

# Return to Work Measure

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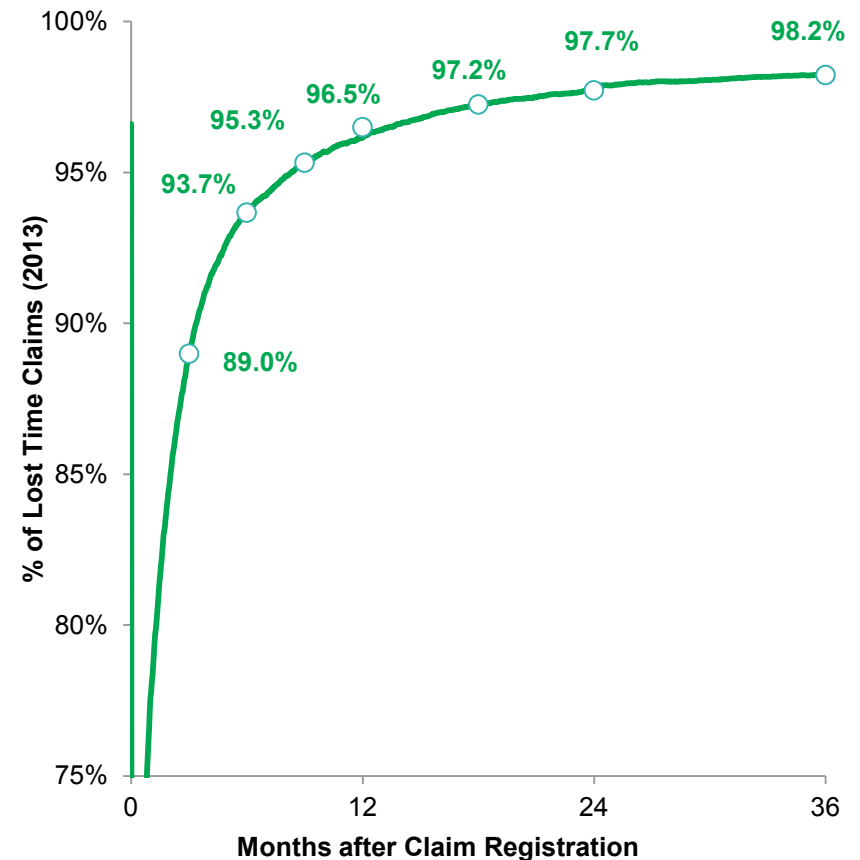
# Coding Closed Claims

- Under *the Workplace Safety and Insurance Act*, once a worker is back to work or able to return to their regular work, without a continuing wage loss, wage benefits from the WSIB stop. WSIB staff code these claims to identify the reasons why.
- The WSIB uses two different types of measurement to assess return to work performance.
  - The percentage of workers off-benefits.
  - The percentage of workers who RTW at 100% of pre injury wages at 12 months.
- These are different measures determined through the use of different data sources

# Duration: Off-Benefit Rate

- Off-benefit rates measure the percentage of workers who are not receiving loss of earnings benefits at that point in time.
- This methodology is used by all jurisdictions in Canada as a proxy for success in RTW.
- The WSIB is the only jurisdiction in Canada that also reports on the percentage of workers who are back to work within 12 months with no wage loss.

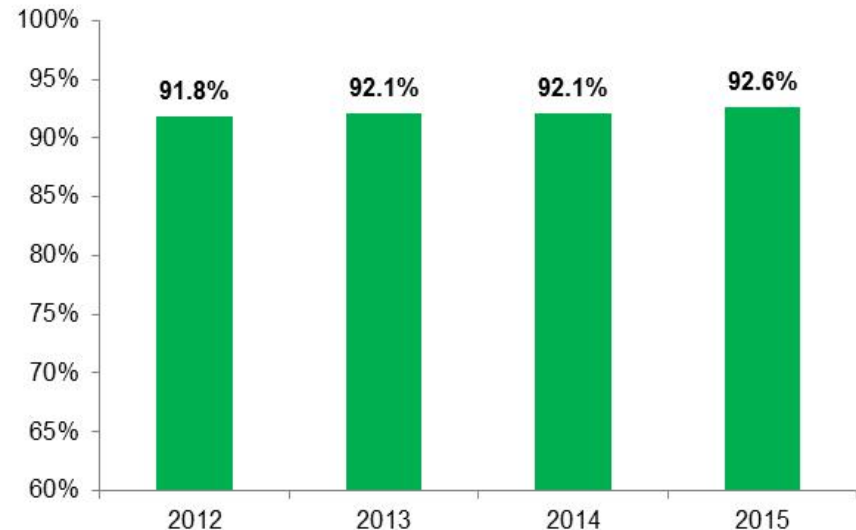
## Claim Cohort Off-Benefit Rates



# Return-to-Work Measure

- The “return-to-work at 100 per cent of pre-injury earnings at 12 months” result is released externally as part of the WSIB’s quarterly reporting.
- Developed in 2011 as a preferred measure for assessing our success at helping workers recover both medically and financially to the point they were at pre-injury.
- Includes only those injured or ill workers who are back to work and earning as much or more than they were before their injury/illness, within one year of the injury/illness.

**RTW at 100% of  
Pre-injury Earnings at 12 Months  
Schedule 1 and 2**



# Return-to-Work Measure Methodology

- To determine the RTW result, the WSIB conducts two parallel processes quarterly
- The validation process was developed with the WSIB's, Chief Statistician to ensure a statistically sound methodology
- The validation process is overseen by Corporate Business Information and Analytics

## Main Methodology

From our database, we pull total counts of Lost Time claims with specific closure codes covering each “returned to work” scenario, such as:

- *Code 10* = RTW with accident employer, pre-injury job
  - *Code 15* = RTW with new employer, pre-injury work
  - *Code 17* = RTW with new employer, permanent suitable
- Claims that have not returned to work are not included in this measure e.g.
- *Code 91* = LMR plan complete, employable, not employed

## Parallel Approach

- 400 claims are sampled at random each quarter from each of Schedule 1 and 2
- RTW outcomes are reviewed “manually” *claim by claim* for the sampled claims
- Telephone contact is made to validate the RTW outcome where either the RTW outcome or wage-loss status is unclear
- A sub-sample (5 per cent) of these claims is also reviewed independently to ensure process quality






**RTW metric result**

Two results are compared  
– aim for result to be within  
a 95% confidence interval  
of validation result



**RTW metric result**

# Main vs. Validation RTW Results

Year	Main Methodology	Audit result with confidence interval	Main Methodology Result within/below Interval?
2012	91.8%	91.6% ± 1.1%	
2013	92.1%	92.0% ± 1.1%	
2014	92.1%	91.8% ± 1.1%	
2015	92.6%	91.8% ± 1.0%	