

Schedule 2 Review – Overview

Presentation for Schedule 2 Executive Quarterly Meeting

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Schedule 2 Review: Purpose and Scope

The objective of the Schedule 2 Review is to evolve the way WSIB delivers service to Schedule 2 employers and their injured/ill employees, for both improved service and recovery and return to work outcomes.

The Schedule 2 Employers Group (S2EG), along with other Schedule 2 employers, have raised concerns in recent years regarding:

- Increasing benefit costs
- Deteriorating customer experience
- Poor recovery and return to work outcomes



The WSIB, in turn, has committed to undertake an evidence-based, critical review of the way it approaches and manages Schedule 2 claims.

Metrics and data analysis will be important components of this review. Building the Schedule 2 Data Story from an historical perspective to better understand drivers of duration and benefit spend will inform mitigation strategies to improve recovery and return to work outcomes.

Stakeholder engagement will be conducted to identify opportunities and pain points in current service delivery for physical and mental stress injuries.

Schedule 2 Parameters

Schedule 2 employers will be divided in 5 sub-groups for the purpose of the review:

- GECA/Federal Government
- Provincial Government
- Municipalities
- Federally regulated employers
- Agencies, Boards, Commissions (A,B,C - federal and provincial)

Mental stress and physical injury claims will be the focus.

Occupational disease, noise-induced hearing loss, and fatality claims are out of scope for this review.

Format of the Schedule 2 Review

Phase 1: (May 5 – September 30, 2023)

- Service design methodology will be applied with an external facilitator conducting initial internal and external stakeholder engagement.
- Stakeholders selected to participate will be broad – internal (WSIB), external (employers and workers) and representative groups (Schedule 2 Employers Group and other associations, etc.).
- Goal is to reach as many Schedule 2 employers (large and small) from the 5 sub-groups so the feedback is comprehensive and inclusive.
- Methods could include surveys, interviews, focus groups and observational research methods to identify stakeholders' needs, preferences, and pain points.
- WSIB metric and data analysis historical review: June 2023
- Anticipated end of stakeholder engagement and presentation of findings to WSIB: September 30, 2023.

Phase 2: (September 18, 2023 – December 31, 2023)

- Mental Stress Injuries: Stakeholder and data findings will be used as an input to a broader program review, timelines to follow
- Physical Injuries: Stakeholder and data findings will be shared with WSIB's Customer Design team to identify opportunities for alternative service models. Final Report with proposed recommendations: 4th Quarter 2023

Discussion