

## Effectiveness Measures - Q4/2016 Reports Table of Contents

Page	TOPIC	DESCRIPTION	EFFECTIVE DATE	x of Year
<b>Claims Change</b>				
1	<b>Vocational Rehabilitation Policy Review - Phase 1</b>	Amendments made to the policies in Chapter 11 of the Rehabilitation Services & Claims Manual, Volume II ("RS&CM"), which provide direction on the provision of vocational rehabilitation services.	September 1, 2015	2 of 2
<b>Prevention Changes</b>				
2	<b>OHS Workplace bullying and harassment policies.</b>	Sections 115, 116 and 117 of the Workers Compensation Act set out the general duties of employers, workers, and supervisors respectively. The new policies have been developed to clarify the obligations of employers, workers, and supervisors regarding preventing, where possible, or otherwise minimizing workplace bullying and harassment.	November 1, 2013	3 of 3
3	<b>Amended Stop Work Orders Policy</b>	The policy statements in the Prevention Manual around stop work orders are amended on an interim bases applying to all inspections occurring on and after May 27, 2015 until the end of December 31, 2015.	May 27, 2015	2 of 3
4	<b>Preliminary Incident and Full Incident Investigations Policies Approved</b>	The revised sections each require an employer to ensure that a report of the preliminary investigation and a report of the full investigation is prepared in accordance with the policies of the Board of Directors applying to all inspections occurring on and after May 27, 2015 until the end of December 31, 2015.	May 27, 2015	2 of 3
5	<b>Miscellaneous Amendments to the Prevention Manual</b>	The Prevention Manual is amended to delete the following Policy items: a) R8.10-1, Personal Clothing and Accessories; b) R8.22-1, Footwear; c) R24.7-1, Diving Variances.	September 1, 2015	2 of 2
6	<b>Partners in Injury and Disability Prevention Program</b>	On January 26, 2016, the Board of Directors approved proceeding with full stakeholder consultation on the development of an improved Partners Program. The Board of Directors also approved setting interim policies, items AP 1-42-4 in the Assessment Manual and D2-111-4 in the Prevention Manual to be effective while consultation is underway. The interim policies apply to all decisions made on or after February 15, 2016 and expire on October 31, 2016.	February 15, 2016	1 of 1
7	<b>OHS Penalty Policies</b>	On January 26, 2016, the Board of Directors approved changes to the OHS Penalty Policies, following consultation in the fall of 2015.  These include: a) Overall changes to streamline, clarify, and update existing policies. b) Changes to penalty amount calculations to make penalties more proportionate relative to an employer's size and the seriousness of the circumstances.  The following policies were amended: a) D12-196-1 OHS Penalty Criteria b) D12-196-3 Transfer of OHS History c) D12-196-6 OHS Penalty Amounts d) D24-73-1 Claims Cost Levies  In addition Policy D8-160-1 (First Aid - Special Rate of Assessment) was deleted. The policy changes apply to all violations on and after March 1, 2016.	March 1, 2016	1 of 2
<b>Compensation Changes</b>				
8	<b>Chapter 10 – Medical Assistance</b>	The new policies:  Clarify the roles and responsibilities of health care providers, workers, employers and WorkSafeBC regarding the provision of health care benefits to injured workers; Provide additional benefits and services for severely disabled workers; Reflect clinical best practices for the provision of health care benefits such as opioids and other drugs of addiction; Provide expanded benefits where a worker travel for the purpose of health care; and Provide consistency in content, formatting and style.	January 1, 2015	2 of 3
9	<b>Permanent Disability Evaluation Schedule ("PDES")</b>	On March 19, 2014, the Board of Directors approved amendments to the PDES in the Rehabilitation Services & Claims Manual, Volume II to:  Consolidate and clarify guidance on assessing permanent disability awards under the loss of function method and set out an annual process for review as a part of the Policy, Regulation and Research Division's ("PRRD") annual workplan consultation process.	January 1, 2015	3 of 3

