



Workers' Compensation Board 2016-2020 Statistics Summary

Under *The Ombudsman Act, 2012*, the Ombudsman investigates complaints about the administrative actions and decisions of provincial ministries, agencies of the government, publicly-funded health entities and municipal entities. We gather facts and consider how ministries and agencies administer their programs and services. After an investigation, the Ombudsman may make recommendations if, among other things, she is of the opinion that a ministry, agency of the government or a publicly-funded health entity has acted, failed to act, or made decisions that were unreasonable, unjust, wrong, oppressive, contrary to law or improperly discriminatory, or based on a mistake of law or fact. In summary, the Ombudsman's role is to investigate whether entities are carrying out their duties fairly and reasonably, and according to the legislation governing them. Our Act gives the Ombudsman the power to recommend that an entity reconsider a matter or decision, even if the entity's governing legislation says that its decisions are final and that the decision cannot be appealed, reviewed, quashed, or challenged.

Total files received:

Year	Total Files Received
2016	88
2017	87
2018	90
2019	76
2020	59
Total:	400

File Outcomes in 2016- 2020*

Initial Support	Resolved	Recommendations Made		No Further Action
		Files	Recommendations	
364	10	4	4	36

*Some files are identified with more than one issue, so they may have more than one outcome.

General: The Types of Issues we received

Benefits: Calculation
Delay with application process
Denied
Held
Income Replacement Benefits
Terminated

Appeal Department: Delays
Disputes Decision

Board Appeal Tribunal: Delay
Disputes Decision

Recommendations made:

- That the Tribunal reconsider its decision in the complainant's case, including gathering and assessing all available evidence from the complainant and any other witnesses about the events that happened to her after she was injured at work and before she sought medical attention for her injuries, and consider whether to rescind, alter, or amend its decision that the complaint does not have a compensable injury claim. (Accepted)
- The Saskatchewan Workers' Compensation Board assesses the complainant's employability and transferable skills in accordance with its vocational rehabilitation policy and procedures. (Not Accepted)
- The Saskatchewan Workers' Compensation Board reviews the accommodated employment offer made by his pre-injury employer in accordance with the findings of the vocational assessment to determine if the offer was for suitable productive employment. (Not accepted)
- If the accommodated employment offer made by his pre-injury employer was not for suitable productive employment, the Saskatchewan Workers' Compensation Board provides the complainant with any additional wage loss and vocational services to which he was entitled. (Not Accepted)

Other Issues:

- Medical Review Panels: Information Sheet to interpret Legislation



2016 Statistics Summary

Workers' Compensation Board

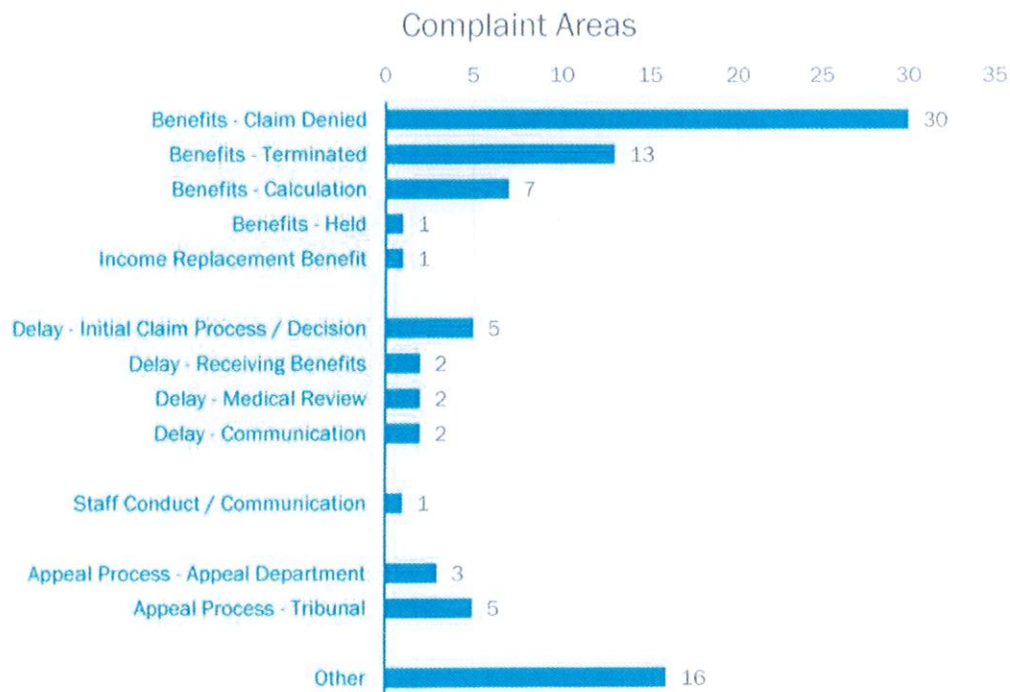
Overview of Files Received and Closed in 2016

