

GLOSSARY

DEFINITIONS OF STANDARD TERMS FROM THE MEASURING RESULTS REPORT



Glossary

Measure	Definition	Notes
Administrative Expenses per \$100 of Insurable Earnings	The administrative costs to operate the system per \$100 of insurable payroll (applicable payroll required by legislation to determine premiums submitted by employers to the WSIB)	Includes operating expenses and project costs prior to the allocation of administrative costs associated with claims administration and prior to reimbursement of Schedule 2 employer administration fees
Appeals Active Inventory	The volume of unresolved appeals in progress with the Appeals Services Division as of a specified date	Includes only those appeals that have been registered with the Appeals Services Division Schedule 1 and 2
Appeals - % of Resolved Appeals Allowed / Allowed in Part	The percentage of resolved appeals allowed, in full or in part	Represents a percentage of total appeal resolutions Schedule 1 and 2
Appeals - % of Appeals Resolved in 6 Months	The percentage of appeals resolved by the Appeals Services Division within six months of receipt	An appeal resolution includes an appeal decision, a return or a withdrawal of an appeal Schedule 1 and 2
Average LOE Entitlement Award at Lock-in	The average entitlement per cent for workers having reached Loss of Earnings (LOE) lock-in in the denoted period	By quarter of lock-in decision for Bill 99 claims This measure does not use a lag period In reviewing the calculation for Average LOE Entitlement Award at Lock-in, the WSIB discovered that some of the lock-in percentages were being inappropriately rounded. A correction was made in Q4 2015 to appropriately reflect the actual lock-in amounts.
Benefit Payments	The amount paid to or on behalf of injured and ill workers	Includes LOE, Workers' Pension, Health Care, Future Economic Loss (FEL), Survivor Benefits, External Providers and NEL Excludes changes in benefit liabilities and claims administration costs

Measure	Definition	Notes
Core Earnings	The total comprehensive income excluding the impacts of investment income, changes in actuarial valuation and any items that are considered as material and exceptional in nature	
Duration	The year-to-date percentage of injured or ill workers who continue to receive full or partial loss-of-earnings benefits on the specified anniversary	
Insurance Fund Total Returns	The total compounded annual returns for the Insurance Fund as at the end of the reporting period over one, five, 10- or 15- year periods	
Lost-Time Injury/ Illness Rate Schedule 1	The year-to-date number of allowed lost-time injury and illness claims per 100 Full-Time Equivalent (FTE) workers for the injury year specified	A calculation based on total allowed lost-time injuries/illness/fatalities and derived FTE Derived FTE is based on employers' insurable earnings and average hourly wage defined by the WSIB's Actuarial Services
Lost-time Injury/ Illness Rate Schedule 2	The year-to-date number of allowed lost-time injury and illness claims per 100 Full-Time Equivalent (FTE) workers for the injury year specified	A calculation based on total allowed lost-time injuries/illness/fatalities and derived FTE Since the WSIB does not collect Schedule 2 payroll information, the same methodology as Schedule 1 cannot be used to derive Schedule 2 FTE. Schedule 2 FTE is an estimate based on data from Statistics Canada's Survey of Employment, Payrolls and Hours (SEPH).
New Appeals	The volume of appeals received by the Appeals Services Division in the denoted period.	Schedule 1 and 2
New Claims	The distribution of new registered claims by allowed and pending status that were registered in the specified period % allowed excludes pending	By registration year (regardless of injury year) Includes lost-time injuries (LTIs), no-lost-time injuries (NLTIs), fatalities and abandoned claims Pending claims are claims for which a decision has not yet been made Excludes amalgamated and PEIR (Program for Exposure Incident Reporting) claims

Measure	Definition	Notes
Occupational Disease Fatalities	The number of allowed occupational disease fatal claims by decision date	By year of entitlement (regardless of injury year) Data is un-matured
Overall Satisfaction: Employers	A single question that identifies the percentage of registered employers who are somewhat or very satisfied overall with their WSIB experience	External survey results Respondents asked to rate their overall satisfaction with the WSIB experience using a 5-point very dissatisfied to very satisfied rating scale
Overall Satisfaction: Workers	A single question that identifies the percentage of injured workers who are somewhat or very satisfied overall with their WSIB experience	External survey results Respondents asked to rate their overall satisfaction with the WSIB experience using a 5-point very dissatisfied to very satisfied rating scale
Percent Employed on Completion of Work Transition Plan	The percentage of cases with completed work transition plans resulting in return to work with either the injury employer or a new employer	Completed work transition plans include cases closed, return to work with either injury employer or new employer and cases closed, employable
Percentage of Claims in Integrated Health Care Programs	The percentage of claims that received a service from an integrated health care program versus all claims where services were provided directly to the injured worker (direct health care service)	Integrated health care programs include: Low back examinations, physician case file reviews, Programs of Care, Regional Evaluation Clinics, shoulder assessments and Specialty Clinic programs
Percentage of Eligibility Decisions Made within Two Weeks from the Claim Registration Date	The percentage of claims where eligibility decisions are made within the targeted timeframe of 10 business days after their registration date	Excludes occupational disease, pre-1990, serious injury, fatality, withdrawn, abandoned and re-opened claims
Percentage of Workers with a Permanent Impairment	The percentage of allowed lost-time cases with a non-economic loss (NEL) award	By injury year Data has a three year lag
RTW at 100% Pre-injury Earnings at 12 months (Allowed Lost-time Claims)	The percentage of allowed lost-time claims returned to work with no wage loss within 12 months of injury date	Data is matured three months

Measure	Definition	Notes
Service Excellence Index – Account Management	The percentage of registered employers who are very satisfied or somewhat satisfied with their interactions relating to the management of their account	External survey results: index calculated using a straight average of nine measures equally weighted Schedule 1 and 2
Service Excellence Index – Employers Service Excellence Index – Injured Workers	The percentage of registered employers and injured workers who are very satisfied or somewhat satisfied with their interactions relating to claims	External survey results: index calculated using a straight average of 12 measures equally weighted Schedule 1 and 2
Sufficiency Ratio	The ratio of total assets of the WSIB, less non-controlling interests, to the total liabilities of the WSIB, as presented in the Sufficiency Statement and expressed as a percentage	
Traumatic Fatalities	The number of allowed traumatic fatal claims in the period specified	By year of death Data is un-matured
Unfunded Liability (Sufficiency Basis)	The deficiency of net assets attributable to WSIB stakeholders as at the end of the reporting period. Valuations of assets and liabilities are based on actuarial valuations that are consistent with accepted actuarial practices for going concern valuations.	Reflects the WSIB’s ability to meet all future payment obligations based on existing assets and liabilities, expressed as an absolute dollar value Excludes Schedule 2