Page	TOPIC	DESCRIPTION	EFFECTIVE DATE	x of Year
10	<b>Nerve entrapments and tendinopathies of the arm, neck and shoulder</b>	<p>The amendments are to consolidate and clarify guidance on adjudication of ASTD claims generally, including:</p> <p>Clarifying and updating medical terminology;            Updating the general risk factors for adjudicating all ASTD claims; and            Having all the general guidance for adjudicating ASTD claims moved into an introductory policy.</p>	March 1, 2015	2 of 3
11	<b>Cost Relief for Certain Compensable Consequences</b>	<p>WorkSafeBC's Board of Directors approved three new policies around cost relief for certain compensable consequences:</p> <p>Addition of #115.34 - Experience Rating Exclusions for Certain Compensable Consequences            Amendment to #115.30 - Experience Rating Cost Exclusions            Amendment to #115.31 - Injuries or Aggravations Occurring in the Course of Treatment or Rehabilitation</p>	January 1, 2016	2 of 3
<b>Assessment Changes</b>				

**Vocational Rehabilitation Policy Review - Phase 1**

TOPIC/PART	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>Amendments made to the policies in Chapter 11 of the Rehabilitation Services &amp; Claims Manual, Volume II ("RS&amp;CM"), which provide direction on the provision of vocational rehabilitation services.</p>	<p>September 1, 2015</p>	<p>Since the last review of vocational rehabilitation policy was completed in 2002, disability awards introduced a new operations model to reflect changes in VR decision-making procedures and responsibilities. The amendments to Chapter 11 would ensure that policy and practice are better aligned and up to date with the current disability awards model.</p> <p>By removing outdated referrals and streamlining certain decision points, the amendments to Chapter 11 would also ensure that vocational rehabilitation decision-making procedures would be more efficient. This could be measured by anecdotal evidence with vocational rehabilitation staff.</p>

**Reporting:**

One Time Report

Multiple Reporting Years:

2 of 2 yrs (2015-2016)

**2015 Discussion:**

It is too early to establish the effectiveness of this change.

**2016 Discussion:**

Generally speaking, the policy and practice changes were positively received with the greatest impacts noted in the following areas:

- Nature and Extent of Programs and Services – Modification to the Rehabilitation Plan (C11-88.00)
- Job Search Assistance – Extension (C11-88.30)
- Nature and Extent of Programs and Services – Costs of Alternative Rehabilitation Plans (C11-88.00)

Consensus amongst VRCs who provided feedback is that the changes removing the policy requirement for VR Director level approval of job search extensions between 12 and 26 weeks and modifications to the Rehabilitation Plan have allowed for greater certainty as well as more timely communication of decisions to workers. In addition, the changes have reduced administrative activities as a result of fewer approval tasks escalating to the VR Director level for approval. It is noted that at the same time, we have not experienced an increase in the number of workers on job search assistance beyond the established job search guidelines.

Removing the requirement for the VRC to provide the estimated costs of alternative Rehabilitation Plans is the change that has been identified by VRCs as having the most significant, positive impact administratively as well as on their capacity to deliver improved customer service. The time involved in researching, documenting and costing an alternative occupational goal in the Rehabilitation Plan was significant. While VRCs continue to explore, with workers, viable vocational options consistent with the five phases of the VR process, documentation of the Alternative plan with cost estimates is now only required when completing a baseline plan for TRPD and for Business Start-Ups/Enhancements. This change has allowed VRCs to re-direct their time to other vocational activities and to finalize rehabilitation plans sooner. Since 2014 VR VOC results have climbed steadily and YTD 2016 the rating of the VRC is at 77% good/very good which is the highest ever.

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Last reporting.