Carried Into 2016	Received	Closed	Carried Into 2017
12	88	95	5

Closed in 2016

Initial Support	Resolved	Recommendations Made		No Further Action
Issues	Issues	Files	Recommendations	Issues
81	2	1	1	11

Types of Complaints on Files Received



Summary of Delay Resolutions/Referrals

Delay – Initial Claim Process/Decision

- Working with union and discussed/referred to appeal options
- Referred to appeal process
- Referred to Fair Practices Office (3)

Delay – Receiving Benefits

- Referred to Fair Practices Office (2)

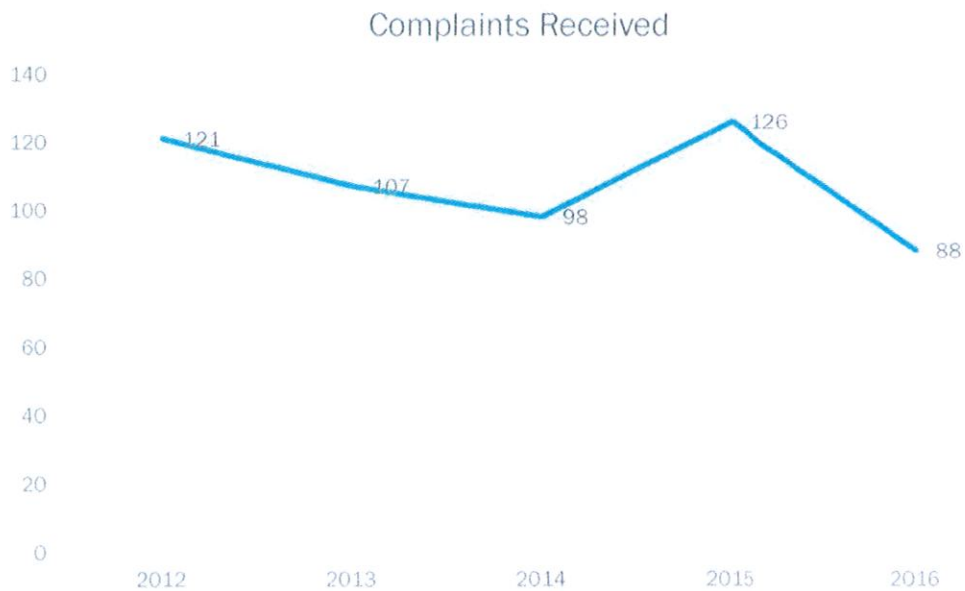
Delay – Medical Review

- Referred to Worker's Advocate
- Referred to Fair Practices Office

Delay – Communication

- Referred to Fair Practices Office
- Referred to supervisor and then to FPO if not resolved

Five-Year Comparison





2017 Statistics Summary

Workers' Compensation Board

Overview of Files Received and Closed in 2017

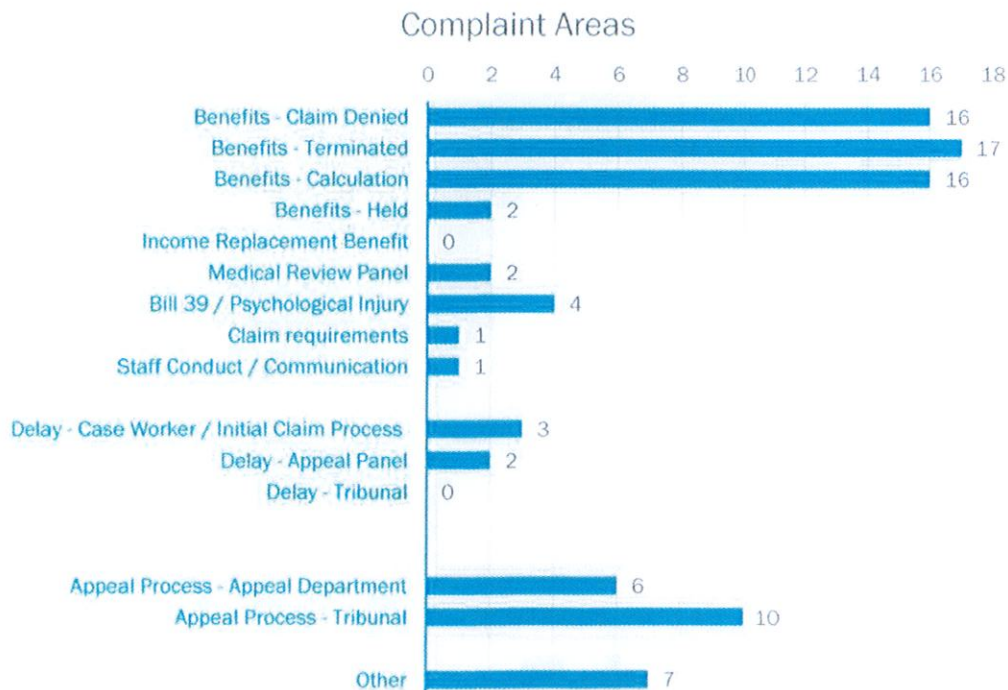
Carried Into 2017	Received	Closed	Carried Into 2018
5	87	84	8

