

# Update on Schedule 2 Trial in Physical Injuries

## What's happening?

On November 13 at the schedule 2 user group meeting, we shared on the outcomes on the Schedule 2 dedicated service trial for employers in physical injuries (case management branch).

We communicated that case management will be expanding the trial and implementing dedicated service to all Schedule 2 employers for physical injury cases by establishing a sector.

## Background

In December 2022, case management launched the Schedule 2 employer service review (the review). The goal of the review was to evolve the way we deliver service to Schedule 2 employers and their injured or ill employees, for both employed service, and recovery and return-to-work outcomes.

In December 2023, following the completion of the review, the case management division (physical injuries), committed to trialing dedicated service to a small group of Schedule 2 employers to address the key findings from the Made Manifest Insights Report focusing on collaboration, communication, continuity of staff knowledge/training, and process.

The trial, which was completed in September 2024, involved providing dedicated service for four employers. Based on trial results, case management has committed to creating a Schedule 2 sector for physical injury claims.

## Outcomes of and opportunities following the trial

The trial confirmed that not only did Schedule 2 employers have an improved customer experience due to case managers' enhanced knowledge of the sector and employers, but early indicators support that there is opportunity to impact return-to-work and recovery outcomes through dedicated service.

The trial also presented opportunities to test outreach strategies that improve collaboration and communication between Schedule 2 employers and the WSIB. The outreach strategies will be incorporated into the day-to-day business within the sector and support a commitment to improved return-to-work and recovery outcomes.

## What did we hear from participants in the trial

Participant case managers reported that the provision of dedicated service was needed and useful.

Participating employers appreciated that case managers were leveraging caseload management techniques, such as scheduling calls and grouping follow-ups together to create

efficiencies for themselves. This created capacity for case managers to support recovery and return-to-work outcomes.

## **What roles are being included?**

Dedicated service will be provided by the following streams in case management for physical injury cases: Eligibility Case Management, Short-Term Case Management, Long-Term Case Management, and the Return-to-Work Program.

While the Short- and Long-Case Management Programs will align with dedicated directors to the Schedule 2 sector, the Eligibility Case Management and Return-to-Work programs will have dedication within their streams. These programs will work closely with the dedicated directors to ensure there is collaboration and consistent knowledge sharing.

Specialized claims, including mental stress injury, occupational disease, and serious injury claims will not be included in this expanded trial.

## **Dedicated Directors selected**

On December 9, it was shared at the Schedule 2 Chiefs Advisor Committee that we have selected two programs within Short- and Long-Term Case management to manage the Schedule 2 sector.

Directors Suzanne McClelland and Sunni Singh along with their teams have been selected to provide dedicated service for Schedule 2 employers with physical injury cases in Case Management.

## **What are the next steps**

In the coming weeks, the project team will be working on the allocation model.