**OHS Workplace Bullying and Harassment Policies.**

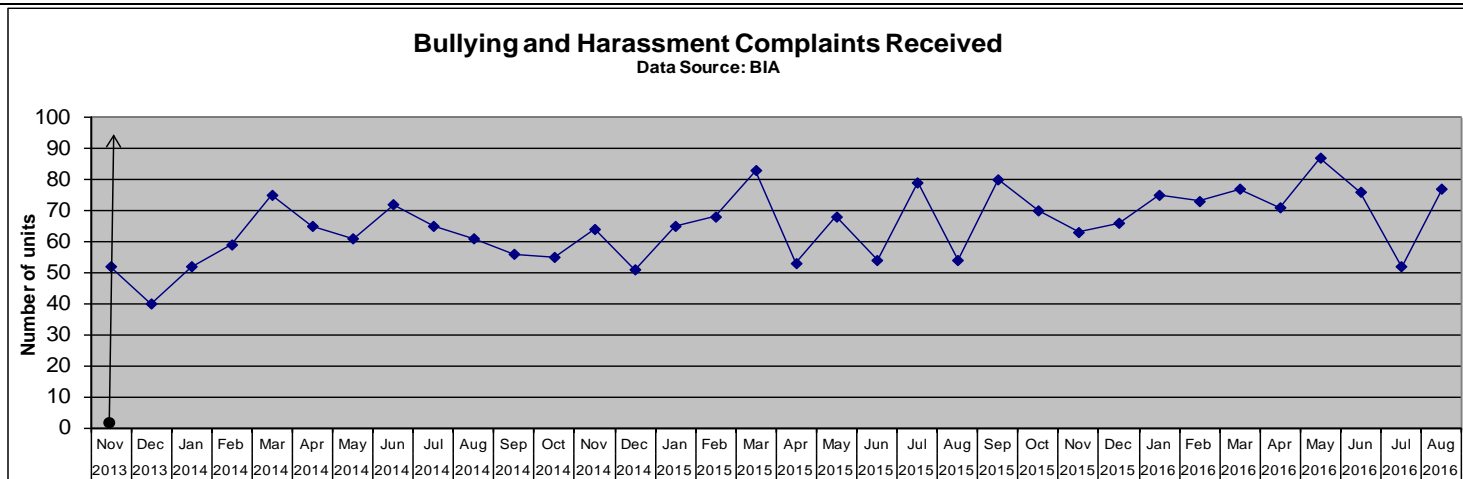
TOPIC	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
Sections 115, 116 and 117 of the Workers Compensation Act set out the general duties of employers, workers, and supervisors respectively. The new policies have been developed to clarify the obligations of employers, workers, and supervisors regarding preventing, where possible, or otherwise minimizing workplace bullying and harassment.	November 1, 2013	Over the longer term, the number of complaints to WorkSafeBC could drop due to employer programs meeting their obligations. In the short to medium term increased awareness will likely result in higher numbers of complaints.

**Reporting:**

One Time Report

Multiple Reporting Years:

3 of 3 yrs (2014-2016)



**2014 Discussion:**

The introduction of the OHS Workplace Bullying and Harassment policies was a significant change. It identified bullying and harassment as an issue to be addressed by workplace parties for the first time as an OHS issue. (Only bullying and harassment involving violence was addressed before.) Within a similar time frame, the Act was amended to allow claims related to bullying and harassment. In addition, the introduction of the policies has resulted in a focus on these issues that did not exist before. As a result, comparisons with the time prior to these changes would not be meaningful.

**2015 Discussion:**

As expected, the increased awareness of the new bullying and harassment policy has resulted in a higher number of complaints since the policy was made effective November 1, 2013.

**2016 Discussion:**

The number of complaints have increased since the policy was made effective November 1, 2013. It is too early to determine the effectiveness of employer programs meeting their obligations.

**2014 Conclusion:**

Next reporting Q4-2015.

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Last reporting.

