78%	79%	77%	80%	80%
Employers: Client Services	70%	76%	57%	70%	78%	71%	67%	75%	82%
Employers: Assessments	60%	72%	69%	67%	70%	75%	72%	65%	73%

**Commentary:** Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

Figure 18 Client Satisfaction with Forms

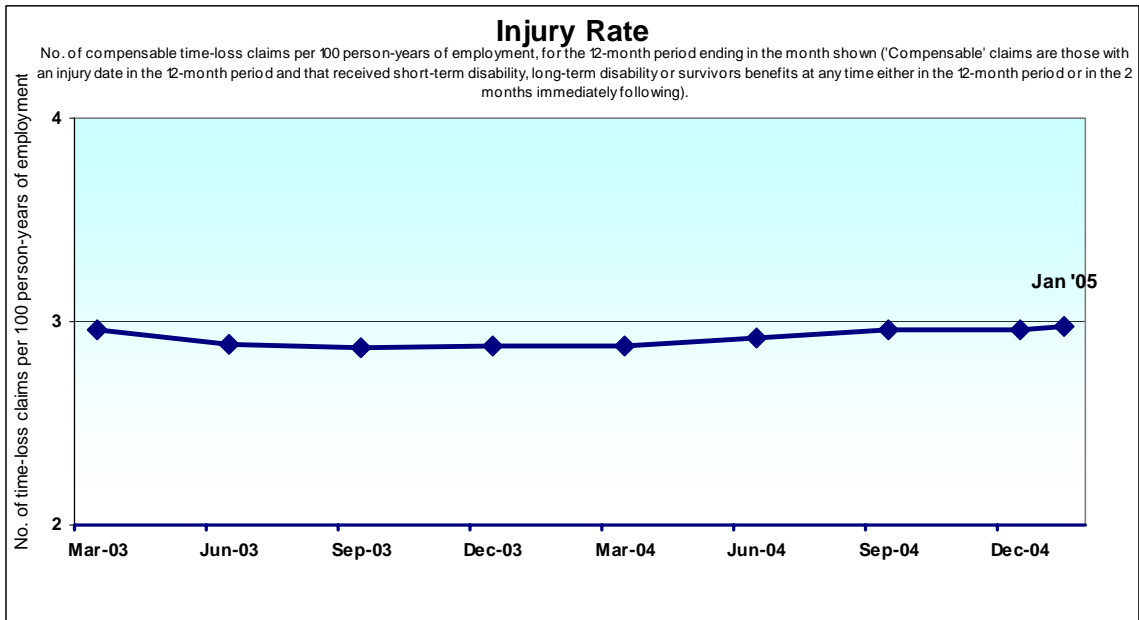


	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
Injured Workers	83%	82%	87%	85%	87%	83%	91%	85%	83%
Employers: Client Services	78%	77%	60%	69%	80%	66%	73%	83%	84%
Employers: Assessments	64%	71%	67%	68%	70%	67%	63%	66%	65%

**Commentary:** Data provided by the Injured Worker Survey (IWS) and Registered Employer Survey (RES)

Injured workers are asked about service provided by WCB Client Services staff; registered employers are asked about service provided by Client Services and Assessments Staff.

**Figure 19 Injury Rate**



Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Jan-05
3.01	2.99	2.92	2.96	2.93	3.01	3.05	2.96	2.98

**Commentary:** In prior editions of this report, injury frequency was calculated using the date a claim was opened. The calculation is revised and now uses injury date as we believe this more accurately reflects the frequency of workplace injuries in Nova Scotia.