

MEMORANDUM

To: Hamilton Chapter members
From: Figen Dalton, Chris James
Subject: Minutes of meeting May 6, 2015
Date: May 11, 2015
Copies:

Attendees:

Chris James SBCI Figen Dalton SBCI Paula Stableford Hamilton-Wentworth DSB, Donna Barber City of Hamilton, Donna Marlow, Niagara Regional Police, Pina Tarli, Edmund Persad Canada Post, Anna Sequeira Halton Catholic DSB, Joan Nuxol Hamilton-Wentworth Catholic DSB, Gary Goguen Hamilton Police, Jeannine Mather LCBO, Gabe Ross & Kara Fink Algoma, Judi Goldsworthy Halton DSB.

Guest Speakers from WSIB:

Kim Murphy - Assistant Director
Darren Keen - Long Term Manager
Kerry Dove - Short Term Manager
Dee Ferguson, Eligibility Manager
Tanya Darby, WTS
Jodine Giancinti, WTS Manager
Sue Philchuk, RTWS manager

1. **Introductions** – Attendees introduced themselves

2. **Guest Speakers**

WSIB opened the forum for discussion about head injury claims management and return to work and work transition services. Kim brought a cross section of WSIB of her staff that manage all claims and to focus on head injury claims that was requested at the October 2014 meeting. These types of claim have become more frequent and there has been a request for education and training by their front line staff. Issues have been brought forward by the S2EG with respect to managing these claims. WSIB staff were provided with training last summer (2014). There is now an automatic referral to designated WTS for head injury claims when the worker is fit for work. This has not always occurred and Jodine is reviewing claims since January 2015 for opportunities to improve.

Kerry discussed the process when a claim is received by Short Term Case Managers (STCM); it is reviewed by the nurse, referred to Toronto Rehab Institute for neuro or multi-disciplinary assessment. There was some discussion about access to Program of Care for MTBI in Hamilton and the lack of it, referrals to the regional evaluation centre (REC) at Trillium Health for neuro assessments and the future possibility of accessing the acquired brain injury program at Hamilton Health Sciences. There was general agreement that there is a need for timely access to quality assessments and treatment in the community. Timely reports with recommendations are not occurring and that is necessary for stakeholders to achieve safe return to work.

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It was also discussed and agreed that statistics on the number of head injury claims and outcome measures would be beneficial to appreciate the severity of these claims and where an impact can be made; whether there are positive outcomes through intervention and additional opportunities. Kim will take this back and explore whether this information can be collected. Jodine added that she has been examining claims since January 2015 and identifying best practices that can be utilized in future cases.

The option of dedicated case managers for Schedule 2 claims was discussed; however this would have to be requested at the Government Services Sector management of WSIB.

The school boards have cognitive demands analysis (CDAs) and it was agreed that it would be sent to the WSIB case manager for head injury claims.

3. Other Issues

There was concern about auto-adjudication claims and that some are being approved even when issues are flagged on the Form 7. Dee Ferguson discussed the process and the checklist utilized to auto-adjudicate. She will look into whether she can share that checklist with the group. It was agreed to take this discussion off-line and look at the individual claims.

As the summer approaches, and WSIB staff take vacations, it has been frustrating to reach staff that are in different offices covering for vacations. Kim will take this back and if see direct lines can be made available for those staff covering that are located in other WSIB offices.

There was discussion about decisions in recurrence claims that remain outstanding and it was suggested to contact the REO Team Manager.

4. Employer Meeting

- a. Future speakers for meetings – Chris James to convey to Laura Russell interest in having a presentation on adjudicating PTSD claims
 - b. Conference update – theme is mental health, key note speaker firmed up, many session speakers have put forth their request and the conference committee is reviewing these,
 - c. Prevention engagement – CPO was invited to speak to S2EG meeting and meetings have been held with PSHSA staff – positive discussion, they are focused on health care and violence prevention, perhaps there is some useful information Schedule 2 employers can use when it is available.
 - d. Section 63 updates – WSIB to develop guidelines on agreements, there has been reluctance on the part of the WSIB to approve agreements in claims that involve young workers, head/mental health injuries, and where the worker has no other source of income. The WSIB's perspective is that they are overseeing the interests of the workers. The Schedule 2 Employers Group Executive would like to have input on the development of guidelines and is following up for a meeting with the WSIB.
 - e. Value for money Audits
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- i. Noise Induced Hearing Loss – topic in 2014

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- ii. Schedule 2 – topic for 2015- it is not quite clear what the consultation process will be. The Schedule 2 Employers Group has advised the WSIB that they want to participate and want to be contacted by the auditors.
 - f. Asbestos Trusts and WSIB Claims – The WSIB has agreed to assist Schedule 2 Employers to recover monies from US asbestos trusts in recent claims involving asbestos claims like mesothelioma and lung cancer. The WSIB has drafted some sample forms and we are waiting to see the templates.

5. Other Business

- a. FETCO has requested WSIB provide more detail on their invoices rather than simply coding a type 2 for all health care expenses. They would like the WSIB to specify whether it is travel, physio, etc. S2Eg will support this initiative
- b. Online reporting and whether the 90 days a claim remains on the online reporting portal can be extended so that additional documentation can be submitted. This was felt to be particularly useful lost time claims that might be active for more than 90 days.

Next meeting: October 28, 2015, 9am to noon.