Island Health Performance Measures
Long-Term Disability

island health

Year to Date Performance	1.14
Island Health Target	Less than 1.00

Performance Assessment	⚠️ Yellow

Performance is outside acceptable range; monitor and take action as appropriate.

What do we measure and why?

Employees who are unable to work for an extended period of time because of an illness or injury are said to have a 'long-term disability' (LTD). LTD is not usually caused by work. When an employee remains injured or ill for a number of weeks, they apply for LTD insurance payments by submitting a claim.

The number of 'accepted' or 'reopened' claims indicates the number of people who became injured or ill. The number of 'closed' claims indicates the number of people who stopped receiving long-term disability payments. This measure reports the ratio of accepted or reopened (new) LTD claims to closed LTD claims.

This ratio is an indicator of the health and well-being of the workforce. Ratios above 1 indicate that employees are leaving the workforce due to LTD faster than they are returning. Staff capacity is reduced, and costs rise as temporary staff are hired and trained.

There is a delay in reporting this indicator to allow sufficient time for new claims to be processed and included.

What is the target?

Island Health's target is less than 1, which is achieved if the same number (or more) employees come off an LTD claim than go on an LTD claim in a given time period.

Lower ratios are better.

How are we doing?

As of July 2023, Island Health was not meeting the target.

What actions are we taking?

Island Health has a comprehensive employee and family assistance program that provides resources to prevent and manage illness and life stresses. This program is available to all employees and their families.

Island Health encourages staff to return to work and remain productive in the workforce. It seeks proactive and flexible options to assist staff to return to work, and to accommodate prolonged or permanent medical conditions.