

# STATISTICS AND MEASURES

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In addition to the statistical information provided in this annual report, a *Manitoba Workplace Injury and Illness Statistics Report* is published annually. This document is a joint publication of the WCB and Workplace Safety and Health. To obtain a copy of the report, please call (204) 954-4760, toll-free 1-800-362-3340 or visit [www.wcb.mb.ca](http://www.wcb.mb.ca).

## Introduction

The WCB is committed to organizational goals built upon four themes: Prevention, Recovery, Service and Stewardship. Measures have been developed to gauge progress towards these goals.

These statistics and measures enable the WCB to analyze and report on its current performance and measure progress from previous years.

## Prevention

### Five Year Targets:

Achieve a reduction in the time loss injury rate to 3.0 per 100 full time workers and a reduction in the number of serious injuries and fatalities.

Increase the number of Manitobans who reject the belief that workplace injuries are inevitable to 70 per cent.

### Injury Rate Trends, Accepted Claims and Fatalities

The 2012 injury rate is 3.3 (estimated) and has been static over the past three years. The WCB is committed to increasing prevention awareness and reducing the time loss injury rate in Manitoba.

In addition to monitoring the time loss injury rate, the WCB also measures workplace safety attitudes in the province. Surveys indicate that 41 per cent (34 per cent in 2011) of Manitobans reject the belief that workplace injuries are inevitable. The WCB continues to look at opportunities to ensure Manitobans have safe and healthy workplaces.

	2008	2009	2010	2011	2012
<b>Injury Rate</b>					
Time loss injury rate	4.0	3.5	3.3	3.2	3.3*
<b>Claims</b>					
Time loss injury claims	17,109	15,508	15,039	15,144	15,136
No time loss injury claims	17,799	16,222	15,932	16,563	15,882
Total injury claims	<b>34,908</b>	<b>31,730</b>	<b>30,971</b>	<b>31,707</b>	<b>31,018</b>
<b>Fatalities</b>					
Fatalities	24	28	16	22	36

\*The 2012 time loss injury rate is an estimate and will be confirmed in mid-2013.

# Recovery

## Five Year Targets:

Achieve an average of 80 per cent on injured worker satisfaction with return to work support.

Achieve an average claim duration of 34 days.

## Return to Work

In 2012, the WCB continued the focus on return to work by implementing a variety of initiatives to ensure the WCB is doing all it can to support workers' timely and safe return to health and meaningful work. The latest survey results indicate the WCB scored 65 per cent (68 per cent in 2011) when workers were asked how well the WCB supported them in their return to work and that 85 per cent (85 per cent in 2011) of workers returned to work after sustaining a time loss injury. The WCB will continue to work with employers to encourage best practices for disability management and return to work.

## Duration of Claims

Duration of claims measures the number of days that injured workers receive wage loss replacement. Many factors affect the duration of claims, including demographics and type of injury. Duration decreased to 34.0 days in 2012, reaching the target.

The organization continuously strives to improve case management processes, helping to enable injured workers to effectively return to health and meaningful work as soon as safely possible.

## Average Days Paid for All Wage Loss Claims

	2008	2009	2010	2011	2012
Claims from All Years	42.0	41.0	37.4	34.8	34.0

# Service

## Five Year Targets:

Achieve at least 80 per cent on the WCB service culture index.

Pay at least 70 per cent of injured workers within 14 days of injury.

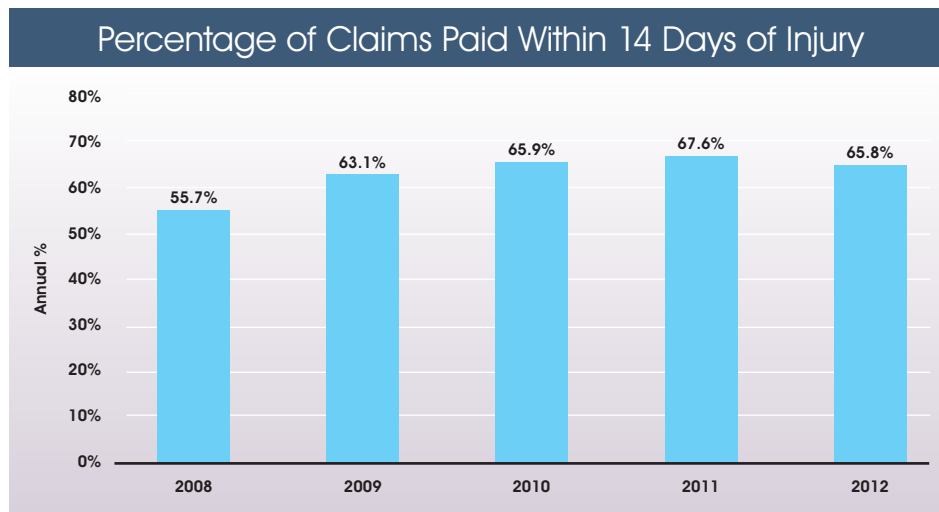
Achieve at least 80 per cent in injured worker satisfaction.

