

WorkSafeBC

Review Division

Statistical Overview – 3rd Quarter 2017

The Review Division was created in 2002 as a result of amendments to the *Workers Compensation Act* ("Act") that made significant changes to the workers' compensation appeal process. These changes, which took effect on March 3, 2003, established two levels of review or appeal for most decisions made by the WorkSafeBC (Workers' Compensation Board) under the *Act*.

The first level is internal involving an independent review of a decision by a Review Officer in the Review Division and the second level is to the external but also independent Workers' Compensation Appeal Tribunal ("WCAT").

The Review Division's mission is to effectively process reviews and to reduce disputes leading to reviews and appeals by providing:

- Clients with an opportunity to present their case;
- Participants with opportunities to understand and resolve disagreements;
- Clear, fair and consistent decisions; and
- Information and feedback about decision-making to management as part of the overall strategy to improve the quality of decisions.

Purpose of this Report

This statistical overview report is issued at the end of each quarter. The report includes three sections:

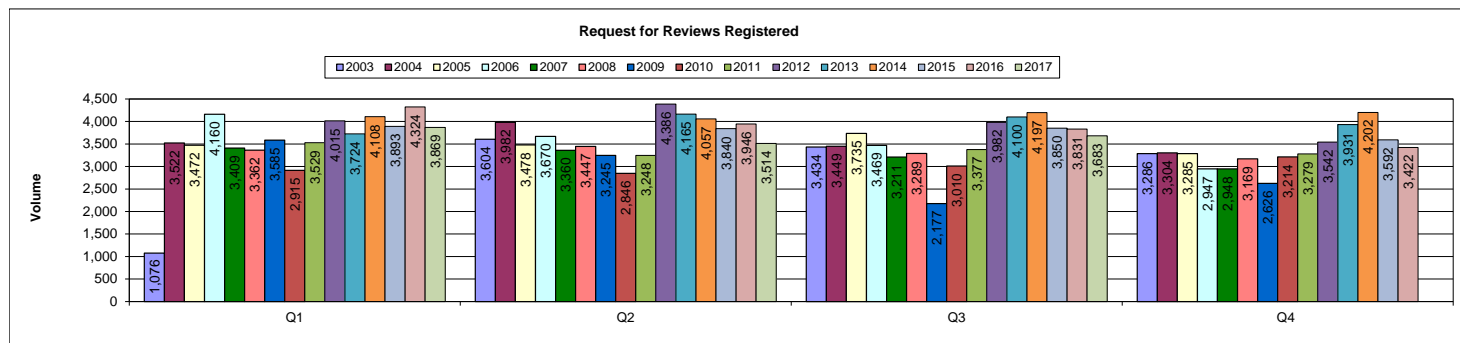
- A. Incoming Requests for Review – Information about the volume of requests for review received by the Review Division
- B. Completed Reviews – Information about the volume and outcome of completed reviews
- C. Completed Issues – Information about the volume and outcome of issues decided in completed reviews. A review may involve more than one issue.

This report is intended primarily for readers who are already familiar with the WorkSafeBC decision-making and the Review and Appeal processes. You may contact the Review Division directly by phone at: **604-214-5411**. Additional information about the Review Division can be found at:

<https://www.worksafebc.com/en/review-appeal>

A. Incoming Requests for Review

Reviews may be requested on decisions concerning Compensation, Prevention or Assessment matters. It is estimated that reviews are requested on only a very small percentage of decisions made by the Board each year.



* The review and appeals system change arising from Bill 63 did not fully come into effect until March 3, 2003.

Comments:

- Q3 2017 incoming volume increased 4.8% from the previous quarter but was down 3.9% over Q3 2016.
- 96.0% of the YTD incoming volume concerned Compensation matters, while Prevention and Assessment matters made up 1.5% and 2.5%, respectively.