**Amended Stop Work Orders Policy**

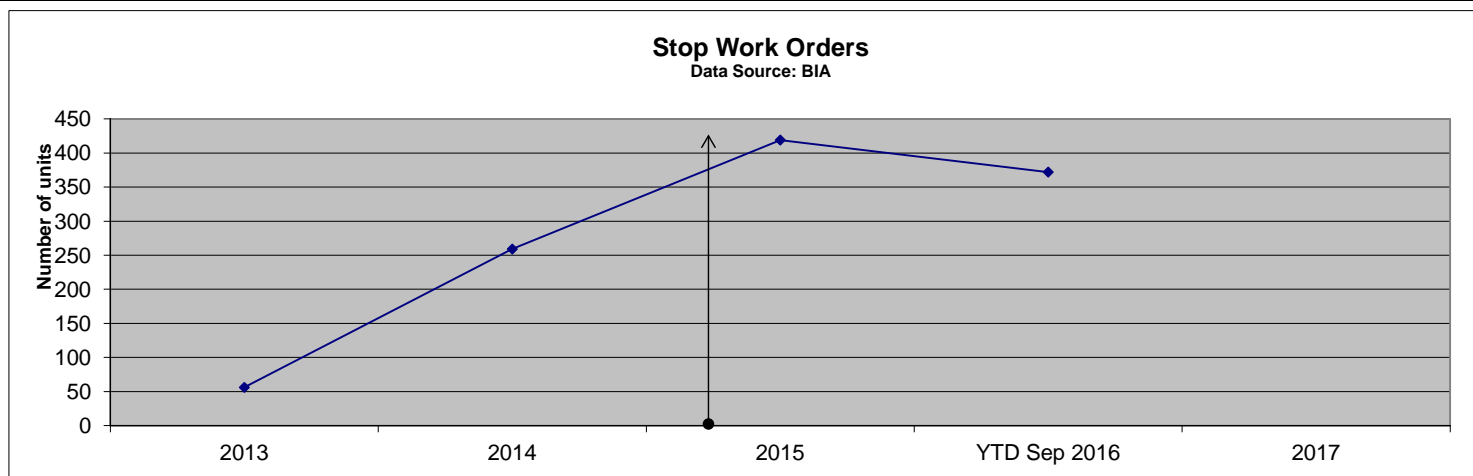
TOPIC	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
The policy statements in the Prevention Manual around stop work orders are amended on an interim bases applying to all inspections occurring on and after May 27, 2015 until the end of December 31, 2015.	May 27, 2015	Changes to Policy D12-191-1 (Stop Work Orders) will provide additional guidance for using the new provisions set out in section 191. The new provisions: 1) expand the criteria and lower the threshold for issuing stop work orders, and 2) allow WorkSafeBC to stop work from starting at multiple locations for an employer.  Feedback from WorkSafeBC staff will demonstrate the effectiveness.

**Reporting:**

One Time Report

Multiple Reporting Years:

2 of 3 yrs (2015-2017)



**2015 Discussion:**

- Per feedback from the Prevention department, this policy has provided more flexibility for our prevention officers in regards to getting compliance from our employers.
- While this will likely result in an increased number of stop work orders, this number is still very small in comparison to the overall number of inspections done each year.

**2016 Discussion:**

This policy has provided more flexibility for our prevention officers in regards to getting compliance from our employers resulting in an increase in the number of stop work orders. By the end of 2016 the number of stop work orders is estimated to be higher than 2015. For the year to date in 2016, 4 Stop Operations Orders were issued. (1 Stop Operations Order was issued in 2015.)

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Next reporting Q4-2017.

**Preliminary Incident and Full Incident Investigations Policies Approved**

Topic	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
The revised sections each require an employer to ensure that a report of the preliminary investigation and a report of the full investigation is prepared in accordance with the policies of the Board of Directors applying to all inspections occurring on and after May 27, 2015 until the end of December 31, 2015.	May 27, 2015	<ul style="list-style-type: none"> <li>• Measure the number of reports received by WorkSafeBC for preliminary and full incident investigations;</li> <li>• Feedback from WorkSafeBC staff and stakeholders would demonstrate the effectiveness of the policies.</li> </ul>

