

# Schedule 2 Employers Group: Schedule 2 employer service review – Update

Cathy Wright, Vice President, Case Management | November 8, 2023

# Background

The objective of the Schedule 2 Employer Service Review is to evolve the way we deliver service to Schedule 2 employers and injured or ill employees, for both improved service, and recovery and return-to-work outcomes.

## Schedule 2 employers' feedback

- 01/ Increasing benefit costs
- 02/ Deteriorating customer experience
- 03/ Poor recovery and return-to-work outcomes

## Our commitment

We have committed to undertake an evidence-based, critical review of the way we approach and manage Schedule 2 claims.

## Approach



We engaged **Made Manifest** an external research firm to conduct a multi-stage primary research project.

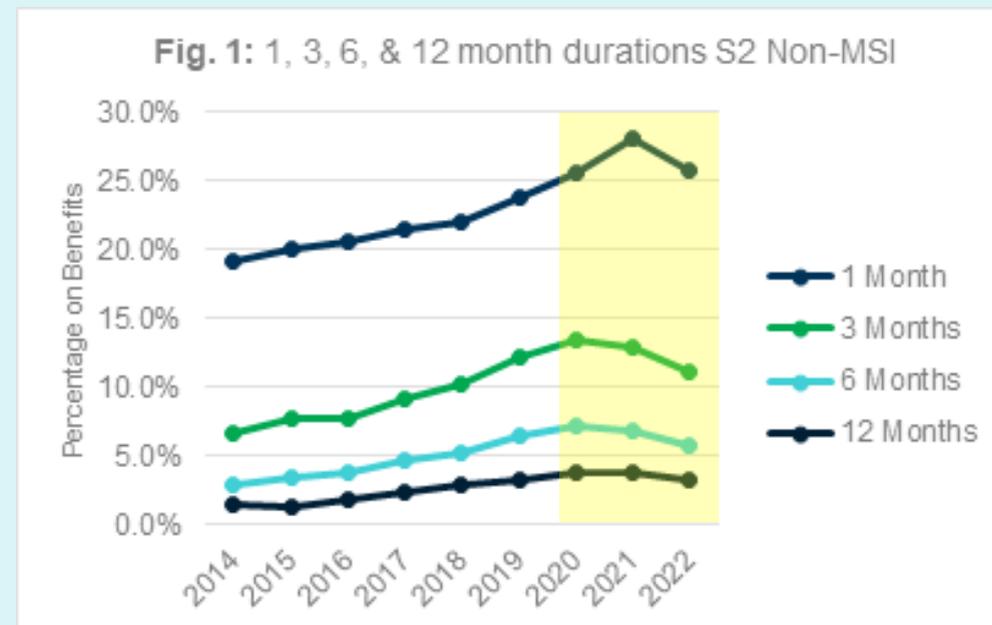
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We completed the **Schedule 2 Historical Data Story**, which is a data analysis of drivers that influence durations and benefit spend to develop a plan for future management of Schedule 2 claims.

# Key Observations: Data Story

The Schedule 2 Historical Data Story examined outcomes and results through the lens of historical influencing factors. Specifically looking at the influences of: People, Process, Legislation and Policy, Technology, and external factors.

## Schedule 2 durations (Physical injuries only)



Physical injury short-term durations have been **improving** since 2020 as a result of process improvements

## People factors



Physical injury Case Manager **experience levels** have **decreased** as a result of increased hiring starting in 2020