Achieve at least 80 per cent in employer satisfaction.

Achieve at least 95 per cent in quality of claim management.

## Timely Payments to Injured Workers

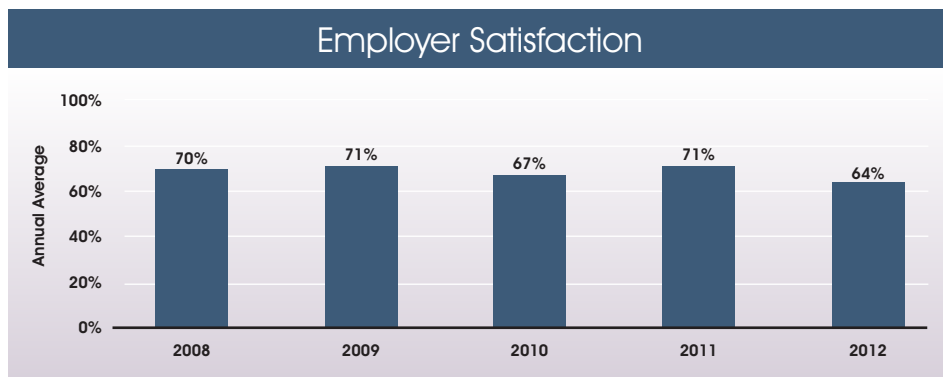
The WCB continues to strive to reach its goal of paying 70 per cent of injured workers within 14 days of injury.



## Customer Service

The WCB believes in providing service that is **fast, easy, caring, right** and **clear** and is proud of its strong service culture. The organization scored 71 per cent in 2011 (73 per cent in 2009) on the service culture index which is based on employee perceptions, as measured in a bi-annual employee engagement survey.

The organization strives to meet the evolving needs of all customers with a goal of achieving an 80 per cent rating in customer satisfaction. Results of the worker and employer surveys are shown in the following charts.



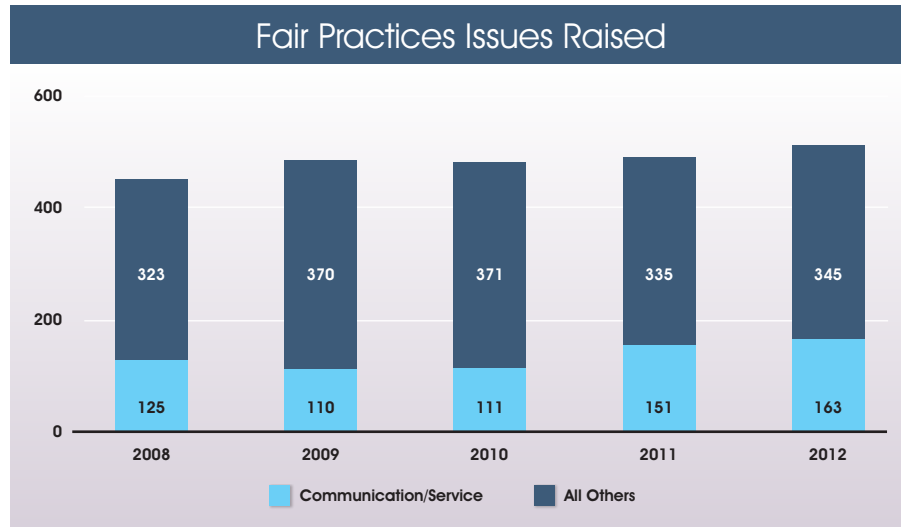
WCB customer service measures were modernized in 2012 to report satisfaction as a percentage of customers who are satisfied or very satisfied. Prior measures have been restated to preserve the trend line.