**Reporting:**

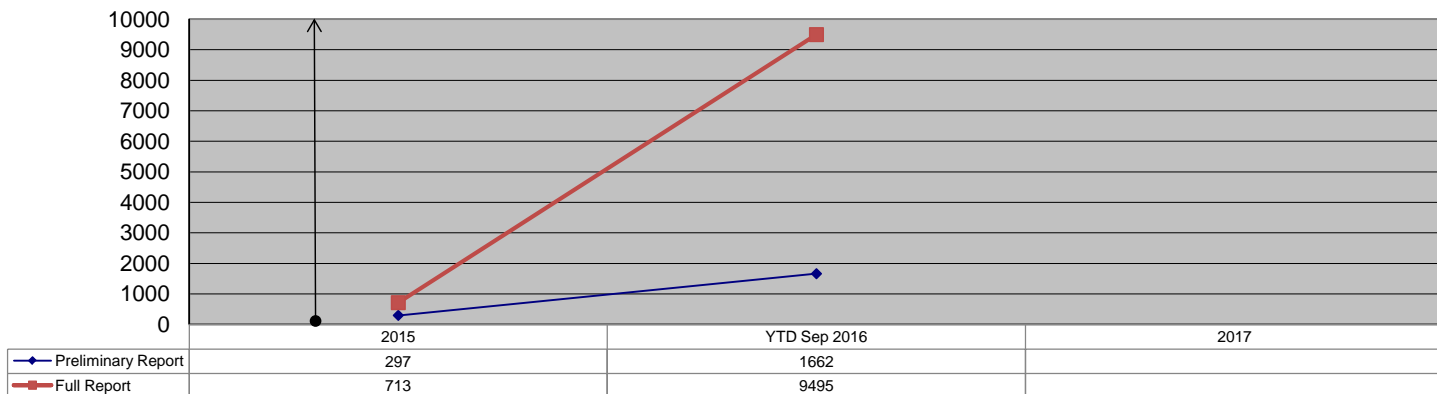
One Time Report

Multiple Reporting Years:

2 of 3 yrs (2015-2017)

**Preliminary and Full Incident Investigations Reports Received**

Data Source: BIA



**2015 Discussion:**

- The number of preliminary and full incident reports received are now being tracked since May 2015; we expect to see a large increase over the next 2 years on the number of reports received.
- Per feedback from the Prevention department, there is an employer incident investigation report (EIIR) database being developed to track all reports received and the initial focus will be for serious injury claims and following up with employers who have not complied.
- The next 2 years will provide us with more data and help us further understand the effectiveness of the change.

**2016 Discussion:**

- There is a significant increase in the number of preliminary and full incident reports received year to date compared to 2015. We are estimating close to 15,000 reports received by the end of the year.
- The EIIR database was developed in January 2016 and is tracking the reports received for follow up.

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Next reporting Q4-2017.

**Miscellaneous Amendments to the Prevention Manual**

TOPIC/PART	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>The Prevention Manual is amended to delete the following Policy items:</p> <p>a) R8.10-1, Personal Clothing and Accessories;                      b) R8.22-1, Footwear;                      c) R24.7-1, Diving Variances.</p>	<p>September 1, 2015</p>	<p>These policies were deleted because they were out of date or not suited for policy. The policies duplicated explanatory information provided elsewhere, and in some places the policies contained incorrect or outdated information. It is anticipated that these changes will simplify policies in the Prevention Manual and the effectiveness will be measured through anecdotal evidence of WorkSafeBC staff.</p>
<p><b>Reporting:</b></p>		
<p><input type="checkbox"/> One Time Report <span style="float: right;"><input checked="" type="checkbox"/> Multiple Reporting Years: 2 of 2 yrs (2015 - 2016)</span></p>		
<p><b><u>2015 Discussion:</u></b></p>		
<p>It is too early to establish the effectiveness of this change.</p>		
<p><b><u>2016 Discussion:</u></b></p>		
<p>The policy changes simplifies the usability of the policy. It is expected that this will help reduce any client queries on a go-forward basis.</p>		
<p><b><u>2015 Conclusion:</u></b></p>		
<p>Next reporting Q4-2016.</p>		
<p><b><u>2016 Conclusion:</u></b></p>		
<p>Last reporting.</p>		

**Partners in Injury and Disability Prevention Program**

TOPIC/PART	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>The Board of Directors approved setting interim policies, items AP 1-42-4 in the Assessment Manual and D2-111-4 in the Prevention Manual for the Partners in Injury and Disability Prevention Program. The interim policies apply to all decisions made on or after February 15, 2016 and expire on October 31, 2016.</p>	<p>February 15, 2016</p>	<p>- The Review Division is making decisions on COR rebates. - The interim policies provide clarity to decision makers by setting out the criteria for how an employer is disqualified from receiving a financial incentive. This could be measured by anecdotal evidence with staff.</p>
<p><b>Reporting:</b></p>		
<p><input checked="" type="checkbox"/> One Time Report <span style="margin-left: 300px;"><input type="checkbox"/> Multiple Reporting Years:</span></p>		
<p><b><u>2016 Discussion:</u></b></p>		
<p>In July 2015, the Review Division had suspended decisions of COR rebates where an employer has received an administrative penalty due to lack of clarity in the Standards and Guidelines. Interim policy was introduced to address this. Since the interim policies came into effect on February 15, 2016, policy has provided clarity to the Review Division.</p>		
<p><b><u>2016 Conclusion:</u></b></p>		
<p>Last reporting</p>		



