

2007 Results – At A Glance

Goal	Measure	Allocating Resources: Key Initiative	Results							Target Achieved?
				Five-year Average (2002-06)	2003	2004	2005	2006	2007	
Safety Our vigorous pursuit of a safe work culture will lead to a decline in the overall frequency of accidents and a significant decline in the overall frequency of accidents in industries and firms where our resources are focused.	A decline in the overall accident frequency rate: <ul style="list-style-type: none"> • Within the province; • Compared to other workers' compensation jurisdictions; and • By payroll. 	<ul style="list-style-type: none"> • Ensuring Compliance • Focusing Resources on Health and Safety • Investing in Education • Building a WorkSafe Culture 	Within the province	-	3.59	3.50	3.68	3.57	3.43	
			Compared to other workers' compensation jurisdictions	-	1.47	1.30	1.42	1.33	N/A	
			<ul style="list-style-type: none"> • New Brunswick • National Average 	-	2.72	2.61	2.56	2.39	N/A	
			By payroll	-	1.47	1.39	1.43	1.39	1.33	
Service We will provide prompt, effective, efficient, just, fair, and caring services to each of our clients.	We will continue to maintain or exceed the high level of satisfaction, in excess of 80%, that both our injured worker and employer clients have come to expect.	<ul style="list-style-type: none"> • Adjudication: A Centralized & Systematic Approach • Prescription Medication: Efficiency and Control • Monitoring Client Satisfaction • Investing in Innovative Approaches to Client Services • Creating Efficiencies in Employer Services • Providing Legal Advice and Assistance to Clients 	Injured Workers	82%	81%	87%	82%	81%	83%	
			Registered Employers	85%	86%	85%	84%	84%	84%	
Return to Work We will decrease the time by which injured workers return or are ready to return to employment.	The median of paid compensation days for claimants with a return to work goal.	<ul style="list-style-type: none"> • Case Management: A Regional and Multi-disciplinary Approach • Ensuring Medical Effectiveness: Right Care, Right Provider, Right Cost • Providing Vocational Rehabilitation Options • Building Partnerships for Return to Work 	Median paid compensation days for claimants with a RTW Goal	-	21.0	23.0	21.0	23.0	24.0	
			Average paid compensation days for claimants with a RTW Goal	-	63.7	65.0	61.0	67.8	65.5	
Efficiency We will hold the assessment rates to employers at the lowest level possible, consistent with the best possible benefits to clients.	At a minimum, we will maintain a fully funded liability.	<ul style="list-style-type: none"> • Balancing Benefits and Assessments through Policy and Legislation • Ensuring Accountability through Internal Audits • Effective Best Practices in Financial Management and Governance • Protecting the Commission's Mandate through Prevention and Detection of Fraud and/or Abuse 	Funding Ratio	-	92.3%	98.8%	102.3%	111.0%	105.4%	
			Assets ('000s)	-	\$725,887	\$832,256	\$920,221	\$1,035,703	\$1,065,513	
			Liabilities ('000s)	-	\$786,041	\$842,084	\$899,878	\$933,230	\$1,011,037	
Human Resources Our employees will consider the Commission a good place to work. In addition, other indicators that will be measured in support of the goal and compared to the most recent five-year average include: <ul style="list-style-type: none"> • Absenteeism; • Internal promotions; • Health and safety; and • Staff turnover. 		<ul style="list-style-type: none"> • Evaluating the Competitiveness of Wages and Benefits • Promoting Health, Safety, and Wellness • Providing Disability Management • Ensuring Succession Planning, Employee Development, and Recognition 	Employee Satisfaction Level	90%	87%	94%	87%	91%	87%	
			Overall Absenteeism (Days absent)	8.21	8.57	7.65	6.52	8.31	8.73	
			Internal Promotions	18.6	15	15	13	23	16	
			Health and Safety							
			<ul style="list-style-type: none"> • Total accepted claims 	14.6	14	12	15	16	11	
			<ul style="list-style-type: none"> • Incident reports 	27	-	17	31	32	35	
			<ul style="list-style-type: none"> • Hazard reports 	26	-	13	30	34	14	
			Staff turnover							
<ul style="list-style-type: none"> • All • Retirement 	23	30	22	15	27	24				
	10.4	14	9	8	9	7				



Target Achieved



Target Not Achieved