B. Processing Status of Requests for Reviews

Status		Q2 2017	Q3 2017
Outstanding Balance Beginning of Period		3,886	3,676
Registered During Period		3,514	3,683
Reactivated Reviews*		7	9
Less:	Rejected	60	43
	Declined	183	143
	Discarded	91	108
	Abandoned	7	7
	Withdrawn	533	553
	Completed	2,857	2,721
Outstanding Balance end of Period		3,676	3,793

* Reviews that were initially rejected or declined and subsequently reactivated.

Comments:

- The "drop-off rate" of Requests for Review in Q3 2017 was 23.3%, a 1.9% decrease over Q2 2017 (25.2%). The "drop off" is comprised as follows: 8.3% rejected/declined/discarded/ abandoned (the primary reasons for rejection are late filing,

no underlying decision to review, and requests outside of Review Division jurisdiction) and 15.0% reviews withdrawn before the review was completed. The percent of reviews withdrawn decreased 0.2% from the previous quarter while the rest of the “drop-offs” decreased 1.8% from the previous quarter.

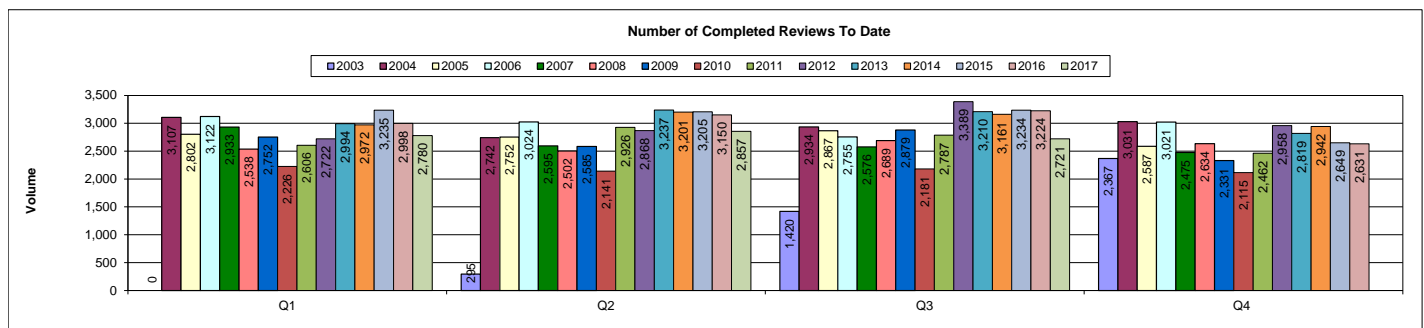
C. Decision on Applications for Extensions of Time to Apply for a Review

Decision	Q2 2017	YTD Q2 2017	Q3 2017	YTD Q3 2017
Allowed	80	155	54	209
Denied	120	251	107	358
Total	200	406	161	567

Comments:

- The number of “late review” requests (filed outside of the 90 days statutory deadline) in Q3 2017 was 19.5% less compared to Q2 2017.
- The percentage of “allowed” extension requests in Q3 2017 was 6.5% less than Q2 2017 (33.5% vs 40.0%)