**OHS Penalty Policies**

TOPIC/PART	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>On January 26, 2016, the Board of Directors approved changes to the OHS Penalty Policies, following consultation in the fall of 2015.</p> <p>These include:</p> <ul style="list-style-type: none"> <li>a) Overall changes to streamline, clarify, and update existing policies.</li> <li>b) Changes to penalty amount calculations to make penalties more proportionate relative to an employer's size and the seriousness of the circumstances.</li> </ul> <p>The following policies were amended:</p> <ul style="list-style-type: none"> <li>a) D12-196-1 OHS Penalty Criteria</li> <li>b) D12-196-3 Transfer of OHS History</li> <li>c) D12-196-6 OHS Penalty Amounts</li> <li>d) D24-73-1 Claims Cost Levies</li> </ul> <p>In addition Policy D8-160-1 (First Aid - Special Rate of Assessment) was deleted.</p> <p>The policy changes apply to all violations on and after March 1, 2016.</p>	<p>March 1, 2016</p>	<p>The initial effectiveness measure will count the number of penalties imposed and the time it takes to impose them from the date of inspection. Over time, additional information will be added as it becomes available.</p>
<p><b>Reporting:</b></p>		
<p><input type="checkbox"/> One Time Report <span style="float: right;"><input checked="" type="checkbox"/> Multiple Reporting Years: 1 of 2 yrs (2016 - 2017)</span></p>		
<p><b><u>2016 Discussion:</u></b></p>		
<p>It is too early to establish the effectiveness of this change.</p>		
<p><b><u>2016 Conclusion:</u></b></p>		
<p>Next reporting Q4-2017.</p>		

**Chapter 10 – Medical Assistance**

TOPIC	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>The new policies:</p> <p>Clarify the roles and responsibilities of health care providers, workers, employers and WorkSafeBC regarding the provision of health care benefits to injured workers;</p> <p>Provide additional benefits and services for severely disabled workers;</p> <p>Reflect clinical best practices for the provision of health care benefits such as opioids and other drugs of addiction;</p> <p>Provide expanded benefits where a worker travels for the purpose of health care; and</p> <p>Provide consistency in content, formatting and style.</p>	<p>January 1, 2015</p>	<ul style="list-style-type: none"> <li>• Policies in Chapter 10 would provide clearer guidance to decision-makers, which may result in clearer decisions and increased client satisfaction.</li> <li>• There may be a reduction in the number of reviews and appeals on decisions related to the provision of health care.</li> <li>• The Policy, Regulation and Research Division (“PRRD”) would canvass the Policy and Practice Consultative Committee one year post-implementation to obtain stakeholder feedback on the application of the new policies.</li> <li>• Feedback from WorkSafeBC staff would demonstrate the effectiveness.</li> </ul>
<p><b>Reporting:</b></p>		
<p><input type="checkbox"/> One Time Report <span style="float: right;"><input checked="" type="checkbox"/> Multiple Reporting Years: 3 of 3 yrs (2014-2016)</span></p>		
<p><b><u>2014 Discussion:</u></b></p>		
<p>Policy change will not be in effect until Jan.1, 2015.</p>		
<p><b><u>2015 Discussion:</u></b></p>		
<ul style="list-style-type: none"> <li>• It is too early to establish any reduction in the number of reviews and appeals on decisions related to the provision of health care.</li> <li>• The PRRD will canvass the Policy and Practice Consultative Committee one year post-implementation. This will be reported on next year.</li> <li>• Per feedback from the Compensation Quality department, this policy has provided more clarity and better consistency in regards to health care benefits.</li> <li>• While it's still early to determine the benefits for disabled workers, the additional benefits will result in improved quality of life for our most significant injured workers.</li> </ul>		
<p><b><u>2016 Discussion:</u></b></p>		
<p>There have been no significant increases in the usage of the additional health care benefits. It is still too early to establish any reduction in the number of reviews and appeals on the decisions related to the provision of health care. The Policy and Practice Consultative Committee have not identified any specific concerns with the policies. The PRRD will have further discussions with the PPCC in the first quarter of 2017.</p>		
<p><b><u>2014 Conclusion:</u></b></p>		
<p>Next reporting Q4-2015.</p>		
<p><b><u>2015 Conclusion:</u></b></p>		
<p>Next reporting Q4-2016.</p>		
<p><b><u>2016 Conclusion:</u></b></p>		
<p>Last reporting.</p>		