File Outcomes in 2017

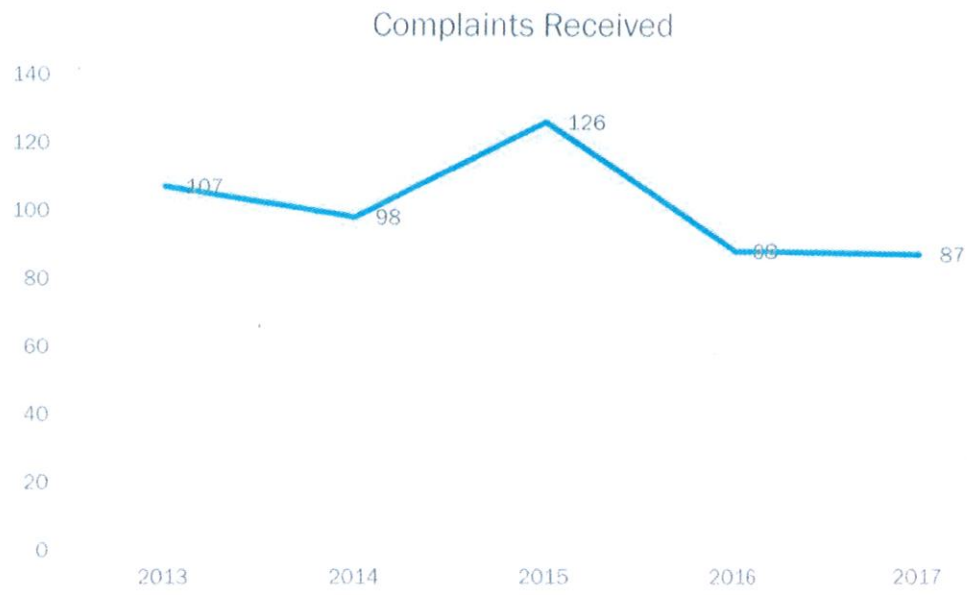
Initial Support	Resolved	Recommendations Made		No Further Action
		Files	Recommendations	
77	3	0	0	4

*Some files are identified with more than one issue, so may have more than one outcome.

Types of Complaints on Files Received



Five-Year Comparison





2018 Statistics Summary

Workers' Compensation Board

Overview of Files Received and Closed in 2018

Carried Into 2018	Received	Closed	Carried Into 2019
9	90	97	2

File Outcomes in 2018

Initial Support	Resolved	Recommendations Made		No Further Action
		Files	Recommendations	
85	5	0	0	11

*Some files are identified with more than one issue, so may have more than one outcome.