Short Term Case Managers on average have < 2 years experience

## External factors

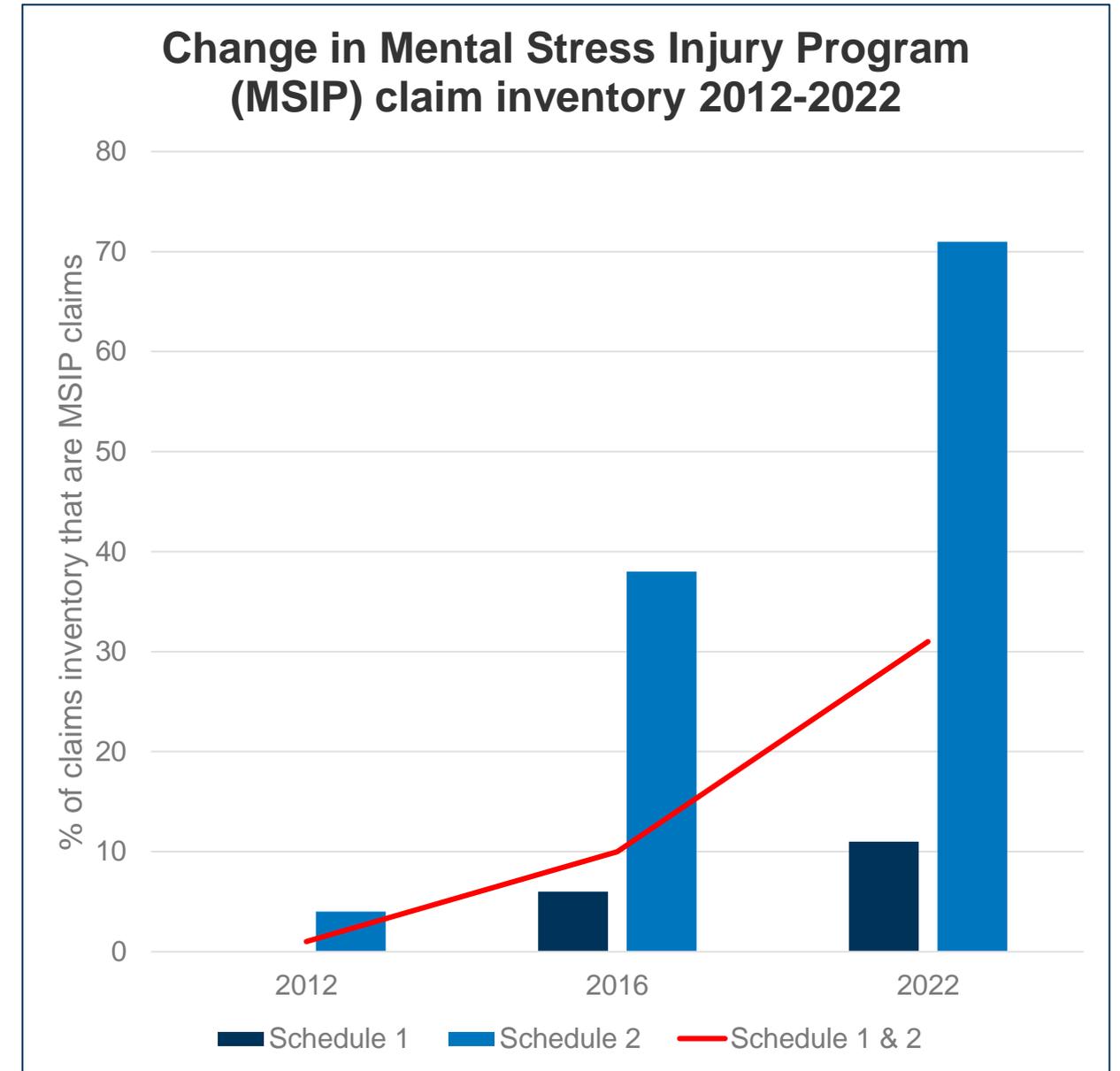
Schedule 2 physical injury claims represent 15% of lost-time claims handled by Case Managers

# Key Observations: Data Story

The key driver to current durations and benefit spend is the **increasing** impact of MSIP claims since the introduction of presumptive PTSD legislation for first responders in 2016

The **inventory of MSIP claims** has been **increasing** over the last 10 years for both Schedule 1 and Schedule 2 employers