**Permanent Disability Evaluation Schedule ("PDES")**

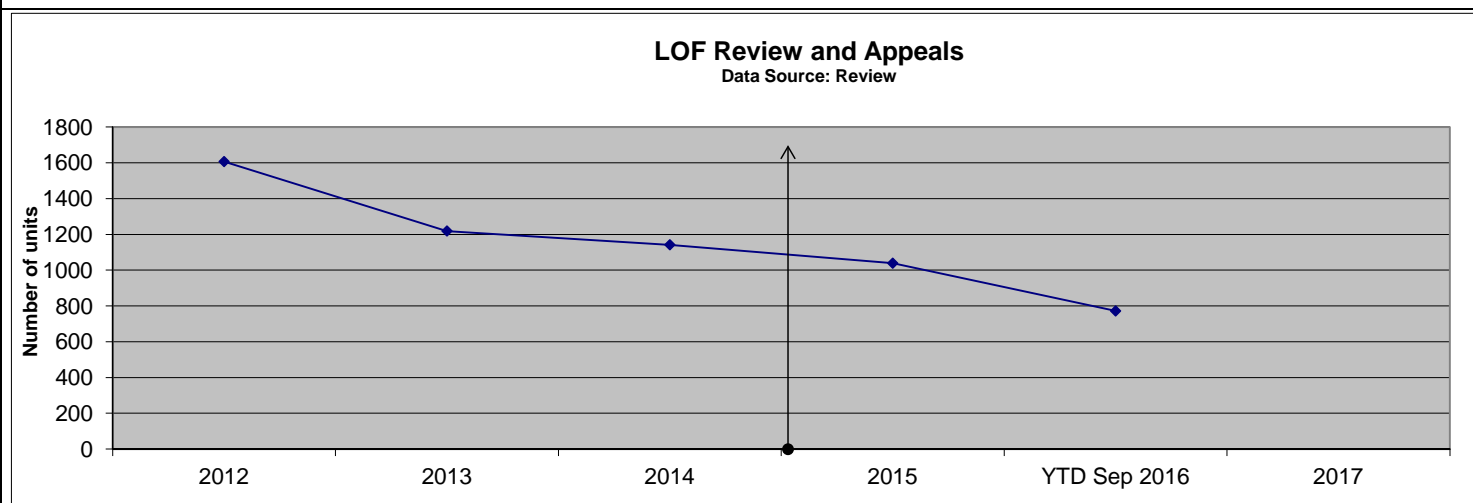
TOPIC	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>On March 19, 2014, the Board of Directors approved amendments to the PDES in the Rehabilitation Services &amp; Claims Manual, Volume II to:</p> <p>Consolidate and clarify guidance on assessing permanent disability awards under the loss of function (LOF) method and set out an annual process for review as a part of the Policy, Regulation and Research Division's ("PRRD") annual workplan consultation process.</p>	<p>January 1, 2015</p>	<p>It is anticipated that updating and clarifying guidance on assessing permanent disability awards under the LOF method would result in greater clarity for staff and stakeholders and may result in fewer requests for review and appeal.</p>

**Reporting:**

One Time Report

Multiple Reporting Years:

3 of 3 yrs (2014-2016)



**2014 Discussion:**

Policy change will not be in effect until Jan.1, 2015.

**2015 Discussion:**

At YTD Sept 2015, there is expected to be slightly fewer requests for review and appeals related to LOF in 2015.

**2016 Discussion:**

For 2016, the number of requests for review and appeal related to LOF is expected to be lower than 2015. This policy change has provided more consistency in the decision making process.

**2014 Conclusion:**

Next reporting Q4-2015.

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Last reporting.