D. Completed Reviews to Date

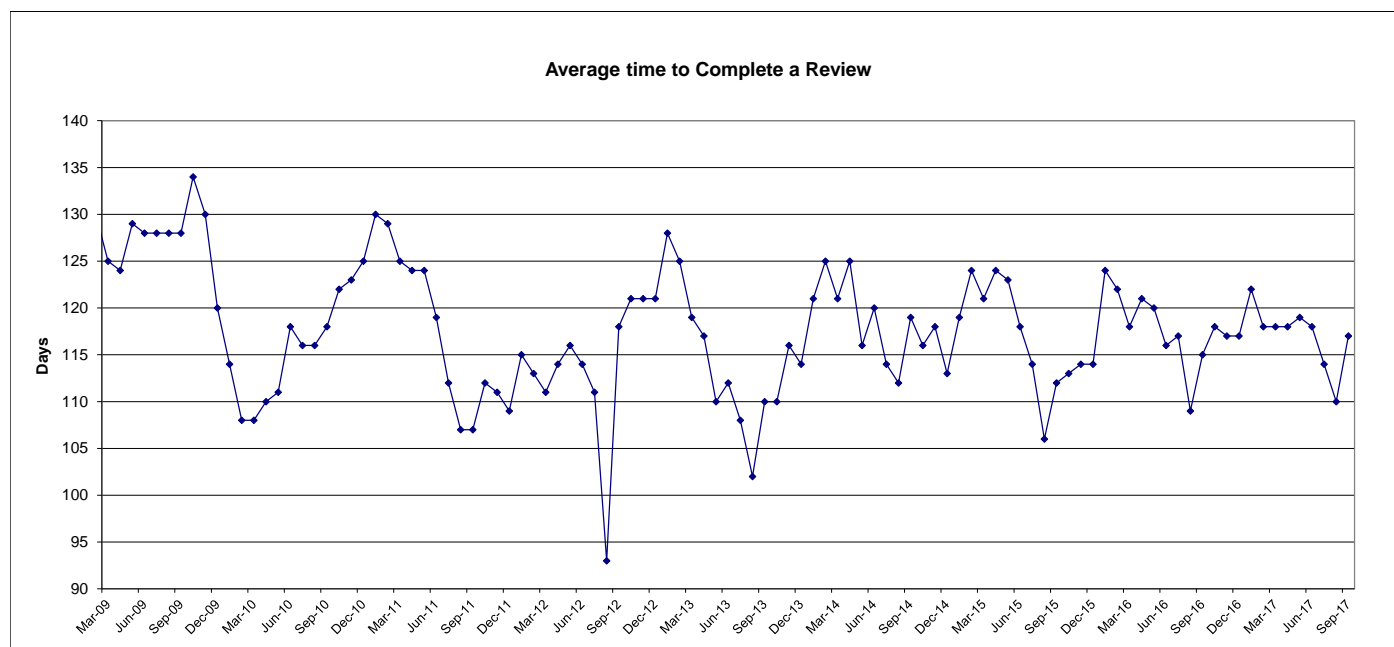


* The review and appeals system change arising from Bill 63 did not come fully into effect until March 3, 2003.

Comments:

The number of completed reviews in Q3 2017 decreased 4.8% compared to Q2 2017 and decreased 15.6% from the number completed at the same time last year.

E. Average Time to Complete a Review



Comments:

- The average number of days to complete a review in Q3 2017 was 113 days (versus 119 days in Q2 2017).

F. Review Outcomes

Each Request for Review usually relates to a specific decision letter from one of the WorkSafeBC operating divisions. As shown in the table below, one of four possible outcomes was coded to each completed review:

Outcome for Completed Reviews*	Q2 2017	% of Q2 2017 Total	Q3 2017	% of Q3 2017 Total
Confirm	1,559	55%	1,477	54%
Cancel	21	1%	20	1%
Vary	918	32%	845	31%
Return to Board	359	13%	379	14%
Total	2,857	100%	2,721	100%

*See appendix for definitions.