In addition the methodology used to measure employer satisfaction was changed in 2012. In prior years, the survey represented only employers with claims, but beginning in 2012 the survey represents all registered employers. This change in methodology limits comparability with previous years but provides a broader perspective on WCB interactions with employers.

## Quality Claim Management

The WCB aims to adjudicate claims accurately, fairly and transparently. In 2012, the organization met quality expectations on 85 per cent of claims (87 per cent in 2011, 80 per cent in 2010).

The WCB also looks to referral activity from the Fair Practices Office and the Review Office to monitor progress. The organization is steadily improving claim management. The Fair Practices Office referrals totaled around 500 over the past five years and Review Office referrals have averaged around 1,400. The percentage of adjudicative decisions confirmed by the Review Office was 71 per cent (68 per cent in 2011, 69 per cent in 2010).



# Stewardship

## Five Year Targets:

Build reserves toward the funding policy target level.

Achieve an average of 80 per cent on WCB employee engagement measures.

Increase the number of Manitobans who believe the WCB makes a positive contribution to the province to 70 per cent.

Results in the key target areas are as follows:

- The WCB's accident fund reserve balance as at December 31, 2012 was \$338 million (December 31, 2011, \$246 million) exceeding the funding policy target level of \$327 million (December 31, 2011, \$311 million).
- The WCB's funding ratio as at December 31, 2012 was 126.6 percent (December 31, 2011, 121.3 per cent). The funding ratio target is 130.0 per cent.
- A score of 68 per cent (75 per cent in 2009) was obtained on the employee engagement index in 2011, as measured in a bi-annual employee engagement survey.
- 69 per cent (unchanged from 2011 and 2010) of Manitobans surveyed said they believe the WCB is making a positive contribution to the province.

The WCB is committed to managing its resources in a responsible manner, ensuring an affordable and financially strong compensation system is maintained for Manitoba workers and employers. Financial indicators provided in this report to illustrate resource management are as follows:

- employer assessments and average assessment rate
- investment results
- administration cost per time loss claim
- funding ratio.



## Employer Assessments and Average Assessment Rate

Maintaining a competitive average assessment rate (per \$100 of payroll) is paramount when it comes to the WCB's fiduciary management. In 2012, Manitoba's average assessment rate continued to be one of the lowest when compared to other Canadian jurisdictions. Employers experiencing higher claim costs pay higher rates.

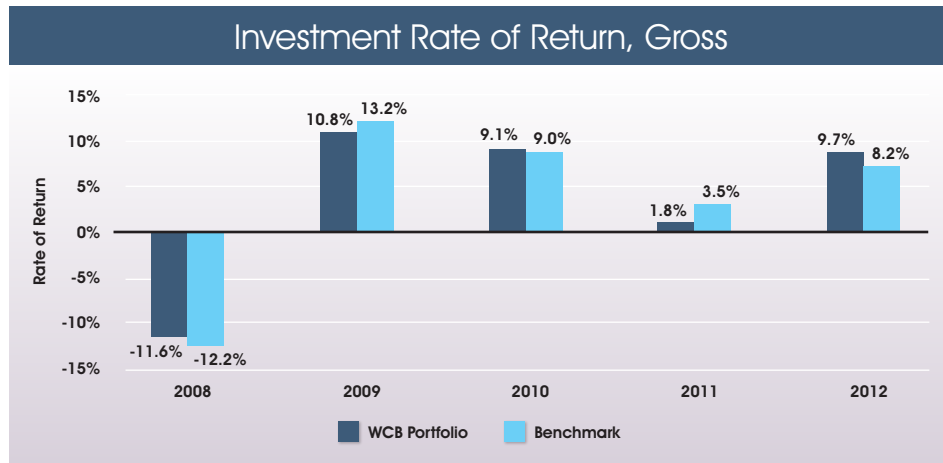
	2008	2009	2010	2011	2012
<b>1. Assessments*</b>					
Assessable payrolls (\$ millions)	12,483	13,394	13,946	14,726	15,595
Assessment revenue (\$ millions)	203	217	228	228	240
<b>2. Employers</b>					
Number of registered employers at December 31	28,479	29,970	30,762	31,532	32,548
New registrants in-year	3,813	3,747	3,158	3,122	3,350
<b>3. Rates (per \$100 of Payroll)</b>					
Average – actual	\$1.62	\$1.59	\$1.61	\$1.51	\$1.51
Lowest	\$0.14	\$0.14	\$0.14	\$0.14	\$0.14
Highest	\$30.27	\$35.57	\$32.94	\$26.98	\$37.08

\*Assessment revenue is a subset of premium revenue from Class E employers.  
(See Note 15 in the Notes to Consolidated Financial Statements section)

## Investment Results

Investment revenue is a significant revenue stream for the WCB. The investment portfolio is carefully managed by adhering to the WCB's Statement of Investment Policies and Objectives and by monitoring portfolio performance against appropriate benchmarks.