MSIP claims account for **71% of Schedule 2 employers' total claim inventory**



# Key findings from made manifest

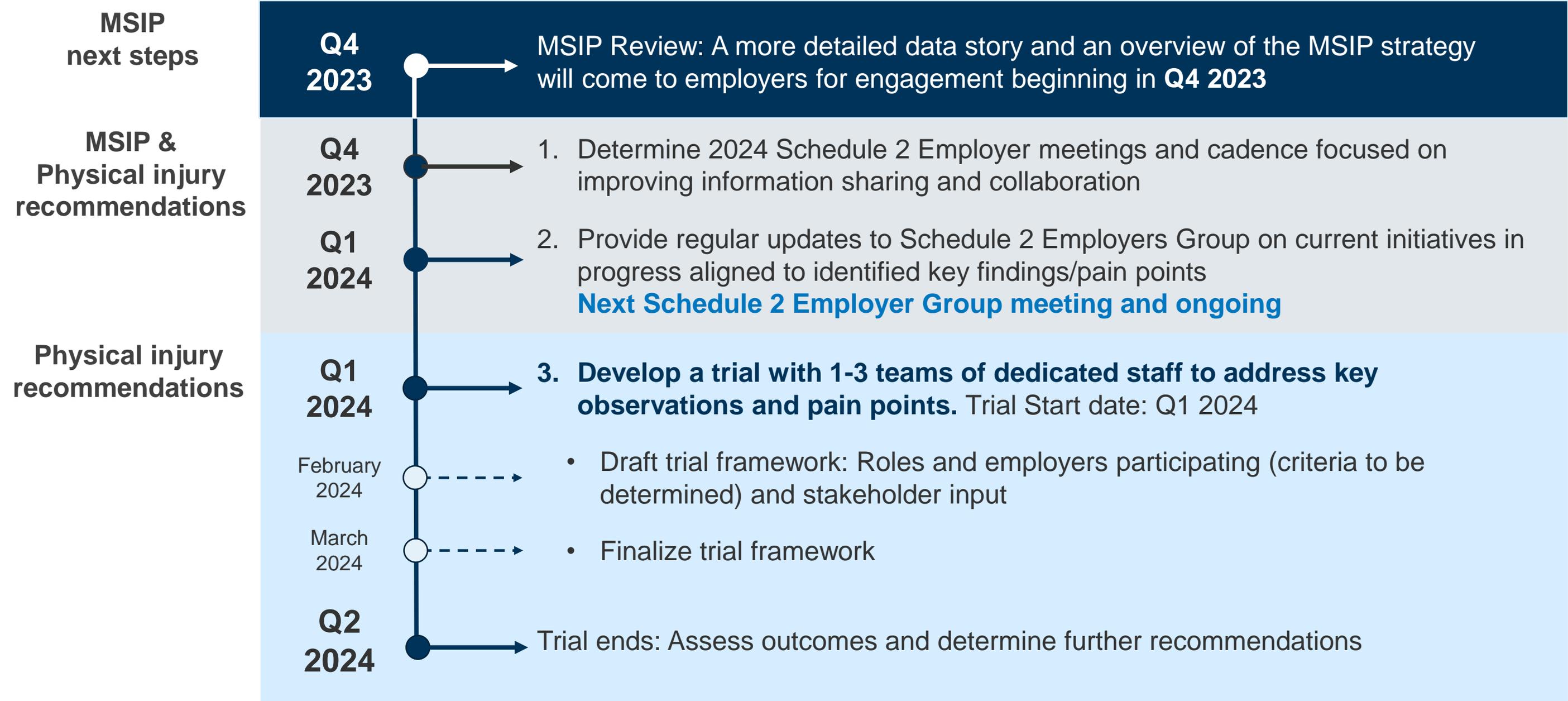
Four overarching themes and their associated key findings outline the service challenges and opportunities identified by Schedule 2 employers:

- 01/ Collaboration:** Strains in the relationship create fewer opportunities for WSIB and Schedule 2 employers to work together effectively.
- 02/ Communication:** Limited ways to access WSIB and lack methods of accessing info independently lead to wasted time and delays.
- 03/ Continuity of Staff Knowledge/Training:** Changing WSIB staff creates breaks in continuity, making it hard to foster deeper relationships with Schedule 2 employers.
- 04/ Process:** Schedule 2 employers experience a lack of control over the claims process and progress of worker recovery.

**Schedule 2 Injured or ill people reported a similar experience and aligned with three of the four major pain points identified<sup>1</sup>**

<sup>1</sup>Source: Core Services Satisfaction Survey (CSAT), April 2023

# Recommendations and next steps



# Discussion