

2024 OPERATIONAL PLAN

**WORK SAFE.
FOR LIFE.**
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

AT A GLANCE: **OUR PLANS, OUR GOALS,
AND OUR PROMISES TO THOSE WE SERVE.**

In the first year of our new Strategic Plan, our change-related work will focus on the three pillars: Prevention, Return to Work, and Service Excellence, aligning our investment of resources to tackle our most important business problems.

This document summarizes our key operational priorities in 2024.

Key initiatives are noted below, along with a summary of our goals and our service level agreements – where we are now, what we'll strive for, and how we'll hold our teams accountable.



GRADUAL ONSET PSYCHOLOGICAL INJURY: Exceptional service.

Perhaps our most significant priority in 2024 is the preparation for compensability of gradual onset psychological injury. **When the legislation is implemented on September 1, we will be ready.**

Our service model for gradual onset stress will be different from our typical case management practices. For example, new roles include a Client Care Navigator, offering help every step of the way to workers and employers, as we navigate, together, a whole new kind of injury.

From self-assessment tools to informative videos, and so much more, we are driven to deliver an exceptional service experience, complete with customer excellence and trauma-informed services. Approaches and processes will focus on innovation, keeping client needs at the forefront, with return to work considered and initiated even before the claim is accepted.

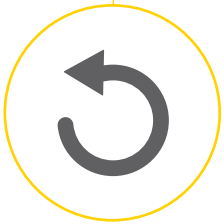
Learn more at wcb.ns.ca/Claims/Gradual-Onset-Psychological-Injury



INJURY PREVENTION: A focus on psychological injury.

Our prevention focus will be on supporting Nova Scotia's workplaces in creating psychologically healthy and safe workplaces – an increased priority for all of us, with the coming compensability of gradual onset psychological injury this fall.

A major project will deliver resources, education and awareness for both workers and employers, leveraging best-practice from other jurisdictions.



RETURN TO WORK: Time matters.

Meanwhile, we'll turn a great deal of our efforts to improving on return to work.

A comprehensive multi-year project will put its 2024 focus on improving the first 30 days of a claim, for everyone involved.

We'll focus on getting better at early contact, at supporting transitional work, and better training for health services providers, and our own people. We'll also make entitlement decisions more quickly.

A new leadership team.

In 2024, we have restructured our leadership team to put a distinct focus on strategic oversight of the organization's core business, with an enhanced capacity to better engage with those we serve, and deliver service to the WCB's largest customers in new ways.

We have added the WCB's first Chief Technology Officer. Other changes focus on providing a new level of service to our largest employers, where most time-loss injury happens. They also allow focused strategic leadership of the entire end-to-end process of return to work and service excellence, all under one Chief Operating officer.

Learn more about our updated structure at wcb.ns.ca

System Review.

In 2024, we will respond to findings and recommendations from the first comprehensive System Review in decades. We have been proud to participate in the review alongside our partners, and we heard, very clearly, the need to change. In 2024, we will look forward to the findings of the review – and we believe that the changes we are making in the Strategic Plan position us well to further learn from the recommendations of the Review Committee. Together, we can build an even stronger system for tomorrow. Learn more: wcb.ns.ca/Review2023

////// BETTER DATA FOR BETTER OUTCOMES.

We will also invest in improving our processes and our data. This will help support better measurement of our own performance, and to track progress when it comes to our people's efforts in meeting our strategic objectives, by supporting them in meeting their own goals as employees.

////// IMPROVING SERVICE TO RECIPIENTS OF LONG-TERM BENEFITS.

Most people who are injured at work recover, and they're able to return to the workforce. Sometimes, though, that's not the case. Sometimes workplace injury has long-term impact, and our protection of the worker and their family from its impact needs to extend over many years. In the most tragic cases of all, we are there for survivors of workplace fatality. It's all such important work – but, we know there's opportunity to improve our service to these workers and their families. In 2024, we'll begin that work, laying groundwork for implementation in 2025.

////// IMPROVING OUR TECHNOLOGY.

To drive efficiency, we'll invest in a number of projects such as electronic signatures and required updates to enterprise software.

Communicating. Listening. Adapting.

Things are changing at WCB Nova Scotia. As we deliver the first year of our Strategic Plan, we've opened a whole new way of working. It's based in hearing from you, the workers of employers of our province, to inform the way we work and the services we provide. We've hosted in-person and online events for workers and employers, and monthly webinars on key topics – and there's much more to come. Delivering our Strategic Plan means connecting with those we serve.

Our service level agreements, at a glance.

- **Entitlement Decisions:**
7 days
- **First Contact from WCB on a claim:**
2 days
- **First payment:**
15 days
- **Replies to Secure Messages:**
2 Days

More service level agreements will be added, as we develop new measurement tools.

2024 GOALS AND SERVICE LEVEL AGREEMENTS.

KEY PERFORMANCE INDICATORS – KPI	Actual 2023	Target 2024	Target 2030
INJURY PREVENTION			
Time Loss Injuries per 100 Covered Workers: All Industries	1.40	1.37	1.16
Number of employers that receive the tools & resources to prevent psychological injury in the workplace	NA	100%	100%
RETURN TO WORK			
Time Loss Days per 100 Covered Employees	259	235	167
Return to Work within 90 days	68%	70%	80%
Return to Work Final - Full / Partial	91.7% 2.5%	92.7% 3.5%	94.5% 3.5%
EXCEPTIONAL SERVICE			
First Contact in 2 days (YTD)	73%	76%	80%
Entitlement Decisions in 7 days (YTD)	40%	60%	80%
First Payment in 15 Days (YTD)	56%	70%	80%
Message Response in 2 Days	66%	76%	80%
Service Quality	NA	TBA	80%