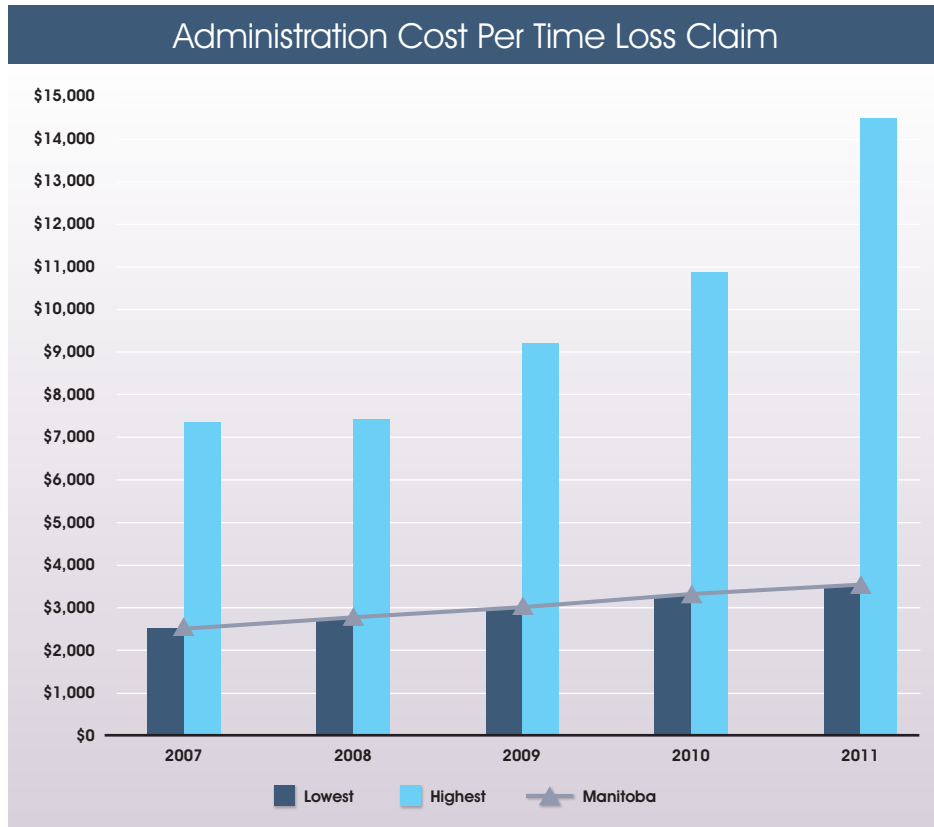
The following chart shows the gross investment rate of return and the benchmark rate of return. The gross return in 2012 of 9.7 per cent was better than the benchmark rate. The WCB achieved actual returns that were better than benchmark in three of the past five years.



### Administration Cost Per Time Loss Claim

The WCB's goal is to provide excellent customer service and quality compensation services in an efficient manner. One of the ways to measure this goal is the administration cost per time loss claim. Administration costs are a subset of operating expenses and are grouped consistently by all WCBs across Canada.

Manitoba has had one of the lowest administration cost per time loss claim across Canada for the five years shown below and expects to maintain this status for 2012 (data for 2012 is not available until mid-2013).



## Reserves and Funding

The WCB's reserves protect the organization and its ratepayers from general business risks and catastrophic events affecting investment returns, premium revenue or injury claim costs. The reserve target assists the WCB in making future financial decisions as the financial impacts to ratepayers are balanced against the risk of the reserves not meeting the target value. Funding formulas provide the WCB with the optimum target balance for its reserves.

A measure of the financial strength of the WCB is the funding ratio (ratio of total assets to total liabilities). Any amount above 100 per cent indicates that the WCB is fully funded with a positive balance in its reserves. Values below 100 per cent signal that the WCB is in an unfunded position. Manitoba has been in a fully funded position since 1996, with a 2012 funding ratio of 126.6 per cent.