**Nerve entrapments and tendinopathies of the arm, neck and shoulder**

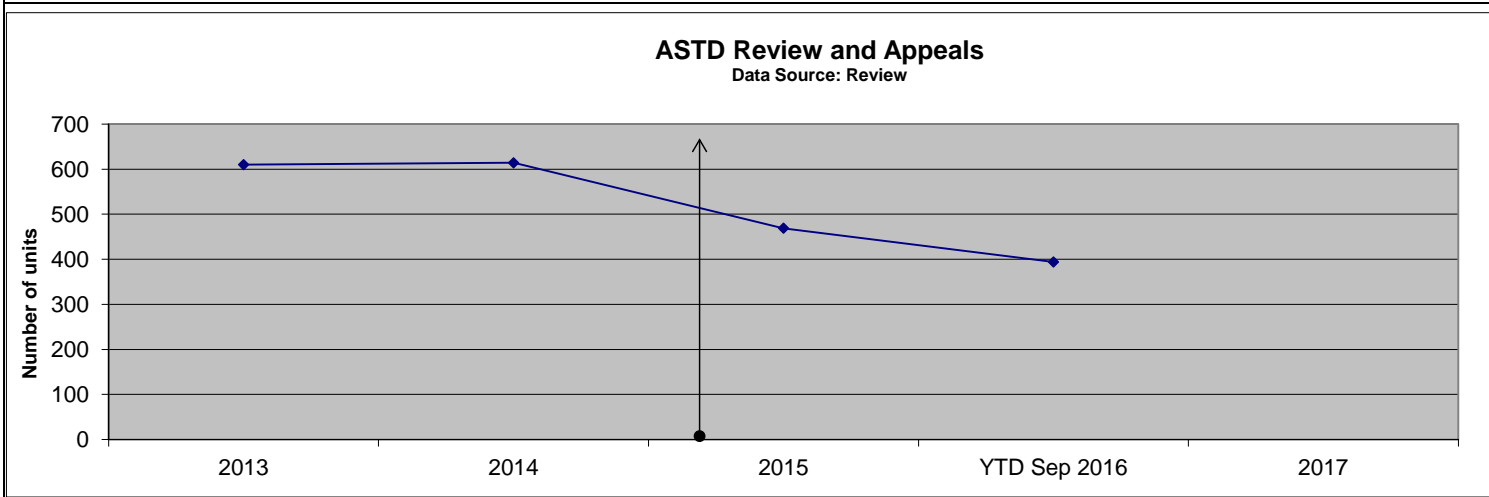
TOPIC	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>The amendments are to consolidate and clarify guidance on adjudication of ASTD claims generally, including:</p> <p>Clarifying and updating medical terminology; Updating the general risk factors for adjudicating all ASTD claims; and Having all the general guidance for adjudicating ASTD claims moved into an introductory policy.</p>	<p>March 1, 2015</p>	<p>It is anticipated that updating and clarifying guidance on ASTDs would result in clearer, more consistent adjudication and fewer appeals.</p>

**Reporting:**

One Time Report

Multiple Reporting Years:

2 of 3 yrs (2015-2017)



**2015 Discussion:**

At YTD Sept 2015, there is expected to be fewer requests for review and appeals related to ASTDs in 2015.

**2016 Discussion:**

For 2016, the number of requests for reviews and appeals are expected to be approximately the same as 2015.

**2015 Conclusion:**

Next reporting Q4-2016.

**2016 Conclusion:**

Next reporting Q4-2017.

**Cost Relief for Certain Compensable Consequences**

TOPIC/PART	EFFECTIVE DATE	MEASUREMENT OF EFFECTIVENESS
<p>WorkSafeBC's Board of Directors approved three new policies around cost relief for certain compensable consequences:</p> <p>Addition of #115.34 - Experience Rating Exclusions for Certain Compensable Consequences                      Amendment to #115.30 - Experience Rating Cost Exclusions                      Amendment to #115.31 - Injuries or Aggravations Occurring in the Course of Treatment or Rehabilitation</p>	<p>January 1, 2016</p>	<p>Employers would receive cost relief for compensable consequences.</p>
<p><b>Reporting:</b></p>		
<p><input type="checkbox"/> One Time Report <span style="float: right;"><input checked="" type="checkbox"/> Multiple Reporting Years: 2 of 3 yrs (2015-2017)</span></p>		
<p><b><u>2015 Discussion:</u></b></p>		
<p>Policy change will not be in effect until Jan. 1, 2016.</p>		
<p><b><u>2016 Discussion:</u></b></p>		
<p>It is too early to establish the effectiveness of this change.</p>		
<p><b><u>2015 Conclusion:</u></b></p>		
<p>Next reporting Q4-2016.</p>		
<p><b><u>2016 Conclusion:</u></b></p>		
<p>Next reporting Q4-2017.</p>		