G. Issue Outcomes

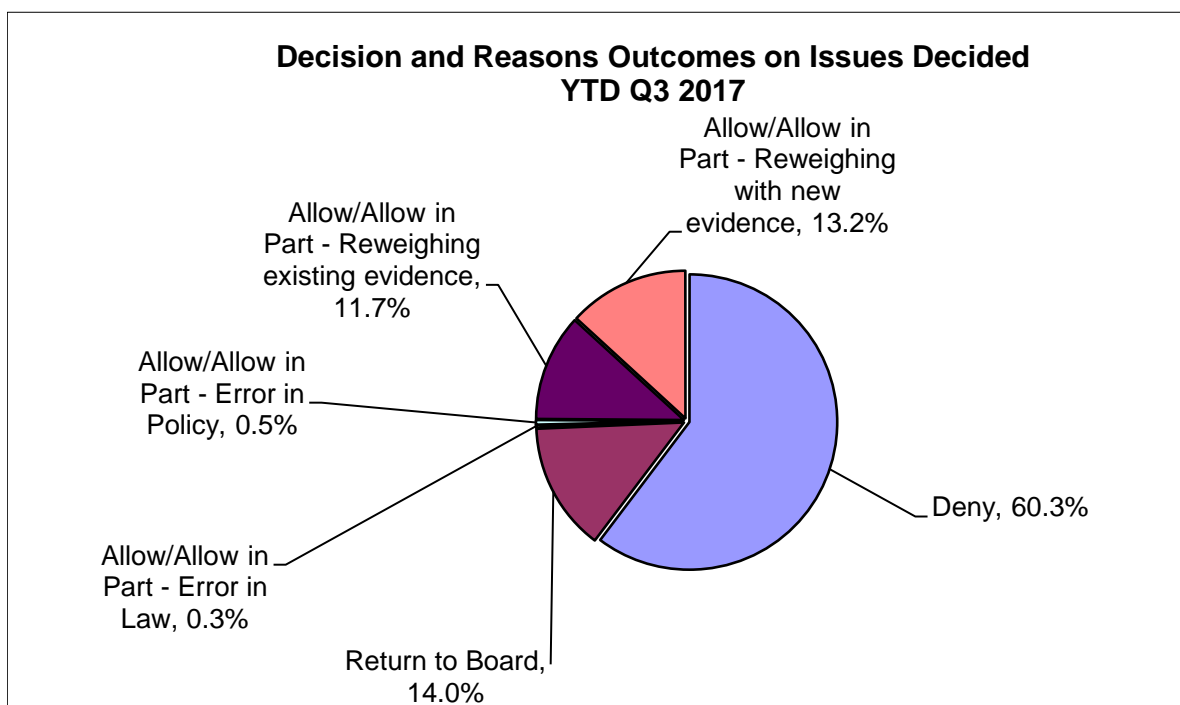
1. Overall Issue Outcomes

Within each decision letter reviewed, there will be one or more issues under review. The Review Division provides statistics on decisions concerning the overall reviews and on the issues under review. As shown in the table below, one of four possible outcomes is coded to each completed issue:

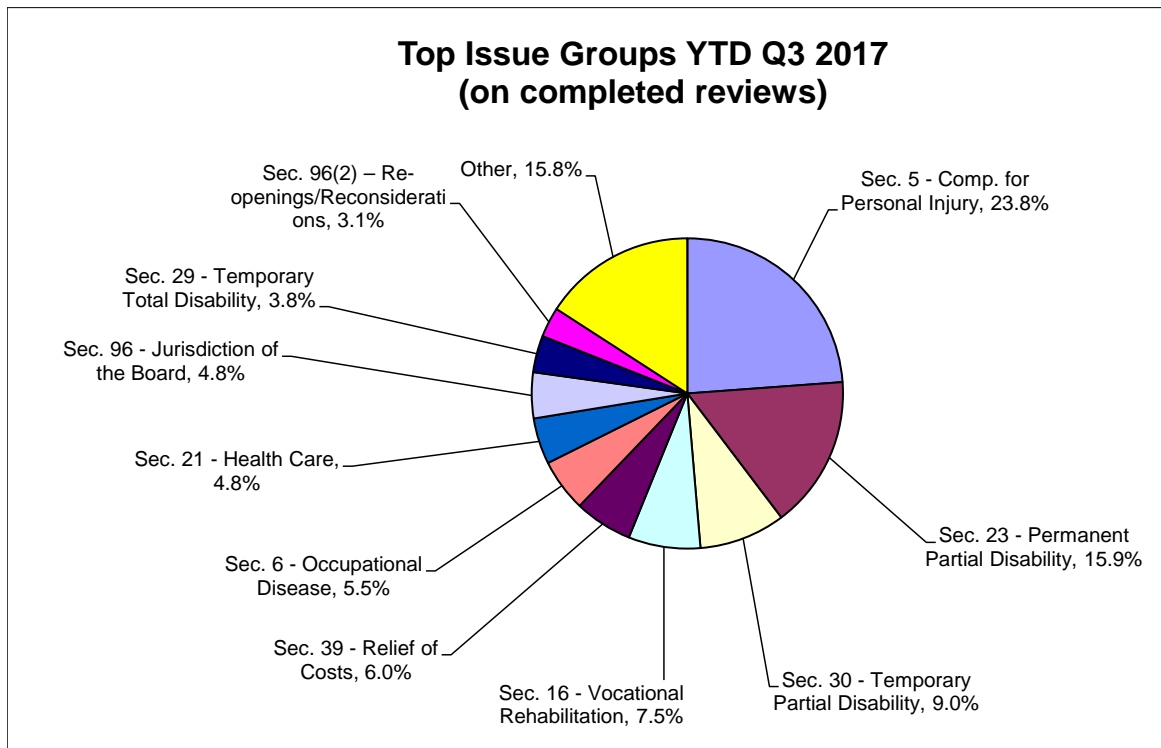
Outcome for Completed Issues*	Q2 2017	% of Q2 2017 Total	Q3 2017	% of Q3 2017 Total
Deny	2125	59.1%	2001	58.7%
Allow	837	23.3%	787	23.1%
Allow in Part	135	3.8%	122	3.6%
Return to Board	499	13.9%	498	14.6%
Total	3,596	100.0%	3,408	100.0%