Types of Complaints on Files Received



Five-Year Comparison





2019 Statistics Summary

Workers' Compensation Board

Overview of Files Received and Closed in 2019

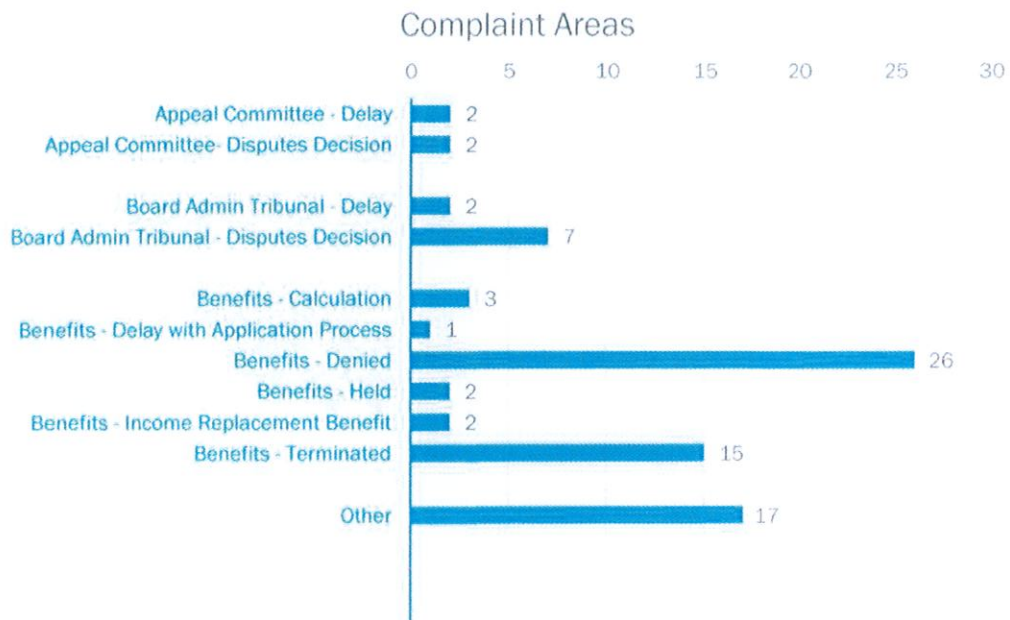
Carried Into 2019	Received	Closed	Carried Into 2020
2	76	72	6

File Outcomes in 2019

Initial Support	Resolved	Recommendations Made		No Further Action
		Files	Recommendations	
69	0	0	0	3

*Some files are identified with more than one issue, so may have more than one outcome.

Types of Complaints on Files Received



Five-Year Comparison



2020 Statistics Summary

Workers' Compensation Board

Overview of Files Received and Closed in 2020

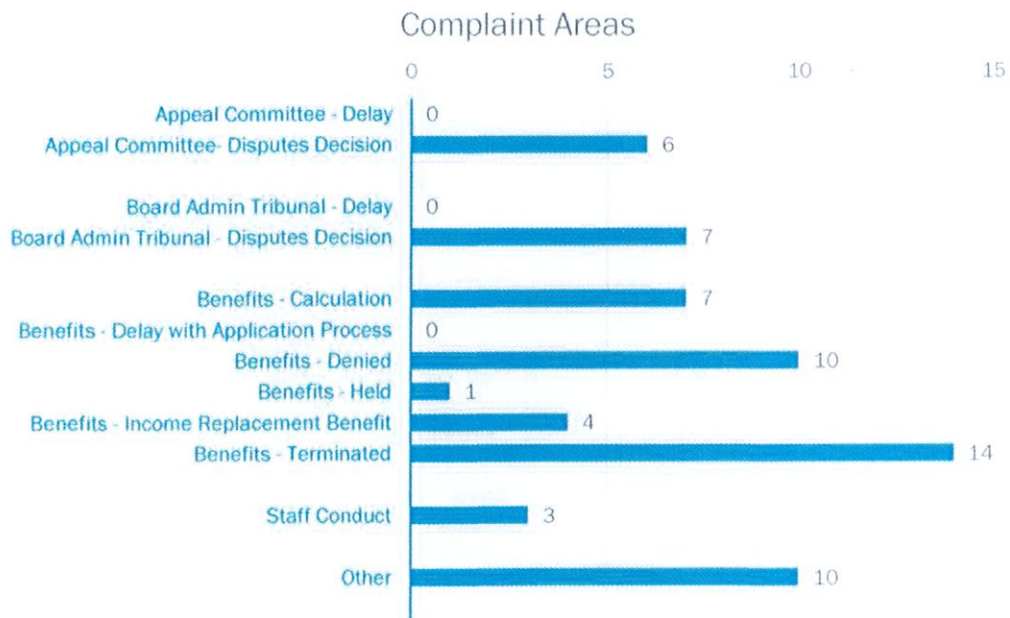
Carried Into 2020	Received	Closed	Carried Into 2021
6	59	60	5

File Outcomes in 2020

Initial Support	Resolved	Recommendations Made		No Further Action
		Files	Recommendations	
52	0	1	3	7

*Some files are identified with more than one issue, so may have more than one outcome.

Types of Complaints on Files Received



Five-Year Comparison

