



## CSBT Newsletter | April 2019

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## March Board Retreat

In March, our Board of Trustees met for a 3 day retreat in Surrey, BC. The retreat was structured around strategy and information sessions, and learning how to better engage with owners. Some of the highlights included:

- Presentation from Paul Hardwick, President of ClaimSecure about prescription drug trends and showcasing a performance comparison of the CSBT to other businesses in ClaimSecure's portfolio across the country
- A thorough review of the Board's governance policies
- A full day dedicated to the quarterly Board meeting

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## Message from the Board of Trustees

At the end of the 3 day Board retreat, we were able to sit down with some of the Trustees to learn about what excites them for 2019. Watch the video below to learn more!



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## New ENDS Policies for the CSBT

I'm excited to say that during our March Board Retreat we drastically revised our ENDS Policies. We spent a full day with Governance Coach, Richard Stringham for a refresher on policy governance. With his help, we made some revisions to our policies. Our biggest revision was to the ENDS, the vehicle through which we direct our administrator, GroupHEALTH, about what they are to accomplish, for whom, and at what cost.

Revised ENDS

GroupHEALTH makes any reasonable interpretation of these ENDS and then seeks to bring them about. Our Board monitors the performance of GroupHEALTH by gathering data through member Net Promoter Score surveys, the annual CSBT member survey, and through direct discussion with members about their experience of the ENDS. GroupHEALTH uses that data to demonstrate its compliance with the Board's policy direction on an annual basis.

We ask that you review these ENDS and think about how we are performing against them. Please send me an email and let know where things are going well, and more importantly, any areas you feel we could use some improvement. I look forward to hearing from you.

**Paul Wheeler, Chair, CSBT Board of Trustees**

[paul.wheeler@csbt.ca](mailto:paul.wheeler@csbt.ca)

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## DMI and the CSBT

Lisa Paterson, Director of Early Intervention with the Disability Management Institute (DMI), gave a presentation to the Board at the March retreat on the performance of DMI and the CSBT's Early Intervention and Occupational Claims Management services.

Here are some highlights of the information presented:

***Early Intervention 2018 in review:***

- DMI early intervention referrals received: **1891**
- Majority of absences related to:
  - **Musculoskeletal conditions (25%)**
  - **psychological conditions (23%)**
- Average duration of absence: **81 days** (stable from 2017)

***Early Intervention Program Updates:***

- 2 new managers added to DMI team, strengthening ability to deliver on customer service
- Key initiatives for 2019 include: technology enhancements, service improvements, staff training, client education and bilingual service delivery

***Occupational Claims Management:***

- DMI provided Occupational Claims Management assistance to **66 CSBT clients in 117 classification units** in 2018
- Of the Occupational claims DMI managed:
  - **39%** of the cases an employee missed one or more scheduled shifts
  - **37%** of the cases only a report was filed, with no external medical attention or lost time from work
  - **24%** of the cases the employee received external medical attention and returned to work for their next scheduled shift

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## **The Role of the Trustees and CSBT Clients**

The board has all agreed that the trustees need to spend more time in the coming months and years engaging in “ownership linkage”. This means more calls and face-to-face opportunities with both clients and prospects. The goal is to ensure we’re getting all the feedback we can to move the program along in the right direction.

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