



# WorkSafeNB Phase II – Management of Injured Workers' Claims

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## Why Is This Important?

- WorkSafeNB has a direct social and financial impact on injured workers, the workforce and employers throughout New Brunswick.
- Claims costs have risen over \$300 million in five years
- An effective and efficient claims management framework is necessary to balance the needs of the injured workers and employers

## Overall Conclusions

- In general, the claims management framework adopted by WorkSafeNB is reasonable and many of its policies are consistent with industry best practice
- However, numerous process deficiencies hinder WorkSafeNB's ability to actively manage cases to achieve timely return to work

## What We Found

### **“Return to work” goal not embedded in WorkSafeNB processes**

- Establishing an expectation for when the injured workers would be ready to return to work is a critical part of the overall recovery process
- However, the concept of return to work was not introduced to claimants soon enough
- No formal case plan developed to facilitate return to work when a claim is accepted

### **Ineffective claims system lacks automation**

- Software primarily functions only as a document repository and for payments
- System does not track and monitor recovery and return to work durations

### **Time sensitive treatments can be delayed**

- Unnecessary delays found throughout the claim process
- No initial contact with injured worker to assess nature of injury and immediate steps needed
- No priority process for complex cases
- No advising of injured worker about treatment or care plans
- No tracking of medical/recovery progress of injured workers
- Referrals for specialized treatment often only used as last resort
- Case managers not specialized by types of injuries and lack training
- Case managers occupied with administrative tasks, not enough focus on injured worker
- Adjudicator staff position not competency based