*See appendix for definitions.

2. Outcome and Reasons for Issues Decided Year to Date



3. Top 10 Issues under Review



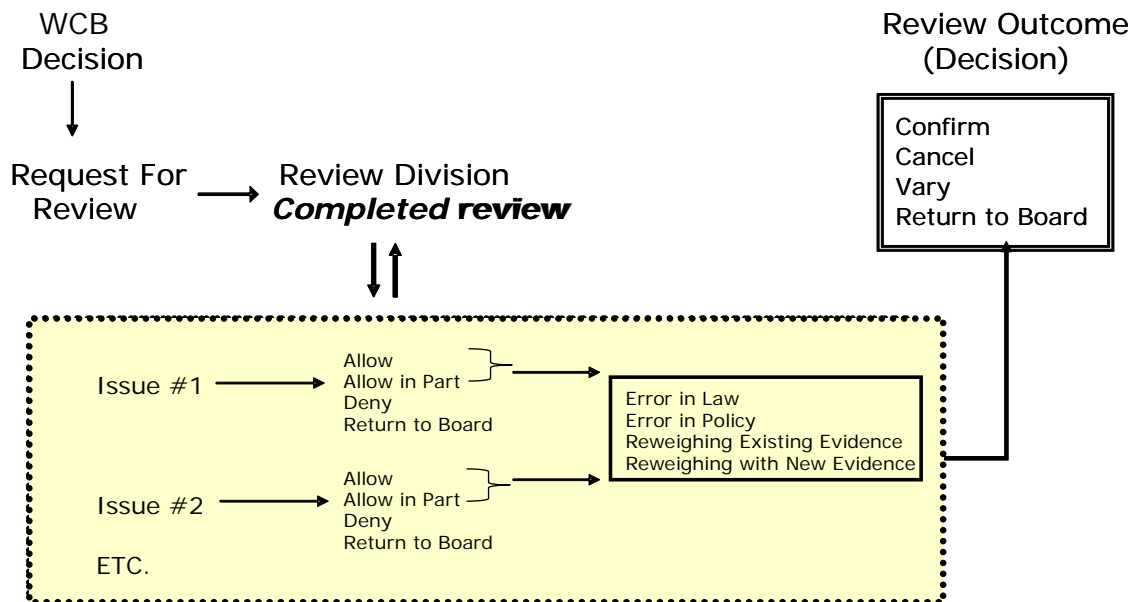
Issue Group	# of Issues YTD Q3 2017	% of YTD Q3 2017 Total
Sec. 5 - Comp. for Personal Injury	2,514	23.8%
Sec. 23 - Permanent Partial Disability	1,673	15.9%
Sec. 30 - Temporary Partial Disability	945	9.0%
Sec. 16 - Vocational Rehabilitation	787	7.5%
Sec. 39 - Relief of Costs	635	6.0%
Sec. 6 - Occupational Disease	577	5.5%
Sec. 21 - Health Care	505	4.8%
Sec. 96 - Jurisdiction of the Board	505	4.8%
Sec. 29 - Temporary Total Disability	404	3.8%
Sec. 96(2) – Re-openings/Reconsiderations	330	3.1%
Other	1,671	15.8%
TOTAL	10,546	100.0%

Comments:

- Issues are summarized in issue groups which cover a specific topic or area of decision-making.
- 95.7% of review requests completed for YTD Q3 2017 concern claim-related matters.
- The most frequently coded issue YTD Q3 2017 is Section 5 - Compensation for Personal Injury, while Section 23 – Permanent Partial Disability ranked 2nd.

G. Appendix

1. Linkage of Decisions, Reviews and Issues



2. Definition of Terms

The Review Division of the Workers' Compensation Board ("Board") has authority under sections 96.2 to 96.5 of the *Workers Compensation Act* ("Act") to review decisions in specific cases made by officers in the Board's Compensation Services, Finance (Assessment decisions), and Prevention Divisions.

Pursuant to Section 96.2(3) of the *Act*, a Request for Review of compensation and assessment decisions must be filed within 90 days from the date when the Board decision. Requests for review of health and safety enforcement decisions must be filed within 45 days after the decision. Board decisions are normally communicated in a letter or other document that includes an explanation of the reasons for the decision. This letter or document should be submitted with the Request for Review form when initiating a review of the decision to the Review Division.

With each decision letter, one or more issues may be identified and each of these issues may be reviewed. Upon review, Review Officers will determine an outcome for each of the issues. Outcomes of issues may be one of the following four types:

Allow	The Review Officer disagrees with the determination made on an issue covered by a decision or order under review.
Allow in Part	The Review Officer disagrees in part with the determination made on an issue covered by a decision or order under review.
Deny	The Review Officer agrees with the determination made on an issue covered by a decision or order under review.
Return to Board	A referral of a decision or order back to the Compensation Services, Finance or Prevention Division of the Board so that the Division may make a further determination on one or more issues.

For each issue with the outcome of allow or allow in part, a reason must be provided for why. Reasons provided can be one or more of the following:

Error in law	The decision was inconsistent with the <i>Act</i> , a regulation under the <i>Act</i> , or some other law or regulation.
Error in policy	The decision was inconsistent with the published policy of the Board.
Reweighing existing evidence	The decision was changed because the Review Officer reached a different conclusion on the same evidence that was before the initial decision maker.
Reweighing with new evidence	The decision was changed because the Review Officer reached a different conclusion as a result of significant new evidence that was not before the initial decision maker.

Although each review may deal with one or more issues, an outcome for the whole review must be stated using the terms set out in Section 96.4(8)(a) of the *Act*. Outcomes on each review may be one of the following:

Confirm	The Review Officer agrees with the determinations made on every issue covered by a decision or order under review, though not necessarily with the reasons for those determinations.
Cancel	The Review Officer disagrees with the determinations made on every issue covered by a decision or order under review and determines that the decision should be withdrawn without a new decision being substituted.
Return to Board	A referral of a decision or order back to the Compensation Services, Finance or Prevention Division of the Board so that the Division may make a further determination on one or more issues.
Vary	Any decision by a Review Officer other than one that confirms or cancels a decision or order. This covers situations where the Review Officer (a) agrees with the determination made on one or more, but not all, the issues covered by a decision or order under review, or (b) disagrees with the determinations on all issues, and decides to substitute a new decision or order.